

**Quad Cities Cable Communications Commission**  
Anoka City Hall – Council Chambers

October 17, 2013, 10:00 AM

**Agenda**

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Administrative Reports**
  - 4.1. Secretary
    - 4.1.1. Approval of meeting minutes from August 15, 2013 and June 20, 2013.
  - 4.2. Treasurer
    - 4.2.1. July/August Financial Report
  - 4.3. Executive Director
- 5. General Business**
  - 5.1. Organizational Assessment Phase 2
  - 5.2. Comcast Encryption Notice
  - 5.3. North Metro Mayors Association
  - 5.4. Monthly Statistical Report
  - 5.5. Programming Reports
- 6. Adjourn**

## **MINUTES OF THE REGULAR MEETING OF AUGUST 15, 2013**

### **CALL TO ORDER – 1**

Chair Heitkamp called the meeting to order at 10:05 a.m. at the Anoka City Hall.

### **ROLL CALL– 2**

Commissioners present were: Carl Anderson, John LeTourneau, Jim Dickinson, Julie Trude, Eric Johnson, Bret Heitkamp, and Tim Cruikshank.

Commissioner absent and excused: Kurt Ulrich.

Others present included Karen George, Executive Director; Scott Flynn, Technical Director; Bob Vose, Legal Counsel; Karly Werner Comcast; and Kate Hensing, Comcast.

### **APPROVAL OF AGENDA – 3**

Motion was made by LeTourneau and seconded by Johnson to approve the agenda as presented.

**7 ayes – 0 nays. Motion carried.**

### **ADMINISTRATIVE REPORTS – 4**

#### **4.1 Secretary**

##### **4.1.1. Approval of meeting minutes and Workshop meeting minutes from June 20, 2013**

Ms. George advised that the minutes from the June 20<sup>th</sup> were included in the packet. She noted that a new secretary had taken the minutes and recommended that the Board request the regular TimeSaver secretary to complete the June minutes.

Motion was made by Trude and seconded by Dickinson to request that the regular TimeSaver secretary complete the June meeting minutes.

**7 ayes – 0 nays. Motion carried.**

#### **4.2 Treasurer**

##### **4.2.1. May/June Financial Report**

Commissioner Dickinson provided a brief overview of the Financial Reports for May and June.

Motion was made by Trude and seconded by LeTourneau to accept the May and June Financial Reports.

**7 ayes – 0 nays. Motion carried**

#### **4.3 Executive Director**

Ms. George briefly reviewed her Executive Director Report that was included in the packet. She highlighted that the employee picnic noting the event was a great success appreciated by the employees. She recognized Commissioner Ulrich and former Commissioner Mark Uglem who attended the event and recommended that another picnic be held the following July. She advised that QCTV will be obtaining bids for many vendor services, including the audit in the next year or two. She reported that there is now a complete inventory of all QCTV assets, at the QCTV facility and all City Hall locations, and commended staff for their efforts in that matter. She noted that an all-day staff training event took place the previous day and advised that she will have a more in depth update in the next Report.

Chair Heitkamp questioned the QCTV policy for disposal of equipment.

Ms. George noted that Craigslist can be used for some materials but noted that some of the outdated equipment has been sold for scrap as well.

Chair Heitkamp noted that the League of Minnesota Cities has a program that could assist in that process.

Commissioner Trude asked for additional information from the legal counsel in regard to the changes to sales tax.

Mr. Vose provided additional information and advised that he could draft an agreement that would delegate purchasing authority to one of the member cities if so desired.

Commissioner Dickinson stated that he is a part of the Committee reviewing this information and provided a brief update.

Chair Heitkamp noted that former Commissioner State Representative Mark Uglen could probably provide some insight as well.

Motion was made by Johnson seconded by Dickinson to accept the Executive Director's report.

**7 ayes – 0 nays. Motion carried**

## **GENERAL BUSINESS – 5**

### **5.1 Franchise Renewal Notification**

Ms. George advised that she did make a presentation to all of the member City Councils to ask for a resolution in support of the Franchise Renewal process with Comcast and did receive approval of those resolutions from each member city.

Mr. Vose stated that at the last meeting the Commission approved the action to pass these resolutions of support to the member City Councils and advised that all of those have now been approved and returned to the Commission. He advised that there is a process that must be followed, similar to labor union negotiations, for negotiations of cable franchise agreements, which is the reason for these procedural steps. He stated that the consideration today is simply to determine if the Commission would like to set aside the procedures and sit down with Comcast in attempt to work out a new franchise agreement. He stated that the reason most cities and organizations choose to forgo the procedures is to reduce the costs, such as legal fees, as the procedural steps do not advance the process. He recommended that the Commission choose this route rather than completing all the procedural steps. He noted that in the future the Commission would need to determine the level and type of consulting that they would like involved in the process. He reviewed the timeline for negotiations.

Motion was made by Trude seconded by Cruikshank to approve the Standstill Agreement and authorize the necessary signatures.

**7 ayes – 0 nays. Motion carried**

### **5.2 Comcast Presentation**

Karly Werner stated that Comcast is present to review some of the new products, which they are excited about. She referenced the Franchise Renewal process and stated that Comcast is also in favor of the Standstill Agreement and



noted that 99 percent of Comcast negotiations are done under the informal process. She introduced Kate Hensing, a new member of the Comcast team, who is present today.

Kate Hensing stated that she joined Comcast about seven weeks ago. She stated that prior to Comcast she worked at the Capital.

Ms. Werner advised of a new X1 platform that Comcast is currently offering to triple play customers. She advised that it would be offered to additional customers in the future. She explained that Comcast has utilized new technology to turn the cable box into an IP platform to reach into the cloud. She explained that this opens the door to new products and services for the customers. She believed that Comcast is the only cable provider currently offering this technology. She played a short video presentation on the new technology. She stated that the new equipment really does enhance the experience. She also referenced the new Xfinity WiFi services, which is just being rolled out now. She explained that they are installing hotspot areas throughout the Metro. She advised that Xfinity customers could access an internet connection free of charge where available. She advised that this service would be available to internet subscribers, business class internet customers, as well as non-subscribers and partnering cable services. She explained that Comcast will build WiFi coverage in locations where users will most likely want to connect. She stated that there is a website customers can log onto to find available hotspots. She stated that because the roll out in this area began just a month ago in the Metro area the Twin Cities information has not yet been populated on the website map.

Ms. Hensing stated that access can be found on the website [www.hotspots.wifi.comcast.com](http://www.hotspots.wifi.comcast.com). She noted that the Twin Cities hotspots should be added in the next two weeks to one month.

Mr. Vose stated that as Comcast moves forward in the rollout of this service he had two questions. He questioned the changes to customers' equipment rental costs and how the return of old equipment would occur once the new equipment is received. He stated that it would be helpful to have this information as QCTV may receive some customer calls.

Ms. Werner stated that there would be no additional equipment charges for the WiFi services. She stated that there is no charge for the triple play customers at this time. She stated that the X1 equipment requires technical installation and the technician could remove the old equipment at that time. She believed that there would be a one-time installation charge.

Commissioner Trude confirmed that this option would not be available for those customers that do not have telephone service, noting that the younger customer base has shied away from that service.

Commissioner Johnson questioned if the X1 service could be provided to customers that have the alarm service in addition to the internet and cable service.

Ms. Werner believed that the alarm service could be combined with the other two services to create a triple play and believed that customer would be eligible for the X1 equipment.

### **5.3 Liability Waiver**

Ms. George stated that this item is reviewed on an annual basis, as the decision to not waive the monetary tort liability is required by the League of Minnesota Cities.

Motion was made by Cruikshank and seconded by Dickinson to not waive the monetary limits on municipal tort liability established by Minnesota Statutes 466.04.

**7 ayes – 0 nays. Motion carried.**

### **5.4 Monthly Statistical Report**

Ms. George highlighted City festivals that occurred recently that QCTV provided coverage of.

Commissioner Johnson questioned how this information could be used to determine trends.

Ms. George noted that this collection of information just began in February and believed that after additional information is gathered that could be used to determine trends.

### **5.5 Programming Reports**

Ms. George advised that two months of Programming Reports were included in the packet and noted that she did not have anything of note to highlight.

Commissioner Trude complimented the Quad Cities Municipal Report and noted that she liked the additional action shots. She did not believe that commercials should be included when residents were watching their own news.

Ms. George stated that she would review that item when the programming is reviewed. She stated that she is just sending out letters today for the first PSA Day. She explained that QCTV will open their office for the day to local organizations to assist them in developing their own PSA. She stated that she will provide an update at the next meeting.

**ADJOURN – 6**

Motion was made by LeTourneau seconded by Johnson to adjourn the meeting at 10:54 a.m.

**7 ayes – 0 nays. Motion carried**

Respectfully submitted,

Reviewed for approval,

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Amanda Staple  
Recording Secretary  
*TimeSaver Off Site Secretarial, Inc.*

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Karen George  
Executive Director

## **MINUTES OF THE REGULAR MEETING OF JUNE 20, 2013**

### **CALL TO ORDER – 1**

Chair Heitkamp called the meeting to order at 10:00 a.m. at the Anoka City Hall.

### **ROLL CALL– 2**

Commissioners present were: Carl Anderson - Anoka, Jim Dickinson - Andover, Julie Trude - Andover, Eric Johnson - Champlin, Bret Heitkamp - Champlin, and Tim Cruikshank - Anoka (arrived at 10:28 a.m.).

Commissioners absent: John LeTourneau - Ramsey, and Kurt Ulrich - Ramsey.  
Excused – Conference attendance.

Others present included Karen George, Executive Director; Scott Flynn, Technical Director; Karly Werner, Director of Government Affairs for Comcast; Bob Vose, Legal Counsel; and Sharon Klump, Springsted Inc.

### **APPROVAL OF AGENDA – 3**

Motion was made by Carl Anderson and seconded by Jim Dickinson to approve the agenda as presented.

**5 ayes – 0 nays. Motion carried.**

### **ADMINISTRATIVE REPORTS – 4**

#### **4.1 Secretary**

##### **4.1.1. Approval of meeting minutes and Workshop meeting minutes from May 16, 2013**

Ms. George noted that an amended copy of the April minutes were also included in the packet.

Motion was made by Julie Trude and seconded by Eric Johnson to approve the May 16, 2013 regular session and workshop minutes as presented.

**5 ayes – 0 nays. Motion carried.**

#### **4.2 Treasurer**

##### **4.2.1. April Financial Report**

No additional comments made.

Motion was made by Julie Trude and seconded by Carl Anderson to accept the April Financial Report as submitted.

**5 ayes – 0 nays. Motion carried.**

#### **4.3 Executive Director**

Ms. George summarized the highlights from her Report included in the packet.

### **GENERAL BUSINESS – 5**

#### **5.1 Franchise Renewal Resolution**

Ms. George advised that Karly Werner and Attorney Bob Vose were present to discuss the Franchise Renewal Resolution.

Mr. Vose provided additional clarification regarding the proposed Franchise Renewal Resolution, referencing the middle of the Resolution, which addresses the Joint Powers Agreement (JPA). He stated that the Cable Commission has received notice that the Comcast would like to begin the franchise renewal process. He explained that unlike other contract negotiations there are federal guidelines that must be followed for negotiations, similar to union negotiations. He stated that the Resolution will go before the member cities for adoption and noted that staff wanted the Commission to review the Resolution prior to bringing it forward to the member cities.

Commissioner Dickinson noted that an incorrect name for the Commission was included in the Resolution and should be corrected. He also asked for additional clarification in regard to the non-profit corporation and Commission listed in the Resolution.

Ms. George noted that in the past the Commission had oversight of two organizations but believed the non-profit corporation was dissolved in the past.

Mr. Vose provided historical information regarding the two organizations and confirmed that the non-profit corporation had been dissolved a few years prior. He confirmed that he would amend the Resolution as discussed.

Commissioner Trude confirmed that after amendment the Resolution would go before the City Councils of each member city for adoption throughout this summer and will then come back to the Commission to proceed.

Mr. Vose confirmed that timeline and further discussed the timeline for negotiations following the adoption of the Resolution.

Commissioner Trude stated that this would be a good time, when making the presentations to the City Councils, to provide an update on the direction of the organization. She advised that the Ramsey representatives were unable to attend the meeting this morning because of a previously scheduled conference.

Motion was made by Jim Dickinson and seconded by Carl Anderson to endorse the Franchise Renewal Resolution as amended.

**5 ayes – 0 nays. Motion carried.**

Ms. George noted that Karley Werner from Comcast was present this morning and asked her to introduce herself.

Karley Werner, Director of Government Affairs at Comcast, stated that she is the point person for renewals and advised of her involvement in the renewal process. She stated that she would come back before the Commission at the next meeting to make a presentation regarding the new products and services. She stated that Comcast looks forward to the negotiation discussions in the future and continuing a great partnership into the future.

Chair Heitkamp thanked Ms. Werner for attending the meeting and stated that the Commission looks forward to the presentation at the next meeting.

## **5.2 Strategic Plan Adoption**

Ms. George stated that Sharon Klump was present and noted that they have been busy during the last month incorporating the comments and input from the Commission into the Strategic Plan format.

Sharon Klump, Springsted Inc., stated throughout the past few months there has been a very methodical process followed by the Commission to gather this information. She stated that this has been a collaborative effort and believed that the final product incorporated all the Commission input.

Commissioner Trude stated that she was surprised to see the level of depth provided by the information obtained from the Commission. She thanked Ms. George and Ms. Klump for their efforts in completing the document.

Ms. George also thanked the Commission for their input throughout this process. She stated that she enjoyed planning the work and will also enjoy working the plan. She confirmed that the Plan can be amended in the future as this is a living document.

Chair Heitkamp stated that he is excited with the direction that QCTV is moving and also for the implementation of the Plan.

Motion was made by Jim Dickinson and seconded by Julie Trude to adopt the Strategic Plan.

**5 eyes – 0 nays. Motion carried.**

Ms. George discussed the organizational assessment. She noted that in 2011 the Commission began the strategic planning and organizational assessment process, which included an RFP for consulting services. She advised that the Commission would now begin phase two of the organizational assessment process. She advised that an RFP for consulting services was submitted and recommended that the Commission accept the bid from Holly Hansen Consulting Services for phase two of the project. She stated that some minor tweaking to the tasks had been done but advised that the overall objective, including the cost would remain the same.

Commissioner Trude stated that this individual made an application to the Commission about one year ago and questioned if Chair Heitkamp remembers that person.

Chair Heitkamp confirmed that this person was one of two applicants interviewed for the position in the past. He advised that Ms. George has experience with this individual and felt that she would be most qualified to proceed with phase two.

Commissioner Dickinson stated that he was happy to see that the scope of services was very detailed.

Motion was made by Jim Dickinson and seconded by Carl Anderson to approve the contract with Holly Hansen Consulting Services for phase two of the Organizational Assessment process.

**5 eyes – 0 nays. Motion carried.**

Ms. George advised that the paper version of the Strategic Plan was included in the packet and also displayed the online tool for the Plan, which will include additional tasks and objectives in the future. She also displayed the dashboard version, which can be easily used by the Commission to track the progress of the Plan remotely.

### **5.3 Alliance for Community Media Awards Presentation**

Ms. George stated that it is her pleasure to bring two awards from the Alliance for Community Media, which is an organization that has been around since the 1970s. She stated that this year there were 800 entries into the program and QCTV received two awards, one for web-based programming and the other for website for access centers. She asked Scott Flynn to introduce his staff present and display the awards.

Commissioner Cruikshank arrived.

Scott Flynn asked that his staff come forward and introduced them to the Commission. He displayed the two awards that were received by QCTV. He stated that his department had planned to bring the viewing audience with them to the awards and throughout the day, he would take footage, which he sent back to this department for editing, and it was then placed onto the website for the viewing public.

Ms. George stated that it is her delight to work with these creative individuals.

Chair Heitkamp commended staff for their efforts and for the awards received.

Commissioner Trude stated that she loves the tech news program and commended staff for the wonderful website, which is very user friendly. She also liked the involvement with social media and believed that staff and the Commission could become a leader and standout in the community television arena. She thanked staff for their hard work.

### **5.4 Monthly Statistical Report**

Ms. George stated that this is the fifth month of completing these reports and provides important data to the staff to better determine viewing preferences.

### **5.5 Programming Reports**

Chair Heitkamp thanked Scott Flynn, his staff and Mr. Schulte for the upgrades at the Champlin City Hall noting that they have been a great success and the quality of sound is much better.



**ADJOURN – 6**

Motion was made by Jim Dickinson and seconded by Carl Anderson to adjourn the meeting at 10:36 a.m.

**6 ayes – 0 nays. Motion carried**

Respectfully submitted,

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Amanda Staple  
Recording Secretary  
*TimeSaver Off Site Secretarial, Inc.*

Reviewed for approval,

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Karen George  
Executive Director

**Quad Cities Communications Commission**  
**Balance Sheet Summary**  
As of August 31, 2013

	<u>Total</u>
<b>ASSETS</b>	
Current Assets	
Bank Accounts	841,756.50
Accounts Receivable	0.00
Other current assets	0.00
<b>Total Current Assets</b>	<b>\$ 841,756.50</b>
Fixed Assets	0.00
<b>TOTAL ASSETS</b>	<b>\$ 841,756.50</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	4,837.44
Other Current Liabilities	-0.41
<b>Total Current Liabilities</b>	<b>\$ 4,837.03</b>
Equity	836,919.47
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 841,756.50</b>

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2013 - FY13 P&L**  
 January - August, 2013

	Aug 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
<b>Income</b>								
Discounts given (deleted-1)		0.00	0.00		0.00	0.00	0.00	
Duplication Revenue	101.81	208.00	(106.19)	48.95%	6,070.51	1,664.00	4,406.51	364.81%
Equipment Grant		4,218.00	(4,218.00)	0.00%	0.00	33,744.00	(33,744.00)	0.00%
Franchise Fees		74,340.00	(74,340.00)	0.00%	477,431.88	594,720.00	(117,288.12)	80.28%
Interest Income	12.23	8.00	4.23	152.88%	79.34	64.00	15.34	123.97%
Miscellaneous Income	520.00	2,500.00	(1,980.00)	20.80%	3,450.09	20,000.00	(16,549.91)	17.25%
PEG Fee		37,170.00	(37,170.00)	0.00%	238,715.66	297,360.00	(58,644.34)	80.28%
<b>Total Income</b>	<b>\$634.04</b>	<b>\$118,444.00</b>	<b>(\$117,809.96)</b>	<b>0.54%</b>	<b>\$725,747.48</b>	<b>\$947,552.00</b>	<b>(\$221,804.52)</b>	<b>76.59%</b>
<b>Expenses</b>								
Accounting / HR Services	1,593.39	1,500.00	93.39	106.23%	9,495.88	12,000.00	(2,504.12)	79.13%
Ads/Promos/Sponsorships	294.00	737.00	(443.00)	39.89%	2,249.00	5,896.00	(3,647.00)	38.14%
Advertising			0.00		39.81	0.00	39.81	
Andover Capital Equipment			0.00		48,990.56	0.00	48,990.56	
Announcers Fees	300.00	1,371.00	(1,071.00)	21.88%	9,520.00	10,968.00	(1,448.00)	86.80%
Anoka Capital Equipment	109.04		109.04		784.14	0.00	784.14	
Audit		1,308.00	(1,308.00)	0.00%	15,740.00	10,464.00	5,276.00	150.42%
AV Equip / Repair / Supply / Software	422.48	8,623.00	(8,200.52)	4.90%	3,439.37	68,984.00	(65,544.63)	4.99%
Bank Fees / CC Fees	(38.22)	41.00	(79.22)	-93.22%	236.48	328.00	(91.52)	72.10%
Brand Apparel		208.00	(208.00)	0.00%	182.20	1,664.00	(1,481.80)	10.95%
Building - Cleaning	407.65	526.00	(118.35)	77.50%	2,891.91	4,208.00	(1,316.09)	68.72%
Building - Insurance		241.00	(241.00)	0.00%	1,929.00	1,928.00	1.00	100.05%
Building - Maintenance	322.56	583.00	(260.44)	55.33%	2,937.96	4,664.00	(1,726.04)	62.99%
Building - Supplies	122.22	250.00	(127.78)	48.89%	1,019.86	2,000.00	(980.14)	50.99%
Car Allowance	250.00	250.00	0.00	100.00%	2,000.00	2,000.00	0.00	100.00%
Cell Phone - Allowance	210.00	75.00	135.00	280.00%	1,690.00	600.00	1,090.00	281.67%
Cell Phone - Reimbursement		166.00	(166.00)	0.00%	0.00	1,328.00	(1,328.00)	0.00%
Champlin Capital Equipment			0.00		32,568.28	0.00	32,568.28	
City Sewer & Water	640.94	375.00	265.94	170.92%	1,105.01	3,000.00	(1,894.99)	36.83%
Commission Expense	100.00	291.00	(191.00)	34.36%	2,101.98	2,328.00	(226.02)	90.29%
Computer Equip / Repair / Supply / Software	190.76	3,125.00	(2,934.24)	6.10%	3,839.06	25,000.00	(21,160.94)	15.36%
Computer Specialist		0.00	0.00		0.00	0.00	0.00	
Consulting Services	2,900.00	2,708.00	192.00	107.09%	7,360.74	21,664.00	(14,303.26)	33.98%
Contingency Fund		2,166.00	(2,166.00)	0.00%	0.00	17,328.00	(17,328.00)	0.00%
Duplication Expenses	158.21	466.00	(307.79)	33.95%	1,385.68	3,728.00	(2,342.32)	37.17%
Electric Service	1,677.23	1,166.00	511.23	143.84%	11,442.86	9,328.00	2,114.86	122.67%
Emp / Comm Appreciation	11.13	208.00	(196.87)	5.35%	717.07	1,664.00	(946.93)	43.09%
Federal Unempl Expense	21.91		21.91		1,190.71	0.00	1,190.71	
Health Insurance	2,687.58	2,600.00	87.58	103.37%	23,910.25	20,800.00	3,110.25	114.95%
Health Insurance - Opt Out	400.00	400.00	0.00	100.00%	3,200.00	3,200.00	0.00	100.00%
Insurance - Deductibles		41.00	(41.00)	0.00%	0.00	328.00	(328.00)	0.00%
Insurance - Liability / Bonds		635.00	(635.00)	0.00%	5,087.00	5,080.00	7.00	100.14%
Lawn Service	509.56	291.00	218.56	175.11%	2,839.18	2,328.00	511.18	121.96%
Legal Fees		833.00	(833.00)	0.00%	2,772.33	6,664.00	(3,891.67)	41.60%
Legislative Lobbying		83.00	(83.00)	0.00%	1,660.00	664.00	996.00	250.00%
Licenses and Permits		83.00	(83.00)	0.00%	0.00	664.00	(664.00)	0.00%
Meals		83.00	(83.00)	0.00%	566.60	664.00	(97.40)	85.33%
Memberships - NATOA / Others		456.00	(456.00)	0.00%	3,465.00	3,648.00	(183.00)	94.98%

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2013 - FY13 P&L**  
 January - August, 2013

	Aug 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Mileage	298.27	1,000.00	(701.73)	29.83%	3,321.21	8,000.00	(4,678.79)	41.52%
Miscellaneous Expenses	37.69	375.00	(337.31)	10.05%	253.43	3,000.00	(2,746.57)	8.45%
Natural Gas	32.53	166.00	(133.47)	19.60%	1,723.16	1,328.00	395.16	129.76%
Office Supplies / Equipment	226.68	1,258.00	(1,031.32)	18.02%	5,628.58	10,064.00	(4,435.42)	55.93%
Operating Transfer Out		1,666.00	(1,666.00)	0.00%	0.00	13,328.00	(13,328.00)	0.00%
Parking Lot Maintenance		416.00	(416.00)	0.00%	2,477.00	3,328.00	(851.00)	74.43%
Payroll Expenses (ADP)	547.80	433.00	114.80	126.51%	3,990.70	3,464.00	526.70	115.20%
PERA	3,615.67	4,281.00	(665.33)	84.46%	30,113.69	34,248.00	(4,134.31)	87.93%
Postage	110.73	83.00	27.73	133.41%	421.99	664.00	(242.01)	63.55%
Printing / Copy Services		208.00	(208.00)	0.00%	48.20	1,664.00	(1,615.80)	2.90%
Professional Development	1,356.30	1,425.00	(68.70)	95.18%	8,345.14	11,400.00	(3,054.86)	73.20%
Publications		59.00	(59.00)	0.00%	227.17	472.00	(244.83)	48.13%
Ramsey Capital Equipment	20.36		20.36		50,802.31	0.00	50,802.31	
Sales Tax		41.00	(41.00)	0.00%	1,311.15	328.00	983.15	399.74%
Secretary Services	238.00	150.00	88.00	158.67%	956.95	1,200.00	(243.05)	79.75%
Snow Plowing Service		208.00	(208.00)	0.00%	2,826.25	1,664.00	1,162.25	169.85%
SS/Medicare Expense	3,721.21	4,518.00	(796.79)	82.36%	31,987.93	36,144.00	(4,156.07)	88.50%
STD / LTD / Life Insurance	840.38	387.00	453.38	217.15%	2,855.82	3,096.00	(240.18)	92.24%
Studio Sets		341.00	(341.00)	0.00%	0.00	2,728.00	(2,728.00)	0.00%
Subscription Services	99.00	815.00	(716.00)	12.15%	2,421.90	6,520.00	(4,098.10)	37.15%
Vehicle - Equipment / Repair		2,091.00	(2,091.00)	0.00%	85.53	16,728.00	(16,642.47)	0.51%
Vehicle - Insurance		250.00	(250.00)	0.00%	1,940.00	2,000.00	(60.00)	97.00%
Vehicle - Maintenance / Gas		833.00	(833.00)	0.00%	2,476.42	6,664.00	(4,187.58)	37.16%
Voiceover	240.00		240.00		240.00	0.00	240.00	
Wages - Full-time	25,892.81	28,367.00	(2,474.19)	91.28%	212,260.17	226,936.00	(14,675.83)	93.53%
Wages - PT - Comm Prog	3,793.22	4,071.00	(277.78)	93.18%	36,404.51	32,568.00	3,836.51	111.78%
Wages - PT - Gov't Prog	7,433.27	8,203.00	(769.73)	90.62%	65,134.73	65,624.00	(489.27)	99.25%
Wages - PT - Office Support	2,406.73	2,479.00	(72.27)	97.08%	18,946.39	19,832.00	(885.61)	95.53%
Wages - PT - Sports Prog	2,434.19	7,054.00	(4,619.81)	34.51%	37,020.13	56,432.00	(19,411.87)	65.60%
Wages - PT - Tech Support	7,358.80	8,882.00	(1,523.20)	82.85%	56,192.42	71,056.00	(14,863.58)	79.08%
Waste Removal	107.70	106.00	1.70	101.60%	859.99	848.00	11.99	101.41%
Web / VOD / Int / CaTV / Phone	917.21	1,970.00	(1,052.79)	46.56%	7,675.00	15,760.00	(8,085.00)	48.70%
Work Comp Insurance		225.00	(225.00)	0.00%	1,947.00	1,800.00	147.00	108.17%
<b>Total Expenses</b>	<b>\$75,018.99</b>	<b>\$114,250.00</b>	<b>(\$39,231.01)</b>	<b>65.66%</b>	<b>\$799,252.79</b>	<b>\$914,000.00</b>	<b>(\$114,747.21)</b>	<b>87.45%</b>
<b>Net Operating Income</b>	<b>(\$74,384.95)</b>	<b>\$4,194.00</b>	<b>(\$78,578.95)</b>	<b>-1773.60%</b>	<b>(\$73,505.31)</b>	<b>\$33,552.00</b>	<b>(\$107,057.31)</b>	<b>-219.08%</b>
<b>Net Income</b>	<b>(\$74,384.95)</b>	<b>\$4,194.00</b>	<b>(\$78,578.95)</b>	<b>-1773.60%</b>	<b>(\$73,505.31)</b>	<b>\$33,552.00</b>	<b>(\$107,057.31)</b>	<b>-219.08%</b>

**QCTV Bank Reconciliation**  
**August 2013**

Beginning Balance - 4M Statement	1,050,285.40
Less: Cleared Checks/Withdrawals	(210,848.55)
Plus: 4M Fund Interest	12.23
Plus: Bank Deposits	1,795.66
Bank Balance	\$841,244.74
Book Balance	841,244.74
Adjusted Book Balance	841,244.74
Difference:	\$0.00

Completed by:     MK

## Quad Cities Communications Commission Reconcile Report for

*This is a static report. Any changes to transactions since the reconcile date are not reflected here.  
Report created on 09/25/2013.*

Account: Quad Cities Commission  
Statement Date: 08/31/2013  
Reconcile Date: 09/25/2013

### Summary

Opening Balance	1,050,285.40
Cleared Transactions	-209,040.66
Ending Balance of Statement	841,244.74
Uncleared Transactions as of Statement Date	-4,897.33
Register Balance as of Statement Date	836,347.41
Uncleared Transactions after Statement Date	-16,901.66
Register Balance as of Reconcile Date	819,445.75

### Cleared Transactions

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Cleared Checks and Payments				
07/15/2013	Bill Payment	10000	Laura E. Houle	200.00
07/15/2013	Bill Payment	10005	Timesavers	129.00
07/26/2013	Bill Payment	10012	Amazon	3,810.88
07/26/2013	Bill Payment	10021	Kurtis G. Ulrich	120.00
07/26/2013	Bill Payment	10020	Julie Trude	140.00
07/26/2013	Bill Payment	10013	Bret Heitkamp	160.00
07/26/2013	Bill Payment	10015	City of Champlin	63.09
07/26/2013	Bill Payment	10022	Quality Seal, Inc.	2,477.00
08/02/2013	Bill Payment	10031	Newegg Inc.	63.98
08/02/2013	Bill Payment	10028	Comcast Cable	175.61
08/02/2013	Bill Payment	10034	Verizon Wireless	50.08
08/02/2013	Bill Payment	10025	Century Link	257.87
08/02/2013	Bill Payment	10029	Holiday Station	229.93
08/02/2013	Bill Payment	10032	Preferred One Insurance Co.	3,361.43
08/02/2013	Bill Payment	10026	City of Andover	47,750.00
08/02/2013	Bill Payment	10024	Anoka Area Chamber of Commerce	30.00
08/02/2013	Bill Payment	10027	City of Ramsey	50,000.00
08/02/2013	Bill Payment	10030	Market Place Plus	424.90
08/02/2013	Journal	08A - 2013MK		194.35
08/09/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
08/09/2013	Journal	08B - 2013MK		182.60
08/09/2013	Bill Payment	10037	City of Champlin	30,000.00
08/09/2013	Bill Payment	10044	Orkin Pest Control	94.43
08/09/2013	Bill Payment	10038	Comcast Cable	437.33
08/09/2013	Bill Payment	10047	U.S. Bank Corporate	745.21
08/09/2013	Bill Payment	10035	A+ Cleaning Service, Inc.	407.65
08/09/2013	Bill Payment	10040	Holly Hansen Consulting	2,900.00
08/09/2013	Bill Payment	10046	Trans Alarm	128.28
08/09/2013	Bill Payment	10039	David Brown	225.00
08/09/2013	Bill Payment	10043	John Letourneau	100.00

08/09/2013	Bill Payment	10036	ACE Solid Waste, Inc.	107.70
08/09/2013	Bill Payment	10048	Xcel Energy	1,859.90
08/09/2013	Bill Payment	10042	Image Lawncare Services, Inc.	732.69
08/09/2013	Journal	08B - 2013MK		5,946.82
08/09/2013	Journal	08B - 2013MK		18,425.66
08/09/2013	Bill Payment	W/D	PERA	3,348.17
08/16/2013	Bill Payment	10052	Kennedy & Graven, Chartered	827.60
08/16/2013	Bill Payment	10051	City of Ramsey	194.00
08/16/2013	Bill Payment	10050	City of Champlin	640.94
08/16/2013	Bill Payment	10049	CenterPoint Energy	32.53
08/23/2013	Bill Payment	10056	The Lincoln National Life Ins. Co.	479.80
08/23/2013	Bill Payment	10054	CDW Direct	464.26
08/23/2013	Bill Payment	10053	Amazon	1,071.18
08/23/2013	Bill Payment	10055	City of Andover	1,603.76
08/23/2013	Bill Payment	W/D	PERA	3,384.61
08/23/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
08/23/2013	Journal	08C - 2013MK		18,042.94
08/23/2013	Bill Payment	10057	Verizon Wireless	50.08
08/23/2013	Journal	08C - 2013MK		5,956.44
08/23/2013	Journal	08C - 2013MK		170.85
				Subtotal: 210,848.55

Cleared Deposits and Other Credits

08/07/2013	Deposit		Hong Zhang	520.00
08/07/2013	Deposit		Geoff Tomniczak	26.81
08/07/2013	Deposit		Cheryl Mayotte	17.50
08/07/2013	Deposit		Terry O'Connell	673.85
08/16/2013	Deposit		MSHSL	30.00
08/22/2013	Deposit		Performance Partners MN	10.00
08/22/2013	Deposit		Joan DeBliëck	17.50
08/30/2013	Journal	08E - 2013MK		500.00
08/30/2013	Journal	08D - 2013MK		12.23
				Subtotal: 1,807.89

**Total Cleared Transactions** **-209,040.66**

Uncleared Transactions as of 08/31/2013

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Uncleared Checks and Payments				
07/16/2013	Bill Payment	10010	City of Anoka	125.00
08/02/2013	Bill Payment	10033	Thad Goff	225.00
08/09/2013	Bill Payment	10041	Huebsch	99.85
08/09/2013	Bill Payment	10045	Thad Goff	75.00
08/30/2013	Bill Payment	10059	NATOA	650.00
08/30/2013	Bill Payment	10060	Orkin Pest Control	94.43
08/30/2013	Bill Payment	10058	Century Link	266.62
08/30/2013	Bill Payment	10061	Preferred One Insurance Co.	3,361.43
				Subtotal: 4,897.33

Uncleared Deposits and Other Credits Subtotal: 0.00

**Total Uncleared Transactions as of 08/31/2013** **-4,897.33**

## Uncleared Transactions from 08/31/2013 to 09/25/2013

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Uncleared Checks and Payments				
09/06/2013	Bill Payment	10066	Thad Goff	75.00
09/06/2013	Bill Payment	10062	Comcast Cable	195.97
09/06/2013	Bill Payment	10063	Laura E. Houle	240.00
09/06/2013	Bill Payment	10067	U.S. Bank Corporate	1,036.78
09/06/2013	Bill Payment	10065	Michael L. Johnson	75.00
09/06/2013	Bill Payment	W/D	PERA	3,559.87
09/06/2013	Bill Payment	10064	Market Place Plus	424.90
09/06/2013	Bill Payment	10068	Xcel Energy	1,677.23
09/06/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
09/13/2013	Bill Payment	10076	Laura E. Houle	240.00
09/13/2013	Bill Payment	10072	CenterPoint Energy	31.67
09/13/2013	Bill Payment	10075	Image Lawncare Services, Inc.	509.56
09/13/2013	Bill Payment	10070	ACE Solid Waste, Inc.	108.00
09/13/2013	Bill Payment	10074	Huebsch	195.25
09/13/2013	Bill Payment	10073	Holly Hansen Consulting	1,200.00
09/13/2013	Bill Payment	10069	A+ Cleaning Service, Inc.	407.65
09/13/2013	Bill Payment	10077	Timesavers	238.00
09/13/2013	Bill Payment	10071	Anoka Area Chamber of Commerce	100.00
09/20/2013	Bill Payment	10080	The Lincoln National Life Ins. Co.	479.80
09/20/2013	Bill Payment	10078	MACTA	400.00
09/20/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
09/20/2013	Bill Payment	10079	Mike Johnson	100.00
09/20/2013	Bill Payment	W/D	PERA	3,698.38
				Subtotal: 17,643.06
Uncleared Deposits and Other Credits				
09/04/2013	Deposit		Terry O'Connell	673.85
09/19/2013	Deposit		Lorvin Moeller	15.00
09/19/2013	Deposit		Rick Meyer	37.55
09/19/2013	Deposit		Steve Cawley	15.00
				Subtotal: 741.40
<b>Subtotal: 08/31/2013</b>				<b>-16,901.66</b>



**Quad Cities Communications Commission**  
**Balance Sheet Summary**  
As of July 31, 2013

	<u>Total</u>
<b>ASSETS</b>	
Current Assets	
Bank Accounts	1,048,969.52
Accounts Receivable	0.00
Other current assets	0.00
<b>Total Current Assets</b>	<b>\$ 1,048,969.52</b>
Fixed Assets	0.00
<b>TOTAL ASSETS</b>	<b>\$ 1,048,969.52</b>
<b>LIABILITIES AND EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	136,886.16
Other Current Liabilities	-0.32
<b>Total Current Liabilities</b>	<b>\$ 136,885.84</b>
Equity	912,083.68
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 1,048,969.52</b>

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2013 - FY13 P&L**  
 Jan - Jul 2013

	Jul 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
<b>Income</b>								
Discounts given (deleted-1)		0.00	0.00		0.00	0.00	0.00	
Duplication Revenue	331.27	208.00	123.27	159.26%	5,968.70	2,500.00	3,468.70	238.75%
Equipment Grant		4,218.00	(4,218.00)	0.00%	0.00	50,618.00	(50,618.00)	0.00%
Franchise Fees	240,774.20	74,340.00	166,434.20	323.88%	477,431.88	892,090.00	(414,658.12)	53.52%
Interest Income	10.05	8.00	2.05	125.63%	67.11	100.00	(32.89)	67.11%
Miscellaneous Income	710.00	2,500.00	(1,790.00)	28.40%	2,930.09	30,000.00	(27,069.91)	9.77%
PEG Fee	120,386.96	37,170.00	83,216.96	323.88%	238,715.66	446,046.00	(207,330.34)	53.52%
<b>Total Income</b>	<b>\$362,212.48</b>	<b>\$118,444.00</b>	<b>\$243,768.48</b>	<b>305.81%</b>	<b>\$725,113.44</b>	<b>\$1,421,354.00</b>	<b>(\$696,240.56)</b>	<b>51.02%</b>
<b>Expenses</b>								
Accounting / HR Services	39.95	1,500.00	(1,460.05)	2.66%	7,902.49	18,000.00	(10,097.51)	43.90%
Ads/Promos/Sponsorships	30.00	737.00	(707.00)	4.07%	1,955.00	8,850.00	(6,895.00)	22.09%
Advertising			0.00		39.81	0.00	39.81	
Andover Capital Equipment	47,846.66		47,846.66		48,990.56	0.00	48,990.56	
Announcers Fees	375.00	1,371.00	(996.00)	27.35%	8,905.00	16,460.00	(7,555.00)	54.10%
Anoka Capital Equipment	96.66		96.66		675.10	0.00	675.10	
Audit		1,308.00	(1,308.00)	0.00%	15,740.00	15,700.00	40.00	100.25%
AV Equip / Repair / Supply / Software	481.38	8,623.00	(8,141.62)	5.58%	3,016.89	103,480.00	(100,463.11)	2.92%
Bank Fees / CC Fees		41.00	(41.00)	0.00%	274.70	500.00	(225.30)	54.94%
Brand Apparel		208.00	(208.00)	0.00%	182.20	2,500.00	(2,317.80)	7.29%
Building - Cleaning	407.65	526.00	(118.35)	77.50%	2,484.26	6,316.00	(3,831.74)	39.33%
Building - Insurance		241.00	(241.00)	0.00%	1,929.00	2,893.00	(964.00)	66.68%
Building - Maintenance	94.43	583.00	(488.57)	16.20%	2,615.40	7,000.00	(4,384.60)	37.36%
Building - Supplies	123.58	250.00	(126.42)	49.43%	897.64	3,000.00	(2,102.36)	29.92%
Car Allowance	250.00	250.00	0.00	100.00%	1,750.00	3,000.00	(1,250.00)	58.33%
Cell Phone - Allowance	210.00	75.00	135.00	280.00%	1,480.00	900.00	580.00	164.44%
Cell Phone - Reimbursement		166.00	(166.00)	0.00%	0.00	2,000.00	(2,000.00)	0.00%
Champlin Capital Equipment	31,733.46		31,733.46		32,568.28	0.00	32,568.28	
City Sewer & Water	63.09	375.00	(311.91)	16.82%	464.07	4,500.00	(4,035.93)	10.31%
Commission Expense	900.00	291.00	609.00	309.28%	2,001.98	3,500.00	(1,498.02)	57.20%
Computer Equip / Repair / Supply / Software	1,021.79	3,125.00	(2,103.21)	32.70%	3,184.04	37,500.00	(34,315.96)	8.49%
Consulting Services		2,708.00	(2,708.00)	0.00%	4,460.74	32,500.00	(28,039.26)	13.73%
Contingency Fund		2,166.00	(2,166.00)	0.00%	0.00	26,000.00	(26,000.00)	0.00%
Duplication Expenses	130.57	466.00	(335.43)	28.02%	1,227.47	5,600.00	(4,372.53)	21.92%
Electric Service	1,859.90	1,166.00	693.90	159.51%	9,765.63	14,000.00	(4,234.37)	69.75%
Emp / Comm Appreciation	617.94	208.00	409.94	297.09%	705.94	2,500.00	(1,794.06)	28.24%
Federal Unempl Expense	53.28		53.28		1,168.80	0.00	1,168.80	

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2013 - FY13 P&L**  
 Jan - Jul 2013

	Jul 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Health Insurance	2,620.71	2,600.00	20.71	100.80%	21,222.67	31,204.00	(9,981.33)	68.01%
Health Insurance - Opt Out	400.00	400.00	0.00	100.00%	2,800.00	4,800.00	(2,000.00)	58.33%
Insurance - Deductibles		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Insurance - Liability / Bonds		635.00	(635.00)	0.00%	5,087.00	7,631.00	(2,544.00)	66.66%
Lawn Service	732.69	291.00	441.69	251.78%	2,329.62	3,500.00	(1,170.38)	66.56%
Legal Fees	827.60	833.00	(5.40)	99.35%	2,772.33	10,000.00	(7,227.67)	27.72%
Legislative Lobbying		83.00	(83.00)	0.00%	1,660.00	1,000.00	660.00	166.00%
Licenses and Permits		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Meals	63.91	83.00	(19.09)	77.00%	566.60	1,000.00	(433.40)	56.66%
Memberships - NATOA / Others		456.00	(456.00)	0.00%	3,465.00	5,480.00	(2,015.00)	63.23%
Mileage	491.91	1,000.00	(508.09)	49.19%	3,022.94	12,000.00	(8,977.06)	25.19%
Miscellaneous Expenses		375.00	(375.00)	0.00%	215.74	4,500.00	(4,284.26)	4.79%
Natural Gas		166.00	(166.00)	0.00%	1,690.63	2,000.00	(309.37)	84.53%
Office Supplies / Equipment	471.93	1,258.00	(786.07)	37.51%	5,401.90	15,100.00	(9,698.10)	35.77%
Operating Transfer Out		1,666.00	(1,666.00)	0.00%	0.00	20,000.00	(20,000.00)	0.00%
Parking Lot Maintenance	2,477.00	416.00	2,061.00	595.43%	2,477.00	5,000.00	(2,523.00)	49.54%
Payroll Expenses (ADP)	373.40	433.00	(59.60)	86.24%	3,442.90	5,200.00	(1,757.10)	66.21%
PERA	3,313.69	4,281.00	(967.31)	77.40%	26,498.02	51,383.00	(24,884.98)	51.57%
Postage	15.74	83.00	(67.26)	18.96%	311.26	1,000.00	(688.74)	31.13%
Printing / Copy Services		208.00	(208.00)	0.00%	48.20	2,500.00	(2,451.80)	1.93%
Professional Development		1,425.00	(1,425.00)	0.00%	6,988.84	17,100.00	(10,111.16)	40.87%
Publications		59.00	(59.00)	0.00%	227.17	710.00	(482.83)	32.00%
Ramsey Capital Equipment	50,131.98		50,131.98		50,781.95	0.00	50,781.95	
Sales Tax		41.00	(41.00)	0.00%	1,311.15	500.00	811.15	262.23%
Secretary Services		150.00	(150.00)	0.00%	718.95	1,800.00	(1,081.05)	39.94%
Snow Plowing Service		208.00	(208.00)	0.00%	2,826.25	2,500.00	326.25	113.05%
SS/Medicare Expense	3,844.01	4,518.00	(673.99)	85.08%	28,266.72	54,216.00	(25,949.28)	52.14%
STD / LTD / Life Insurance	(119.22)	387.00	(506.22)	-30.81%	2,015.44	4,644.00	(2,628.56)	43.40%
Studio Sets		341.00	(341.00)	0.00%	0.00	4,100.00	(4,100.00)	0.00%
Subscription Services		815.00	(815.00)	0.00%	2,322.90	9,780.00	(7,457.10)	23.75%
Vehicle - Equipment / Repair		2,091.00	(2,091.00)	0.00%	85.53	25,100.00	(25,014.47)	0.34%
Vehicle - Insurance		250.00	(250.00)	0.00%	1,940.00	3,000.00	(1,060.00)	64.67%
Vehicle - Maintenance / Gas	244.50	833.00	(588.50)	29.35%	2,476.42	10,000.00	(7,523.58)	24.76%
Wages - Full-time	25,892.82	28,367.00	(2,474.18)	91.28%	186,367.36	340,412.00	(154,044.64)	54.75%
Wages - PT - Comm Prog	4,992.03	4,071.00	921.03	122.62%	32,611.29	48,858.00	(16,246.71)	66.75%
Wages - PT - Gov't Prog	7,507.23	8,203.00	(695.77)	91.52%	57,701.46	98,441.00	(40,739.54)	58.62%
Wages - PT - Office Support	2,000.10	2,479.00	(478.90)	80.68%	16,539.66	29,755.00	(13,215.34)	55.59%

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2013 - FY13 P&L**  
 Jan - Jul 2013

	Jul 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Wages - PT - Sports Prog	3,522.88	7,054.00	(3,531.12)	49.94%	34,585.94	84,659.00	(50,073.06)	40.85%
Wages - PT - Tech Support	7,009.23	8,882.00	(1,872.77)	78.91%	48,833.62	106,595.00	(57,761.38)	45.81%
Waste Removal	108.00	106.00	2.00	101.89%	752.29	1,272.00	(519.71)	59.14%
Web / VOD / Int / CaTV / Phone	1,201.34	1,970.00	(768.66)	60.98%	6,757.79	23,650.00	(16,892.21)	28.57%
Work Comp Insurance		225.00	(225.00)	0.00%	1,947.00	2,700.00	(753.00)	72.11%
<b>Total Expenses</b>	<b>\$204,458.82</b>	<b>\$114,250.00</b>	<b>\$90,208.82</b>	<b>178.96%</b>	<b>\$723,454.54</b>	<b>\$1,371,289.00</b>	<b>(\$647,834.46)</b>	<b>52.76%</b>
<b>Net Operating Income</b>	<b>\$157,753.66</b>	<b>\$4,194.00</b>	<b>\$153,559.66</b>	<b>3761.41%</b>	<b>\$1,658.90</b>	<b>\$50,065.00</b>	<b>(\$48,406.10)</b>	<b>3.31%</b>
<b>Net Income</b>	<b>\$157,753.66</b>	<b>\$4,194.00</b>	<b>\$153,559.66</b>	<b>3761.41%</b>	<b>\$1,658.90</b>	<b>\$50,065.00</b>	<b>(\$48,406.10)</b>	<b>3.31%</b>

# QCTV Bank Reconciliation

## July 2013

Beginning Balance - 4M Statement	771,712.43
Less: Cleared Checks/Withdrawals	(85,173.46)
Plus: 4M Fund Interest	10.05
Plus: Bank Deposits	363,736.38
Bank Balance	<b>\$1,050,285.40</b>
Book Balance	1,050,285.40
Adjusted Book Balance	<b>1,050,285.40</b>
Difference:	<b>\$0.00</b>

Completed by:     MK

## Quad Cities Communications Commission Reconcile Report for

*This is a static report. Any changes to transactions since the reconcile date are not reflected here.  
Report created on 08/22/2013.*

Account: Quad Cities Commission  
Statement Date: 07/31/2013  
Reconcile Date: 08/22/2013

### Summary

Opening Balance	771,712.43
Cleared Transactions	278,572.97
Ending Balance of Statement	1,050,285.40
Uncleared Transactions as of Statement Date	-7,224.97
Register Balance as of Statement Date	1,043,060.43
Uncleared Transactions after Statement Date	-145,554.42
Register Balance as of Reconcile Date	897,506.01

### Cleared Transactions

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Cleared Checks and Payments				
06/21/2013	Bill Payment	9967	Anoka Area Chamber of Commerce	480.00
06/21/2013	Bill Payment	9971	Economically Correct, Inc.	2,871.48
06/28/2013	Bill Payment	9981	Edward Wilberg	360.00
06/28/2013	Bill Payment	9977	B&H Photo-Video	119.95
06/28/2013	Bill Payment	9983	Lynda.com, Inc.	1,750.00
06/28/2013	Bill Payment	9984	Market Place Plus	424.90
06/28/2013	Bill Payment	9979	Comcast Cable	220.70
06/28/2013	Bill Payment	9976	Amazon	142.65
06/28/2013	Bill Payment	9988	Verizon Wireless	55.08
06/28/2013	Bill Payment	9980	CWC Inc.	1,300.00
06/28/2013	Bill Payment	9982	G & B Environmental, Inc	115.21
06/28/2013	Bill Payment	9986	Thad Goff	300.00
06/28/2013	Bill Payment	9985	Preferred One Insurance Co.	3,361.43
06/28/2013	Bill Payment	9987	The Lincoln National Life Ins. Co.	479.80
06/28/2013	Bill Payment	9978	Century Link	252.29
07/05/2013	Journal	07A - 2013MK		183.75
07/12/2013	Journal	07B - 2013MK		6,030.04
07/12/2013	Bill Payment	W/D	PERA	3,463.04
07/12/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
07/12/2013	Journal	07B - 2013MK		19,224.32
07/12/2013	Journal	07B - 2013MK		189.65
07/15/2013	Bill Payment	9994	David Brown	225.00
07/15/2013	Bill Payment	10003	Springsted Inc.	3,960.74
07/15/2013	Bill Payment	9996	Holiday Station	133.00
07/15/2013	Bill Payment	9992	Cintas Corporation #470	64.37
07/15/2013	Bill Payment	9995	FanFare Promotions	182.20
07/15/2013	Bill Payment	10001	Multichannel News	184.99
07/15/2013	Bill Payment	9998	Image Lawncare Services, Inc.	743.56
07/15/2013	Bill Payment	10009	Xcel Energy	1,495.05
07/15/2013	Bill Payment	10002	Orkin Pest Control	94.43

07/15/2013	Bill Payment	9993	Comcast Cable	416.97
07/15/2013	Bill Payment	10004	Thad Goff	150.00
07/15/2013	Bill Payment	9990	ACE Solid Waste, Inc.	108.00
07/15/2013	Bill Payment	9989	A+ Cleaning Service, Inc.	407.65
07/15/2013	Bill Payment	10007	Verified Credentials	45.00
07/15/2013	Bill Payment	9997	Holly Hansen Consulting	500.00
07/15/2013	Bill Payment	9991	CenterPoint Energy	37.82
07/15/2013	Bill Payment	10006	U.S. Bank Corporate	2,272.83
07/15/2013	Bill Payment	10008	Video Blocks	89.00
07/15/2013	Bill Payment	9999	Kennedy & Graven, Chartered	555.00
07/16/2013	Bill Payment	10011	Stephanie L. Adams	95.00
07/26/2013	Bill Payment	10014	Carl E. Anderson	160.00
07/26/2013	Bill Payment	10017	Huebsch	55.60
07/26/2013	Bill Payment	W/D	PERA	3,494.19
07/26/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
07/26/2013	Bill Payment	10016	Eric Johnson	120.00
07/26/2013	Journal	07C - 2013MK		18,814.84
07/26/2013	Bill Payment	10023	The Lincoln National Life Ins. Co.	479.80
07/26/2013	Bill Payment	10019	John Letourneau	80.00
07/26/2013	Bill Payment	10018	James Dickinson	120.00
07/26/2013	Journal	07C - 2013MK		6,114.13
				Subtotal: 85,173.46

Cleared Deposits and Other Credits

04/30/2013	Bill Payment	9916	John Letourneau	0.00
07/03/2013	Deposit		Terry O'Connell	673.85
07/03/2013	Deposit		Terry O'Connell	66.87
07/10/2013	Deposit		Roland Oyou	15.00
07/10/2013	Deposit		Louis Carington	15.00
07/10/2013	Deposit		David Pineda	700.00
07/10/2013	Deposit		Jean Stauffer	10.00
07/17/2013	Deposit		Brian Larson	75.00
07/17/2013	Deposit		Kimberlee Zopfi	75.00
07/18/2013	Deposit		State of Minnesota	422.50
07/29/2013	Deposit		Allen	22.00
07/29/2013	Deposit		Comcast	27,066.64
07/29/2013	Deposit		Comcast	76,530.65
07/29/2013	Deposit		Comcast	46,314.30
07/29/2013	Deposit		Comcast	63,795.86
07/29/2013	Deposit		Comcast	54,133.39
07/29/2013	Deposit		Comcast	38,265.29
07/29/2013	Deposit		Comcast	23,157.14
07/29/2013	Deposit		Comcast	31,897.89
07/31/2013	Journal	07D - 2013MK		10.05
07/31/2013	Journal	07E - 2013MK		500.00
				Subtotal: 363,746.43

**Total Cleared Transactions** **278,572.97**

Uncleared Transactions as of 07/31/2013

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Uncleared Checks and Payments				
07/15/2013	Bill Payment	10000	Laura E. Houle	200.00

07/15/2013	Bill Payment	10005	Timesavers	129.00
07/16/2013	Bill Payment	10010	City of Anoka	125.00
07/26/2013	Bill Payment	10015	City of Champlin	63.09
07/26/2013	Bill Payment	10022	Quality Seal, Inc.	2,477.00
07/26/2013	Bill Payment	10020	Julie Trude	140.00
07/26/2013	Bill Payment	10021	Kurtis G. Ulrich	120.00
07/26/2013	Bill Payment	10012	Amazon	3,810.88
07/26/2013	Bill Payment	10013	Bret Heitkamp	160.00
				Subtotal: 7,224.97

Uncleared Deposits and Other Credits

Subtotal: 0.00

**Total Uncleared Transactions as of 07/31/2013**

**-7,224.97**

**Uncleared Transactions from 07/31/2013 to 08/22/2013**

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Uncleared Checks and Payments				
08/02/2013	Bill Payment	10031	NewEgg.com	63.98
08/02/2013	Bill Payment	10028	Comcast Cable	175.61
08/02/2013	Bill Payment	10034	Verizon Wireless	50.08
08/02/2013	Bill Payment	10025	Century Link	257.87
08/02/2013	Bill Payment	10033	Thad Goff	225.00
08/02/2013	Bill Payment	10029	Holiday Station	229.93
08/02/2013	Bill Payment	10032	Preferred One Insurance Co.	3,361.43
08/02/2013	Bill Payment	10026	City of Andover	47,750.00
08/02/2013	Bill Payment	10024	Anoka Area Chamber of Commerce	30.00
08/02/2013	Bill Payment	10030	Market Place Plus	424.90
08/02/2013	Bill Payment	10027	City of Ramsey	50,000.00
08/09/2013	Bill Payment	10048	Xcel Energy	1,859.90
08/09/2013	Bill Payment	10042	Image Lawncare Services, Inc.	732.69
08/09/2013	Bill Payment	10036	ACE Solid Waste, Inc.	107.70
08/09/2013	Bill Payment	10041	Huebsch	99.85
08/09/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
08/09/2013	Bill Payment	W/D	PERA	3,348.17
08/09/2013	Bill Payment	10037	City of Champlin	30,000.00
08/09/2013	Bill Payment	10044	Orkin Pest Control	94.43
08/09/2013	Bill Payment	10038	Comcast Cable	437.33
08/09/2013	Bill Payment	10047	U.S. Bank Corporate	745.21
08/09/2013	Bill Payment	10035	A+ Cleaning Service, Inc.	407.65
08/09/2013	Bill Payment	10040	Holly Hansen Consulting	2,900.00
08/09/2013	Bill Payment	10046	Trans Alarm	128.28
08/09/2013	Bill Payment	10039	David Brown	225.00
08/09/2013	Bill Payment	10045	Thad Goff	75.00
08/09/2013	Bill Payment	10043	John Letourneau	100.00
08/16/2013	Bill Payment	10049	CenterPoint Energy	32.53
08/16/2013	Bill Payment	10050	City of Champlin	640.94
08/16/2013	Bill Payment	10051	City of Ramsey	194.00
08/16/2013	Bill Payment	10052	Kennedy & Graven, Chartered	827.60
				Subtotal: 146,850.08

Uncleared Deposits and Other Credits

08/07/2013	Deposit		Geoff Tomniczak	26.81
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# Reconcile Session Report

08/07/2013	Deposit	Cheryl Mayotte	17.50
08/07/2013	Deposit	Terry O'Connell	673.85
08/07/2013	Deposit	Hong Zhang	520.00
08/16/2013	Deposit	MSHSL	30.00
08/22/2013	Deposit	Joan DeBlieck	17.50
08/22/2013	Deposit	Performance Partners MN	10.00
			Subtotal: 1,295.66
<b>Subtotal: 07/31/2013</b>			<b>-145,554.42</b>

## QCCCC Agenda Item

### 4.3 Executive Director's Report

**October 11, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Executive Director's Report

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Quad Cities Community Television is the destination for community programming and it is exciting to be a part of the team delivering live, video-on-demand and cablecast stories of what's happening in Andover, Anoka, Champlin, and Ramsey.

Here are a few highlights:

- CIP payments to member cities complete
- Staffing changes – one resignation, reassignment of some duties, posting for replacement of marketing at reduced hours and the previously resigned position of council meeting technician
- NATOA conference attendance
- Affordable Care Act notification letters sent
- 5-year capital budget completed and will go to the budget committee
- 2014 annual budget drafted and will go to the budget committee
- Renewed medial insurance early avoiding premium increase for 2014
- Comcast Essential program marketing through schools

#### **Franchise renewal**

The franchise negotiation standstill agreement has been executed by Bob Vose, legal counsel.

#### **Organizational Assessment Project**

Holly Hansen Consulting submitted the report and the commission reviewed at a work session. The item is on the agenda for board action.

#### **Equipment disposal**

Upon completion of the asset inventory, staff set about to dispose of outdated and unsalable equipment. Staff reviewed disposal policies and complied with the guidelines. A total of 115 items plus two boxes of miscellaneous circuit boards and parts were recycled.

The cleanup project afforded us the opportunity to support the Champlin Park High

School Comp Squad's recycling fundraiser. Mary Westlund kindly connected us with the recycling company involved, techdump.org to work out the details. Techdump.org was extremely helpful and we were able to take our items directly to them instead of dropping them off at the school on a Saturday. This saved handling the equipment twice. The items were separately weighed so that the High School received the proper credit. Techdump.org is also splitting the recycling fee for the CRTs with the school. Techdump.org is a fully licensed, insured and registered recycler that also provides jobs and training for the disadvantaged in the community.

So, we had a win-win with our cleanup project. The school will receive money for our recycled items. We received the best rate for disposal of the old CRT based televisions and we now have a nearby recycler we can use moving forward.

Kudos to the tech staff and others for the massive cleanup operation. Check out the back room to see the results on your next visit.

#### **PSA Day a great success**

QCTV held its first PSA Day for non-profits. Invitations were sent to many local non-profits and civic organizations. Twelve organizations participated and there are 12 new PSAs for our programs. Kudos to the Community Department and other staff for completing this project. Staff is exploring other PSA Day options for the future.

#### **Staff training day**

August 14 was the first staff training day. Fulltime and part-time staff participated in training on the subjects of editing, lighting, audio, camera, and the Tightrope system. The training was a result of awards judging sheet comments of how we can improve our programs. Kudos to staff for planning and participating in the training day.

**Action Requested:** None.

## QCCCC Agenda Item

### 5.1 Organizational Assessment

**October 9, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Organizational Assessment Phase 2

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The strategic planning process began in 2011 with the RFP for the Organizational Assessment Project. Phase one of the project was completed in spring of 2012. The project was placed on hold until a new executive director was hired and the strategic planning process moved forward.

In May, 2013, the commission directed staff to work with Holly Hansen Consulting to complete Phase 2 of the organizational assessment. A contract was executed in June and work completed in July and August. The commission reviewed the report during a work session on October 4.

**Action Requested:** Provide direction to staff regarding future action on the organizational assessment project.

## QCCCC Agenda Item

### 5.2 Comcast Encryption Notice

**October 11, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Comcast Encryption Notice

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Comcast has provided notice to the commission and to cable subscribers about the upcoming B1 tier encryption. See attached notice.

On November 19, 2013, Comcast Twin Cities will be encrypting B1 – Limited Basic Tier service pursuant to the FCC’s October 12, 2012 Order. After B1 encryption, all customers will require a device on every television outlet to receive video programming services. This also affects Universal Access (PEG) tier services. In the Quad Cities franchise area there are 16,917 B1 subscribers and 187 Universal tier subscribers.

The notice provides specific details about customer notification. Comcast is committed to customer service during this transition and has dedicated a toll-free phone number with trained service representatives about the unique subscriber market in the Twin Cities.

QCTV is producing a channel PSA to inform our subscribers of the upcoming encryption on November 19. The QCTV reception staff will have the encryption notification and Comcast contact information to handle customer calls.

**Action Requested:** None.



Ms. Karen George  
Quad Cities Cable Commission  
Champlin, MN 55316

Dear Ms. George:

Having completed our digital network enhancement to an all-digital system, on November 19, 2013, we will begin encrypting our Limited Basic service in your area. Encryption has a number of consumer benefits; including the reduced need for home service calls and the enhanced security of our network by reducing service theft that impacts our customers' service experience.

When Limited Basic service is encrypted, all XFINITY Video customers will need equipment supplied by Comcast connected to each television in order to continue receiving services.

- A customer that has a set-top box, digital adapter, or a retail CableCARD™ device connected to each TV will be unaffected by this change.
- A customer that is currently receiving Comcast's Limited Basic service on any TV without equipment supplied by Comcast will lose the ability to view any channels on that TV. These customers will be entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices the customer is entitled to receive, and for how long, will vary depending on the customer's situation.

Enclosed please find a sample of the required FCC customer notice regarding encryption and the availability of devices at no additional charge or service fee. The notice will be sent to customers 30 days prior to encryption. You'll note that we have established a special toll free number and website so that our customers can learn more about the equipment offer and eligibility.

In addition, the encryption of our Limited Basic service will impact those accounts receiving courtesy services pursuant to our Franchise/License Agreement. Courtesy accounts are entitled to receive up to three digital adapters or CableCARDS at no additional monthly charge, including those they may have previously received as part of our digital network enhancement to an all-digital platform. A sample of the courtesy notice that will be sent to these accounts is enclosed.

Within the next few weeks, Kate Hensing, Manager, Comcast Government Affairs, and I will be contacting you directly regarding any questions or concerns you may have on encryption.

Sincerely,

A handwritten signature in cursive script that reads "Karly Werner".

Karly Werner  
Director, Comcast Government Affairs

Enclosures

30-Day Notification to be included as a bill ad page. This message must be printed on one single page of the invoice statement.

### **Important Service Message:**

On XX/XX/XXXX, Comcast will start encrypting Limited Basic service on your cable system.

If you have a set-top box, digital transport adapter, (DTA) or a retail CableCARD™ device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Comcast's Limited Basic service on any TV **without** equipment supplied by Comcast, you will lose the ability to view any channels on that TV.

If you are affected, you should contact Comcast at **855-860-8989** to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive, and for how long, will vary depending on your situation:

- If you are a Limited Basic customer and receive the service on your TV without Comcast-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid).
- If you subscribe to a higher level of service and receive Limited Basic service on a secondary TV without Comcast-supplied equipment, you are entitled to one device for one year.

You can learn more about this equipment offer and eligibility at [comcast.com/digitaladapterinfo](http://comcast.com/digitaladapterinfo) or by calling **855-860-8989**.

**To qualify for any equipment at no additional charge or service fee, you must request your equipment between [DATE THAT IS 30 DAYS BEFORE ENCRYPTION] and [DATE THAT IS 120 DAYS AFTER ENCRYPTION (A TOTAL OF 150 DAYS AFTER THE DATE PREVIOUSLY STATED)] and satisfy all other eligibility requirements.**



## **B1 Encryption in the Twin Cities Region**

On November 19, 2013, the Twin Cities Region will be encrypting B1 – Limited Basic Tier service pursuant to the FCC’s October 12, 2012 Order. Encryption will benefit customers by, among other things, reducing overall in-home service calls and enhancing the security of the network. After B1 Encryption is implemented all customers will require a device (Set-Top-Box, DTA or Cable Card) on every outlet to receive video services. B1 is currently not encrypted, so B1 content is visible if a customer has a TV with a QAM tuner and is connected to any live drop.

While the vast majority of our customers are not impacted because they already have digital equipment connected to their TVs, we understand that it is a change for a small number of customers and are making it as convenient as possible for them to get the digital equipment they may need to continue watching limited basic channels.

### **B1 Encryption Timeline:**

- |  |            |
|--|------------|
| • Ad Page Bill Notification                  | Began 9/20 |
| • Letter sent to B1 Customers                | 10/25      |
| • DTA sent to B1 customers with no equipment | 11/4       |
| • B1 Encryption Occurs                       | 11/19      |

### **B1 Equipment Information:**

- Comcast’s current policy of providing three DTAs at no charge for B1 customers continues to apply.
- The FCC Order requires that B1 Customers receive two DTAs at no additional charge for two years.
- The FCC Order requires that B1 Medicaid Eligible customers receive two DTAs at no additional charge for five years.
- Comcast has developed HD DTAs.
- The FCC Digital customers without HD are eligible to add HD service at no additional charge for one year.

### **Universal Service PEG Tier Customers:**

- Subscribers will receive a 30 day letter notification of encryption.
- Subscribers will receive 1 DTA at no additional charge.





Having completed our digital network enhancement to an all-digital system, on November 19, 2013, we will begin encrypting our Limited Basic service in your area. Encryption has a number of consumer benefits; including the reduced need for home service calls and the enhanced security of our network by reducing service theft that impacts our customers' service experience.

When Limited Basic service is encrypted, all XFINITY Video customers will need equipment supplied by Comcast connected to each television in order to continue receiving services.

- A customer that has a set-top box, digital adapter, or a retail CableCARD™ device connected to each TV will be unaffected by this change.
- A customer that is currently receiving Comcast's Limited Basic service on any TV without equipment supplied by Comcast will lose the ability to view any channels on that TV. These customers will be entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices the customer is entitled to receive, and for how long, will vary depending on the customer's situation.

Enclosed please find a sample of the required FCC customer notice regarding encryption and the availability of devices at no additional charge or service fee. The notice will be sent to customers 30 days prior to encryption. You'll note that we have established a special toll free number and website so that our customers can learn more about the equipment offer and eligibility.

In addition, the encryption of our Limited Basic service will impact those accounts receiving courtesy services pursuant to our Franchise/License Agreement. Courtesy accounts are entitled to receive up to three digital adapters or CableCARDS at no additional monthly charge, including those they may have previously received as part of our digital network enhancement to an all-digital platform. A sample of the courtesy notice that will be sent to these accounts is enclosed.

Within the next few weeks, Kate Hensing, Manager, Comcast Government Affairs, and I will be contacting you directly regarding any questions or concerns you may have on encryption.

Sincerely,

Karly Werner  
Director, Comcast Government Affairs

Enclosures

## 30-Day Notice

30-Day Notification to be included as a bill ad page. This message must be printed on one single page of the invoice statement.

### Important Service Message:

On XX/XX/XXXX, Comcast will start encrypting Limited Basic service on your cable system.

If you have a set-top box, digital transport adapter, (DTA) or a retail CableCARD™ device connected to each of your TVs, you will be unaffected by this change. However, if you are currently receiving Comcast's Limited Basic service on any TV **without** equipment supplied by Comcast, you will lose the ability to view any channels on that TV.

If you are affected, you should contact Comcast at **855-860-8989** to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive, and for how long, will vary depending on your situation:

- If you are a Limited Basic customer and receive the service on your TV without Comcast-supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid).
- If you subscribe to a higher level of service and receive Limited Basic service on a secondary TV without Comcast-supplied equipment, you are entitled to one device for one year.

You can learn more about this equipment offer and eligibility at [comcast.com/digitaladapterinfo](http://comcast.com/digitaladapterinfo) or by calling **855-860-8989**.

**To qualify for any equipment at no additional charge or service fee, you must request your equipment between [DATE THAT IS 30 DAYS BEFORE ENCRYPTION] and [DATE THAT IS 120 DAYS AFTER ENCRYPTION (A TOTAL OF 150 DAYS AFTER THE DATE PREVIOUSLY STATED)] and satisfy all other eligibility requirements.**

**QCCCC Agenda Item**

**5.3 NM Mayors Assoc.**

**October 9, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** North Metro Mayors Association – Community Partner

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QCCCC has participated as a Community Partner with the North Metro Mayors Association (NMMA). Attached for your consideration are the Community Partner invitation letter, a description of the partnership levels and benefits, and the list of accomplishments for NMMA.

**Action Requested:** Select North Metro Mayors Association Community Partnership membership level and direct staff to complete registration.



North Metro Mayors Association  
1000 Westgate Drive, Suite 252  
Saint Paul, Minnesota 55114  
Phone (651) 203-7240  
Fax (651) 290-2266  
www.northmetromayors.org

Ms. Karen George Executive Director  
QCTV Community Television - Quad Cities Community Television  
12254 Ensign Ave. North  
Champlin, MN 55316

August 26, 2013

Dear Ms. George,

Thank you for your participation in NMMA's Community Partner Program (CPP). Along with other Community Partners, you have helped provide NMMA with the support and resources critical to achieving our mission. NMMA provides a collective voice to encourage a balanced approach toward addressing the needs of the North Metro Area. Elected officials are faced with difficult decisions as the result of budget shortfalls and an economy that remains slow to recover. We have all witnessed the gridlock at the state capitol, making it difficult to have a voice in the decision-making process. Community Partners and the 17 NMMA Member Cities come together to form a unified voice to shape the legislative discussion around issues that face our region to ensure the North Metro Area remains a vibrant place to live and work.

**Today, we ask that you renew your Community Partnership with us to continue achieving these objectives.**

We hope that as a Community Partner you've found the following benefits valuable to you:

- **Cost savings** via discounted pricing offered by our extremely successful and popular "North American Joint Purchasing Program (NAJPP)" centralized procurement initiative.
- **Access** to and visibility with top-level city/county officials through the member benefits program designed specifically for you (see Community Partner Levels and Benefits document attached).
- **Inside knowledge** on legislative issues and research that impacts you in the North Metro Area.
- **Networking opportunities** and opportunity to participate in strategic-level public/private sector partnerships.

NMMA's relationship with our Community Partners is built on trust, confidence and mutual respect and results in a unique and a powerful voice directed at decision makers to bring resources to the North Metro Area that can ensure a bright and prosperous future. Thank you for helping us build a successful organization over the years and for your continued participation in guiding our future.

Attached please find the following documents:

- Community Partner Levels and Benefits
- Community Partner Renewal Form

Thank you again for your participation in NMMA and your support for the Northern Metro Area.

Sincerely,

Mike Gamache, Mayor of Andover  
President, NMMA

Kathy Hemken, Mayor of New Hope  
Vice President, NMMA

Joseph Strauss  
EVP & COO, NMMA



North Metro Mayors Association  
1000 Westgate Drive, Suite 252  
Saint Paul, Minnesota 55114  
Phone (651) 203-7240  
Fax (651) 290-2266  
[www.northmetromayors.org](http://www.northmetromayors.org)

## Community Partner Levels and Benefits

### **Emerald (\$5,000)**

- 1 foursome (green fees, golf cart and dinner) in NMMA annual golf tournament
- Exclusive "hole sponsor" in NMMA annual golf tournament – opportunity to meet and greet participants on "your own tee box" – hand out company materials and promotional items
- Special Naming in NMMA Golf Tournament Program Brochure
- Reference – company name and logo – in all NMMA promotional and marketing materials
- Invitation to all NMMA Board Meetings, Operating Committee Meetings and Legislative Delegation sessions at the State Capitol
- No meeting costs for dinners/meetings – up to 4 guests
- Included on NMMA e-mail distribution list for Association communication and receive 10 copies of all NMMA publications and studies
- Utilize NMMA distribution system to share Community Partners' news/promotional information
- Complimentary participation in the North American Joint Purchasing Program

### **Platinum (\$2,500)**

- Named as NMMA sponsor in golf tournament promotional materials
- Reference – company name and logo – in all NMMA promotional and marketing materials
- Invitation to all NMMA Board Meetings, Operating Committee Meetings and Legislative Delegation sessions at the State Capitol
- No meeting costs for dinners/meetings – 2 guests
- Included on NMMA e-mail distribution list for Association communication and receive 5 copies of all NMMA publications and studies
- Complimentary participation in the North American Joint Purchasing Program

### **Gold (\$1,000)**

- Named as NMMA sponsor in golf tournament promotional materials
- Reference – company name – in all NMMA promotional and marketing materials
- Invitation to all NMMA Board Meetings, Operating Committee Meetings and Legislative Delegation sessions at the State Capitol
- Included on NMMA e-mail distribution list for Association communication and receive 2 copies of all NMMA publications and studies
- Complimentary participation in the North American Joint Purchasing Program

### **Silver (\$500)**

- Named as NMMA sponsor in golf tournament promotional materials
- Invitation to all NMMA Board Meetings, Operating Committee Meetings and Legislative Delegation sessions at the State Capitol
- Included on NMMA e-mail distribution list for Association communication and receive 1 copy of all NMMA publications and studies
- Complimentary participation in the North American Joint Purchasing Program

### **North American Joint Purchasing Program Only (\$250)**

- Receive best public bid pricing for program products and services made available to NMMA members
- Participate in an annual dividend distribution program based on quantity purchases, minus program expenses on a pro-rate basis
- Opportunity to customize purchase and buying patterns based on organization requirements





## NMMA Accomplishments (6/10/13)

The Association **independently** or in **collaboration** with other units of government and/or organizations accomplished the following:

### **Transportation/Transit**

- Developed the most comprehensive Transportation Funding Principles document ever presented by a municipal organization; many of the principles were used by Transportation Committee Chairs to develop Transportation Funding Law passed in 2008
- Passed Transportation/Transit Funding legislation in 2008 Session, culmination of four year effort; only municipal organization engaged in this effort over the four year period to interact with leadership and key legislators to ultimately pass this legislation
- Secured funding for reconstruction of Highway 100
- Secured funding for Champlin-Anoka Bridge reconstruction
- Secured funding for I-694 3<sup>rd</sup> lane from Brooklyn Park to New Brighton
- Secured funding for I-694 3<sup>rd</sup> lane from Brooklyn Park west through Maple Grove.
- Secured funding for construction of 610 Bridge
- Secured funding for construction of various phases of T.H. 610
- Set up 610 Crossing Coalition as joint powers organization
- Set up Highway 100 Coalition as joint powers organization
- Set up I-35W Corridor Coalition as joint powers organization and 501 (c) non-profit
- Set up Highway10 Coalition as joint powers organization
- Negotiated final design elements of T.H. 100 thru Brooklyn Center and Robbinsdale with Mn/DOT
- Helped secured funding for construction of Devil's Triangle interchange
- Passed supporting Resolution and helped secure funding for Hiawatha Light Rail
- Passed supporting Resolution and helped secure funding for North Star Commuter Rail
- Became an active member in Minnesota Transportation Alliance

### **Community Economic Development and Redevelopment**

- Secured funding for Humboldt Greenway – Minneapolis/Brooklyn Center
- Secured legislation to expand Brooklyn Park TIF Districts over a two year effort and made further improvements in the 2011 Session
- Assisted Ramsey in securing TIF legislation passage in 2011 Session.
- Secured funding and expansion of various New Brighton and Brooklyn Center TIF Districts

### **Tax Policy**

- Led state wide effort to reform LGA legislation resulting in a new, simpler formula that significantly benefits NMMA area cities.
- Established joint effort that avoided significant changes to fiscal disparity law thus preserving benefits for our NMMA communities
- Secured Coon Rapids LGA fix 2008-2009
- Consistently opposed levy limits legislation as bad public policy
- Secured levy limit fix to allow for special assessment for police and fire costs
- Opposed "turbo charged truth-in-taxation" legislation
- Successfully lobbied against attempts to earmark LGA funds for public safety expenditures, thus preserving local control over budget priorities and decisions

### **Housing Issues**

- Organized Regional Housing Summit
- Drafted and Lobbied for Utility Shut Off Notification Legislation
- Assisted in the development of local strategies to address housing foreclosure and group home concentration issues

## **General Public and Member Issue Education**

- Hosted biannual Legislative and Gubernatorial Candidate Forums
- Hosted Legislative Leadership presentations at NMMA Board meetings and Ewald Conference Center
- Helped Mayors prepare presentations for Comcast's "Newsmakers Program" that focused on key local governmental issues
- Organized press conferences and drafted media materials on transportation and other issues
- **Legislative Advocacy**
- Scheduled, prepared and organized legislative committee testimony for mayors and city managers on a wide variety of legislative issues
- Created North Metro Legislative Delegation Co-Chaired by Senator Ann Rest and Rep. Jim Abeler
- Set up direct access technology to communicate with legislators on House-Senate floor during legislative debate on key pieces of legislation
- Helped secured approval of State permit to allow construction of the new Maple Grove Hospital
- Secured funding for reconstruction of Main Street bridge over T.H. 10 – Coon Rapids (10 Year Supplemental LGA Special Funding)
- Provided detailed modeling scenarios, ideas and historical perspective for legislators and administration related to state and local tax policy issues
- Achieved direct access to Administration decision makers in Department of Revenue and Finance where NMMA message was requested and respected as credible
- Prepared letters and Op Eds on 'hot topics' to Governor, Legislative leadership, key Administration officials and area media
- Assisted members and Anoka County in securing Coon Rapids Dam reconstruction design and construction funding inclusion in the 2011 Bonding bill

## **Business Community**

- Established the Community Partner Program for North Metro businesses resulting in enhanced ability to achieve Association mission and expand credibility with decision makers
- Annually hosts its golf-dinner event which brings the business community, associate members and legislators together for networking and community celebration

## **County Relationships**

- Established County Associate membership for Anoka and Hennepin County that fosters expanded vision, policy and mission advocacy and collaboration

## **North American Joint Purchasing Program Collaborative**

- Established a public/private joint purchasing collaborative to pool purchasing power and save money for participating cities, counties and private businesses.
- Initiated four public bid programs for the following services or products:
  - Office Supplies, Janitorial Cleaning Supplies and Office Furniture – Bid won by **S&T Office Products**
  - Field Marking Paint – Bid won by **Hirshfield's Paint**
  - Police Ammunition – Bids won by Gander Mt. and Streicher's

These projects and more represent a 'body of work' that NMMA members can take pride in as the fruit of its united effort and the common bond that holds us together. Those members who went before us in forming NMMA had a vision; that if communities in the North Metro Area stood together 'much could be accomplished'. Their dream has been realized in many ways through the past two decades and we are the beneficiaries of that effort. Now it is our turn to continue the work and add to the list of accomplishments for our cities, our residents, our businesses and the larger region. Together we still have much to accomplish!

**QCCCC Agenda Item**  
**5.4 Monthly Stats Report**

**October 11, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Statistical Report

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Attached you will find the August and September program statistical reports.

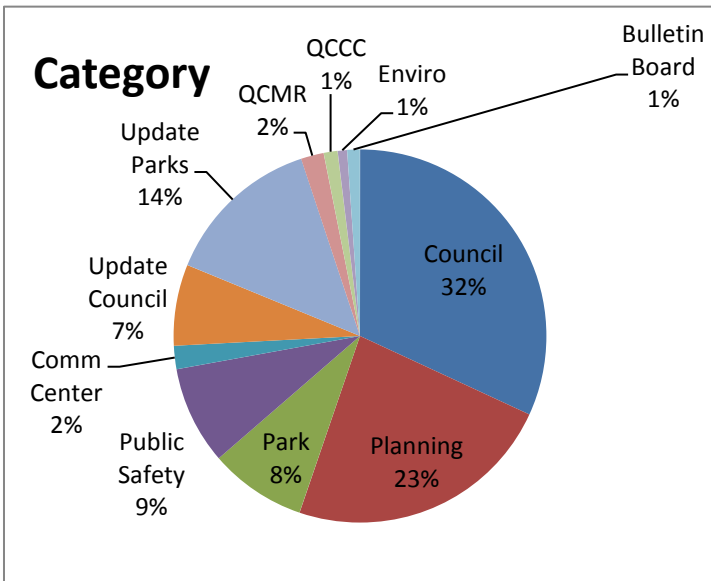
**Action Requested:** None.



# Andover Channel & Web Statistics

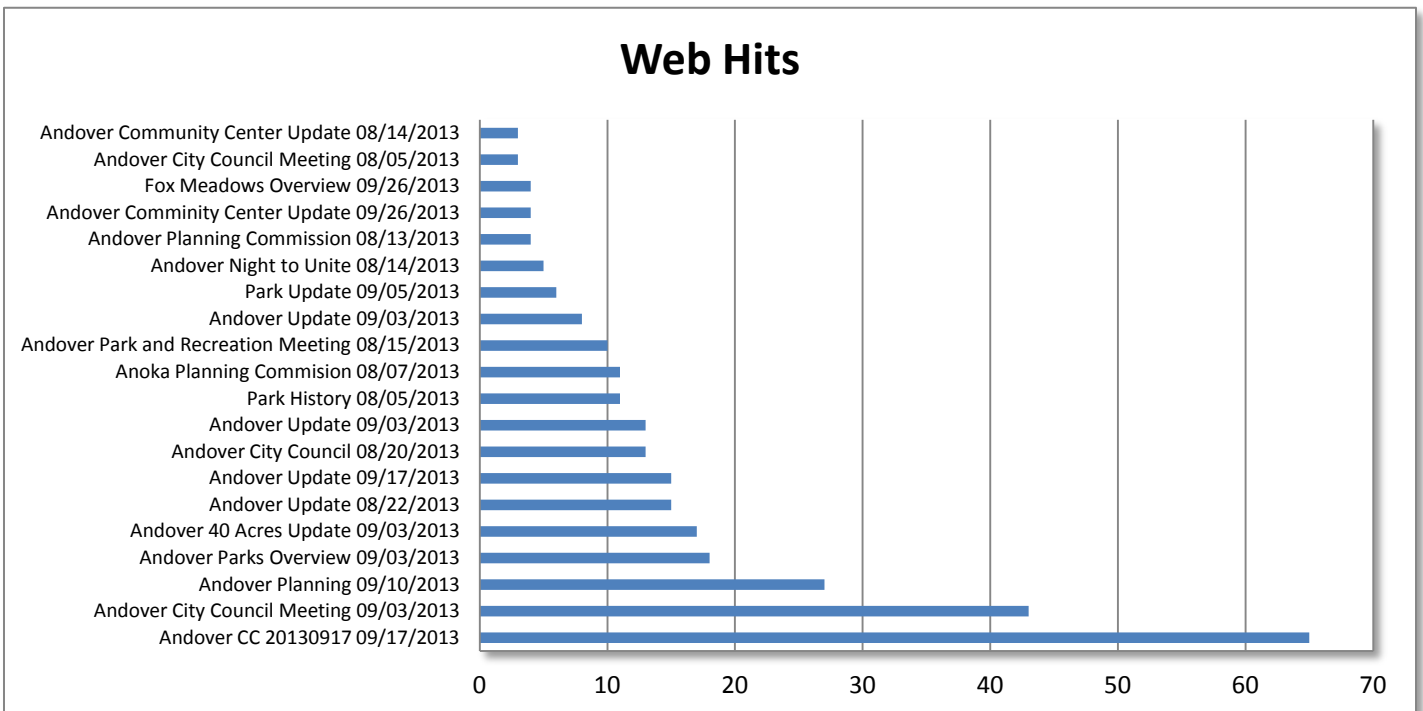
## September 2013

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	2534	New Shows:	12	Total Hours:	7:58	Total Hits:	295
Total Time:	712:02	New Time:	7:44	Saturation:	1.1%		
Saturation:	98.89%	All Shows:	28				
		All Time:	15:41				



Channel Up Time 100%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	92.8%	51:43
Other:	0	0

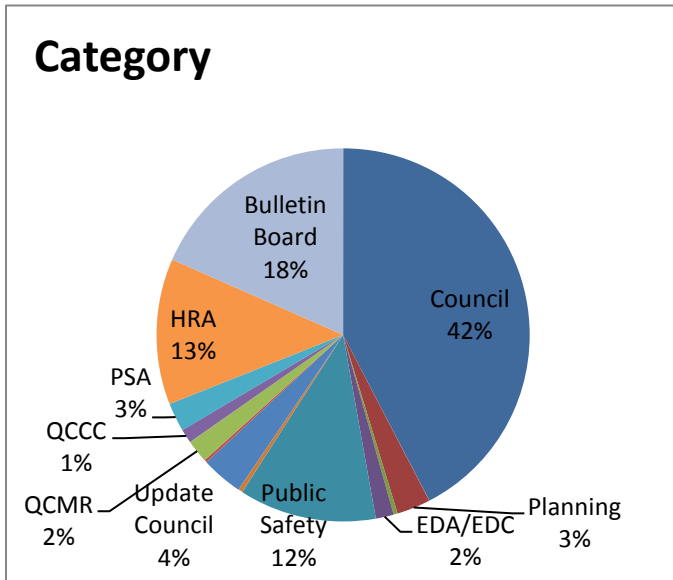
Shared With Multiple Cities		
8/29/2013	Sheriff Show **	0:09:33
8/20/2013	Public Safety Talk **	0:47:00
8/6/2013	Night to Unite **	0:02:47
8/1/2013	Sheriff Show **	0:11:40
9/27/2013	QCMR **	0:10:45
9/13/2013	QCMR **	0:08:16
8/29/2013	QCMR **	0:14:36
8/16/2013	QCMR **	0:13:48
8/15/2013	QCCC **	0:47:24



# Anoka Channel & Web Statistics

## September 2013

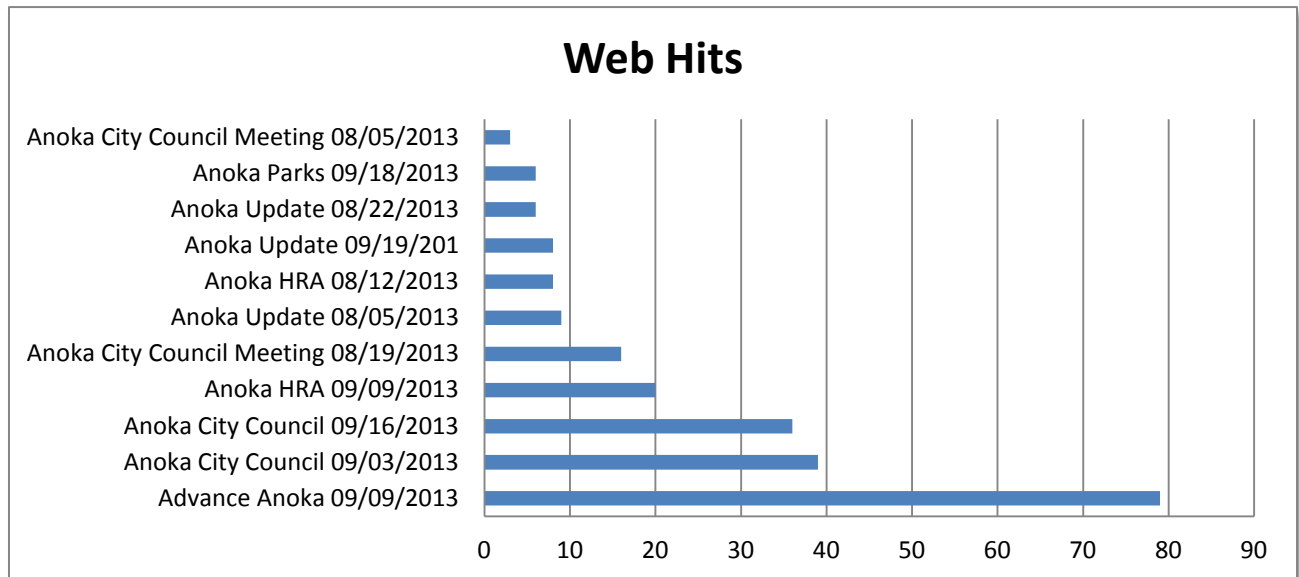
Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 914	New Shows: 8	Total Hours: 132:26	Total Hits: 230
Total Time: 587:33	New Time: 5:17	Saturation: 18.4%	
Saturation: 81.6%	All Shows: 22		
	All Time: 13:44		



Channel Up Time: 93.02%		
Issues	Percentage	Hours
Scheduling:	0	0
File:	0	0
Server:	93.02%	50:14
Other:	0	0

### Shared With Multiple Cities

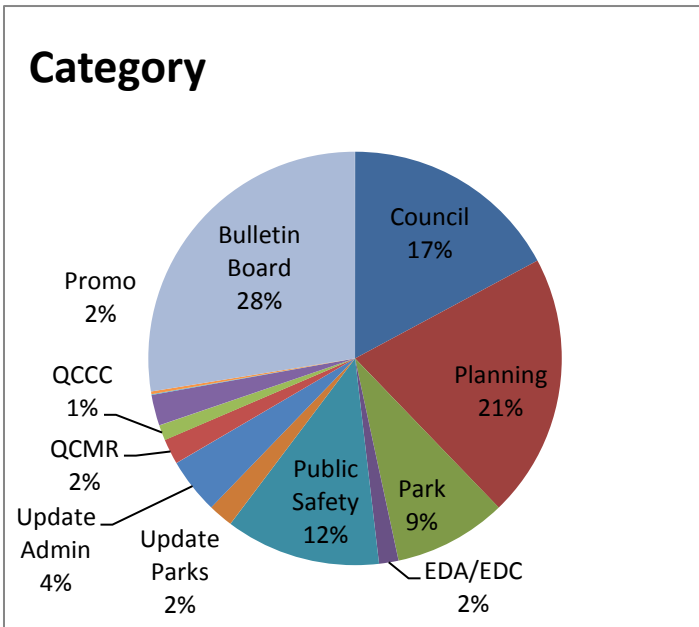
8/29/2013	Sheriff Show	0:09:33
8/22/2013	Anoka Champlin Fire Brd	0:29:42
8/20/2013	Public Safety Talk	0:47:00
4/30/2013	Aquatic Invasive Species	0:01:00
9/27/2013	QCMR	0:10:45
9/13/2013	QCMR	0:08:16
8/29/2013	QCMR	0:14:36
8/16/2013	QCMR	0:13:48
8/15/2013	QCCC	0:47:24
8/7/2013	Aquatic Invasive Species	0:10:56



# Champlin Channel & Web Statistics

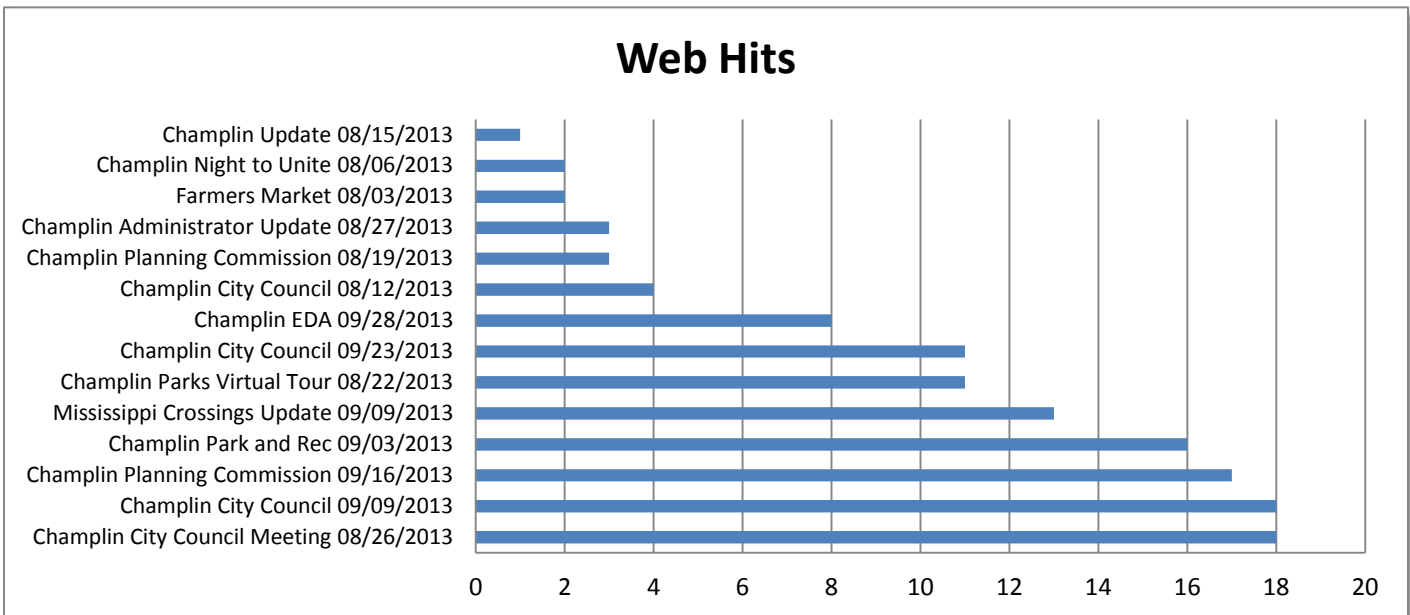
## September 2013

<b>Playback:</b>	<b>Shows:</b>	<b>Bulletin Board:</b>	<b>Web Hits:</b>
Total Runs: 1497	New Shows: 8	Total Hours: 198:24	Total Hits: 127
Total Time: 521:36	New Time: 2:46	Saturation: 27.6%	
Saturation: 72.4%	All Shows: 25		
	All Time: 8:03		



Channel Uptime 93.1 %		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	6.9%	49:47
Other:	0	0

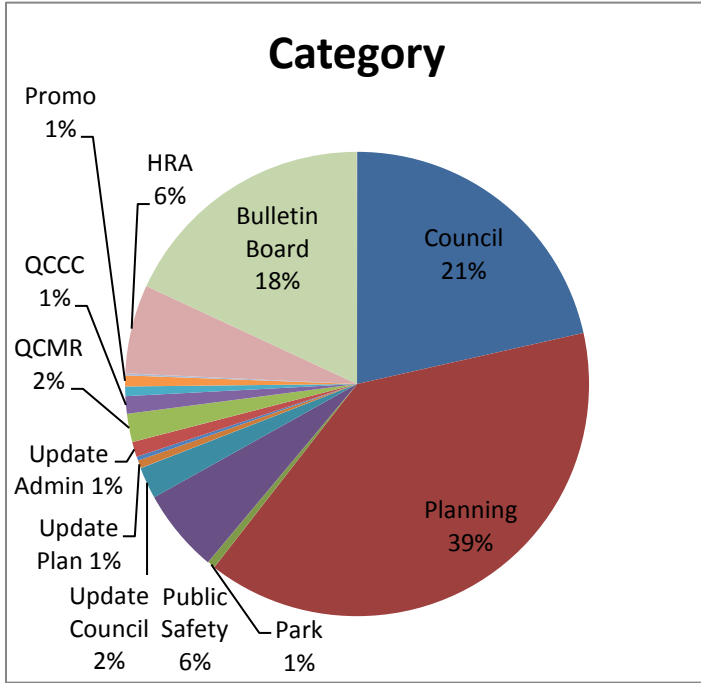
Shared With Multiple Cities		
8/20/2013	Public Safety Talk	0:47:00
9/27/2013	QCMR	0:10:45
9/13/2013	QCMR	0:08:16
8/29/2013	QCMR	0:14:36
8/16/2013	QCMR	0:13:48
8/15/2013	QCCC	0:47:24
5/16/2013	Aquatic Invasive Species	0:24:44
9/26/2012	Texting While Driving	0:12:01



# Ramsey Channel & Web Statistics

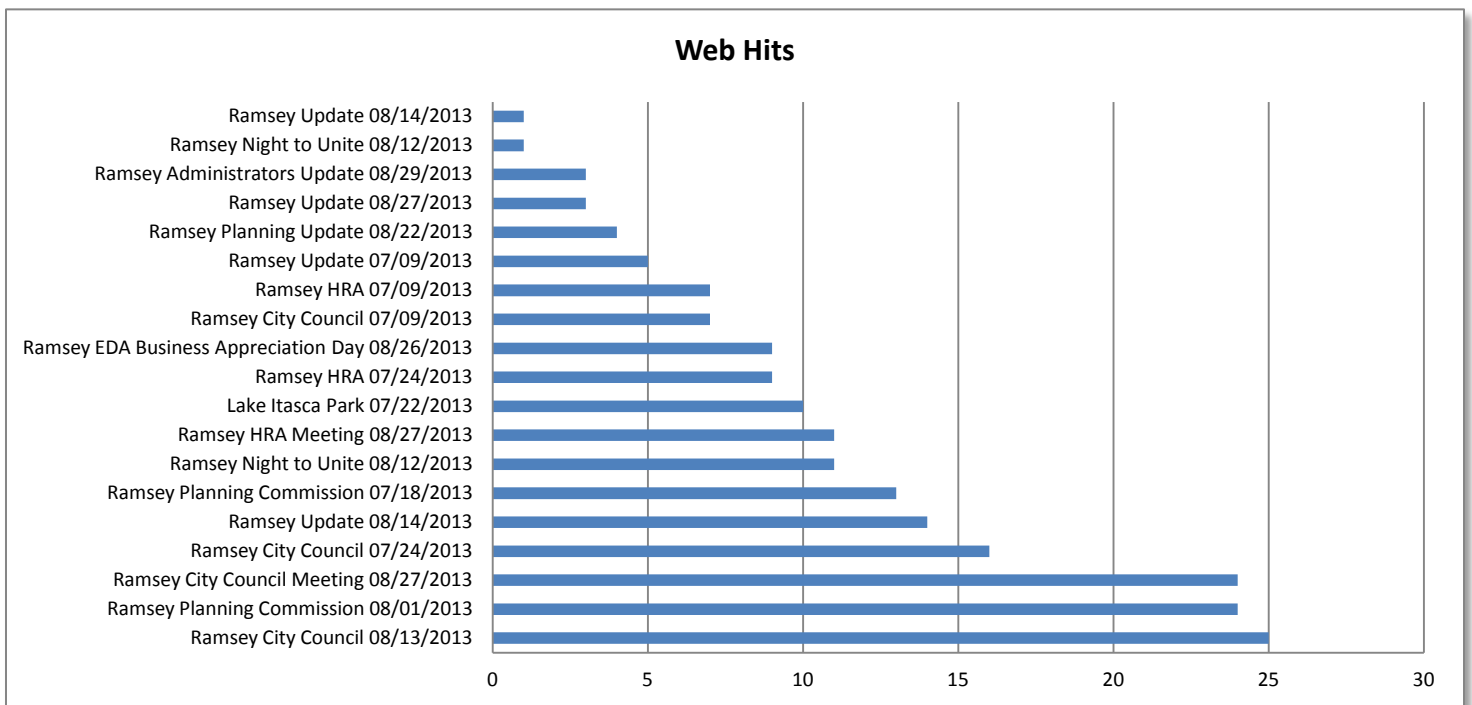
## September 2013

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 935	New Shows: 12	Total Hours: 130:09	Total Hits: 242
Total Time: 589:51	New Time: 7:25	Saturation: 18.1%	
Saturation: 81.9%	All Shows: 29		
	All Time: 14:15		



Channel Uptime 93.1%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	6.9%	49:59
Other:	0	0

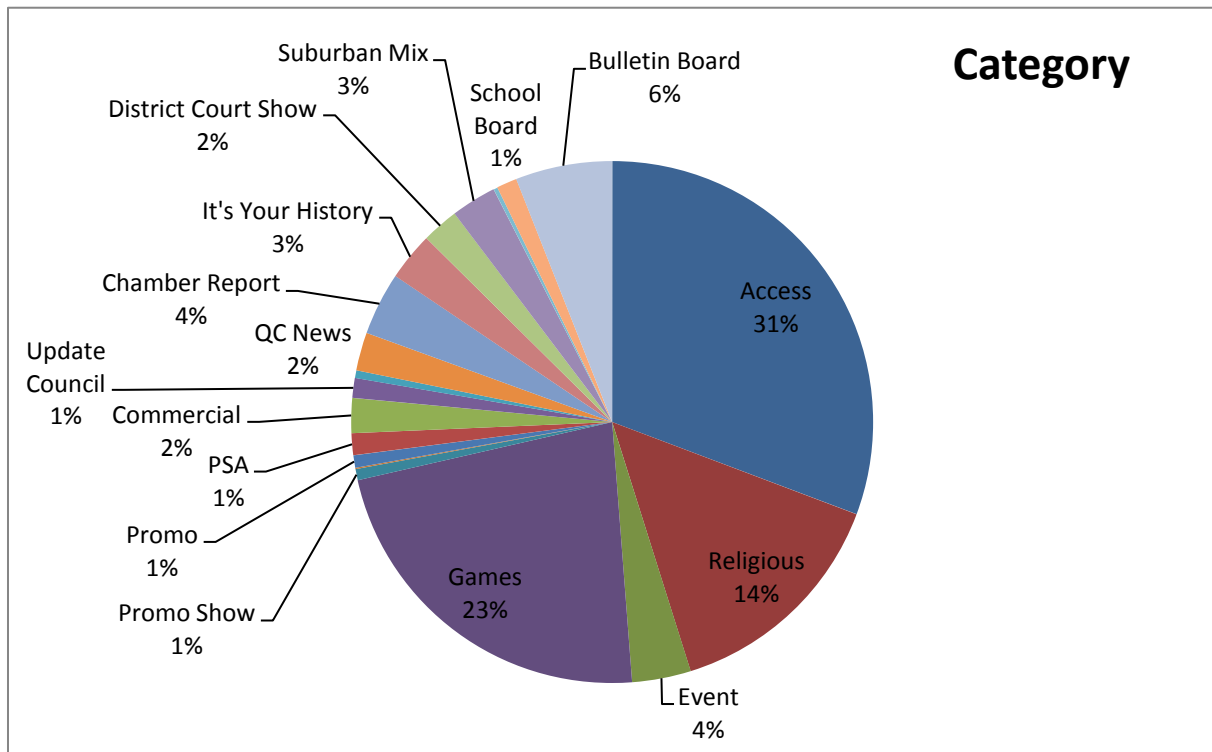
Shared with Multiple Cities		
8/29/2013	Sheriff Show	0:09:33
8/20/2013	Public Safety Talk	0:47:00
8/13/2013	Night to Unite 2013	0:04:48
8/1/2013	Sheriff Show	0:11:40
9/27/2013	QCMR	0:10:45
9/13/2013	QCMR	0:08:16
8/29/2013	QCMR	0:14:36
8/16/2013	QCMR	0:13:48
8/15/2013	QCCC	0:47:24
1/2/2013	Distracted Driving	0:11:50



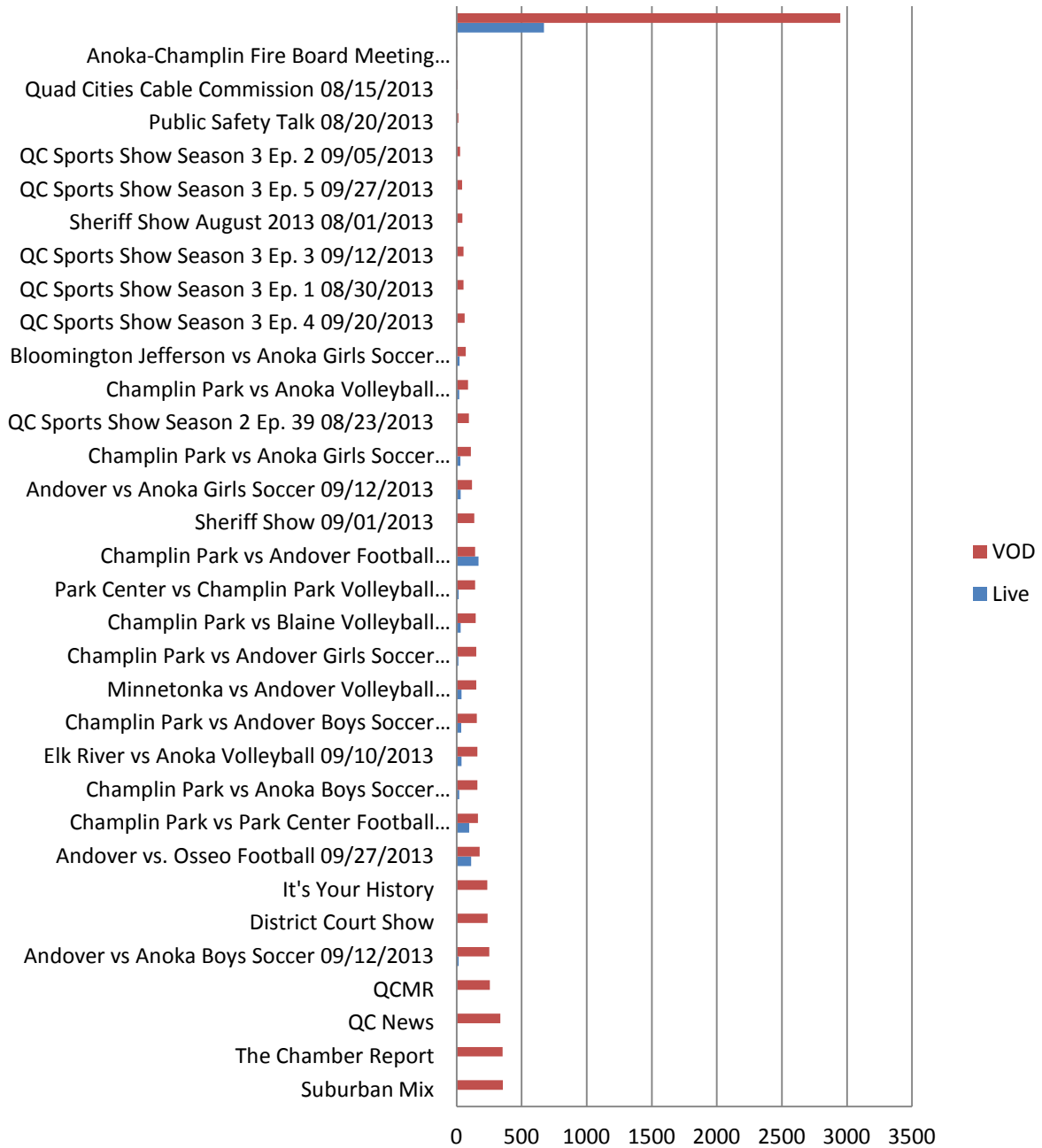
# Community Channel 15 September 2013

<b>Playback:</b>		<b>Shows:</b>		<b>Bulletin Board:</b>		<b>Web Hits:</b>	
Total Runs:	2079	New Shows:	95	Total Hours:	43:03	Total VOD Hits:	2948
Total Time:	676:57	New Time:	74:59	Saturation:		Total Live:	672
Saturation:	94%	All Shows:	185				
		All Time:	119:33				

<b>Channel Uptime 100%</b>		
<b>Issues</b>	<b>Percentage</b>	<b>Hours</b>
Scheduling	0%	0
File:	0%	0
Server:	0%	0
Other:	0%	0



# Web Hits

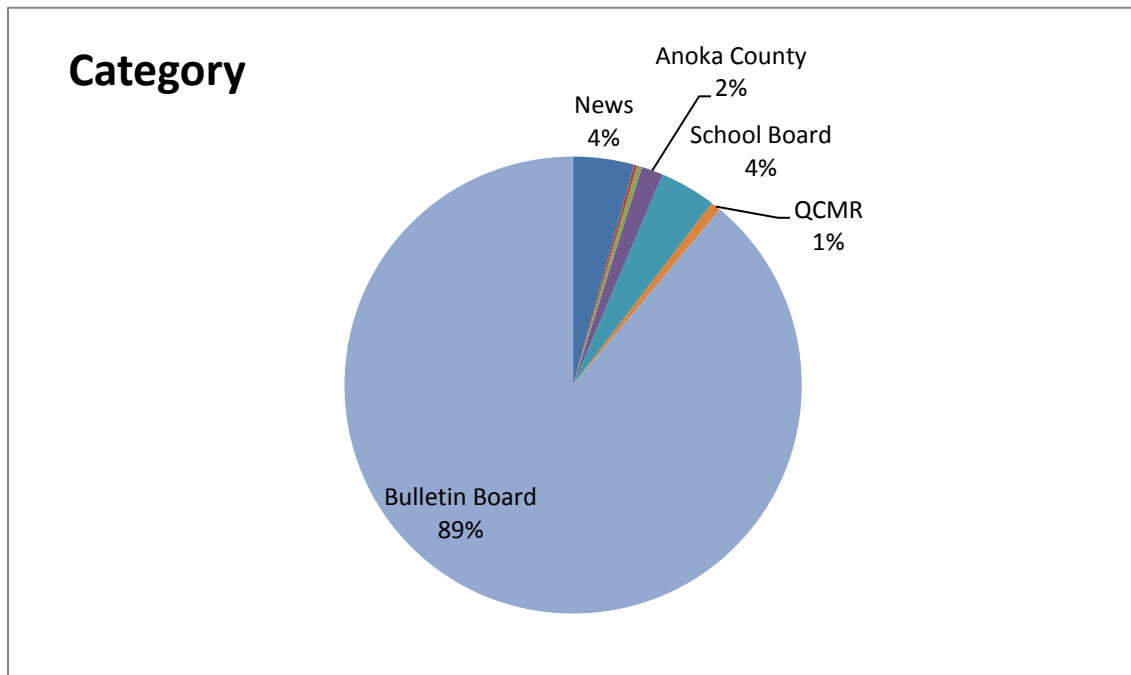


# Community Channel 19

## September 2013

Playback:		Shows:		Bulletin Board:	
Total Runs:	179	New Shows:	8	Total Hours:	640:11
Total Time:	79:49	New Time:	4:19	Saturation:	88.9%
Saturation:	11.1%	All Shows:	14		
		All Time:	8:52		

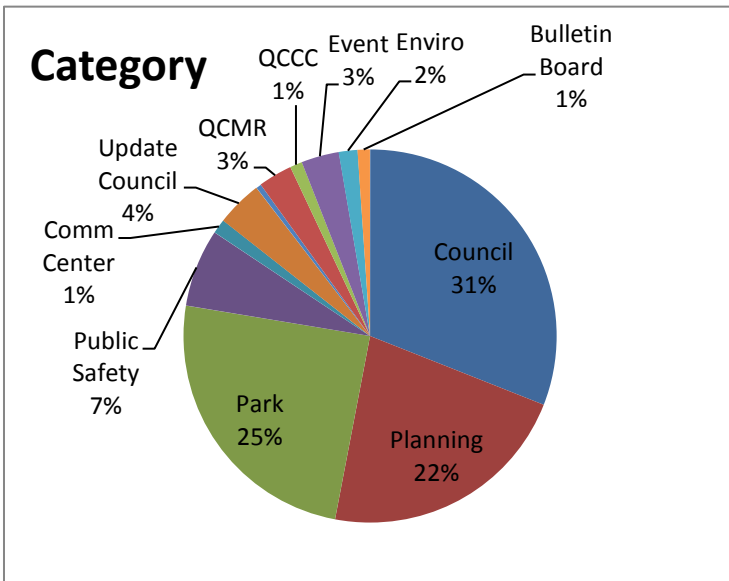
Channel Uptime 100%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0	0
Other:	0	0



# Andover Channel & Web Statistics

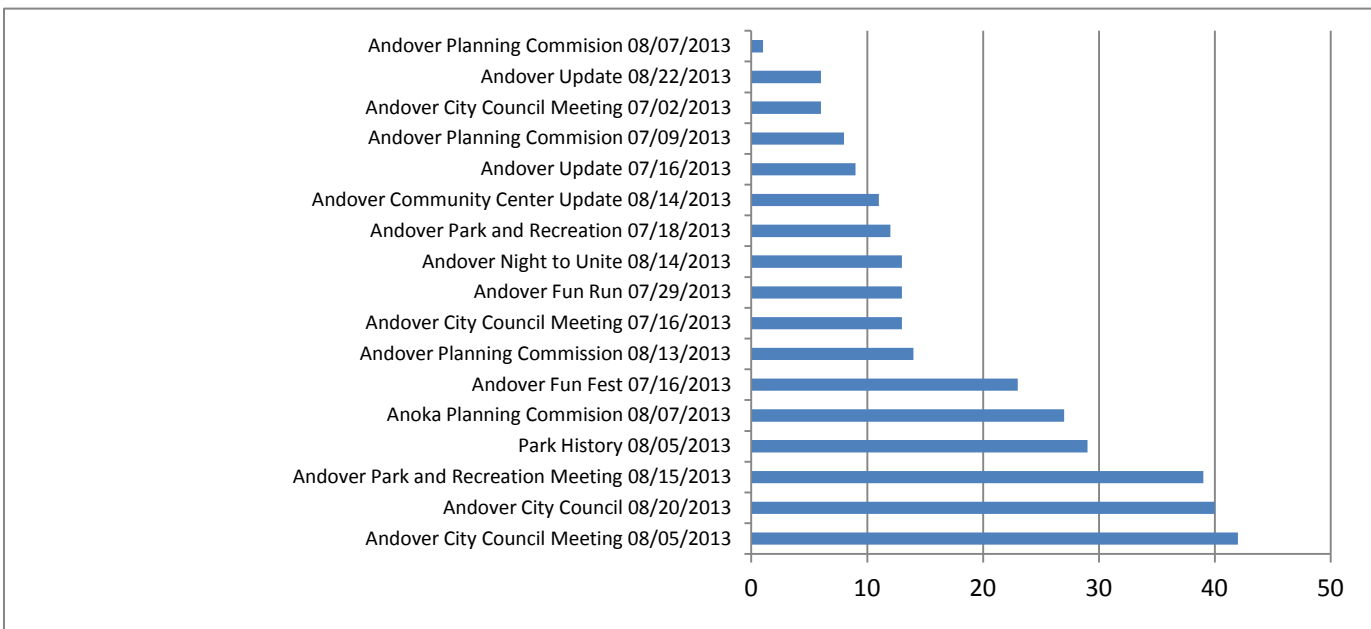
## August 2013

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	2242	New Shows:	12	Total Hours:	8:00	Total Hits:	306
Total Time:	736:00	New Time:	8:46	Saturation:	1.08%		
Saturation:	98.9%	All Shows:	28				
		All Time:	15:37				



Channel Up Time 100%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0	0
Other:	0	0

Shared With Multiple Cities		
8/20/2013	Public Safety Talk	0:47:00
8/6/2013	Night to Unite	0:02:47
8/1/2013	Sheriff Show	0:11:40
7/2/2013	Sheriff Show	0:10:50
5/16/2013	Public Safety Talk	0:32:05
8/16/2013	QCCMR	0:13:48
7/26/2013	QCCMR	0:16:52
8/15/2013	QCCC	0:47:24

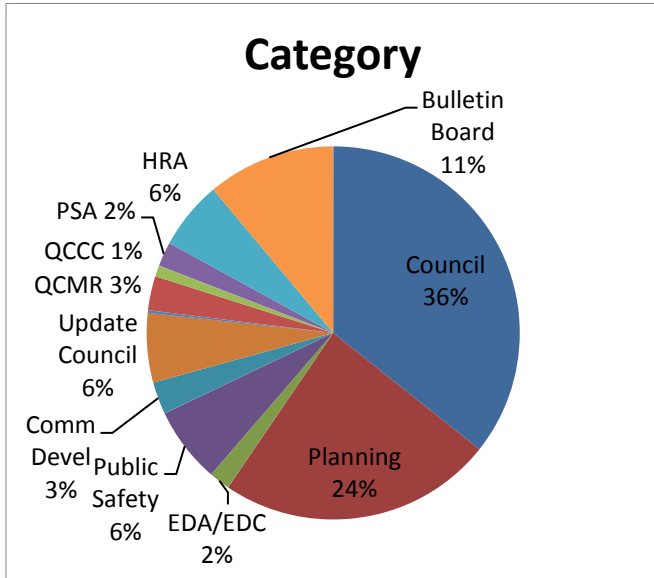




# Anoka Channel & Web Statistics

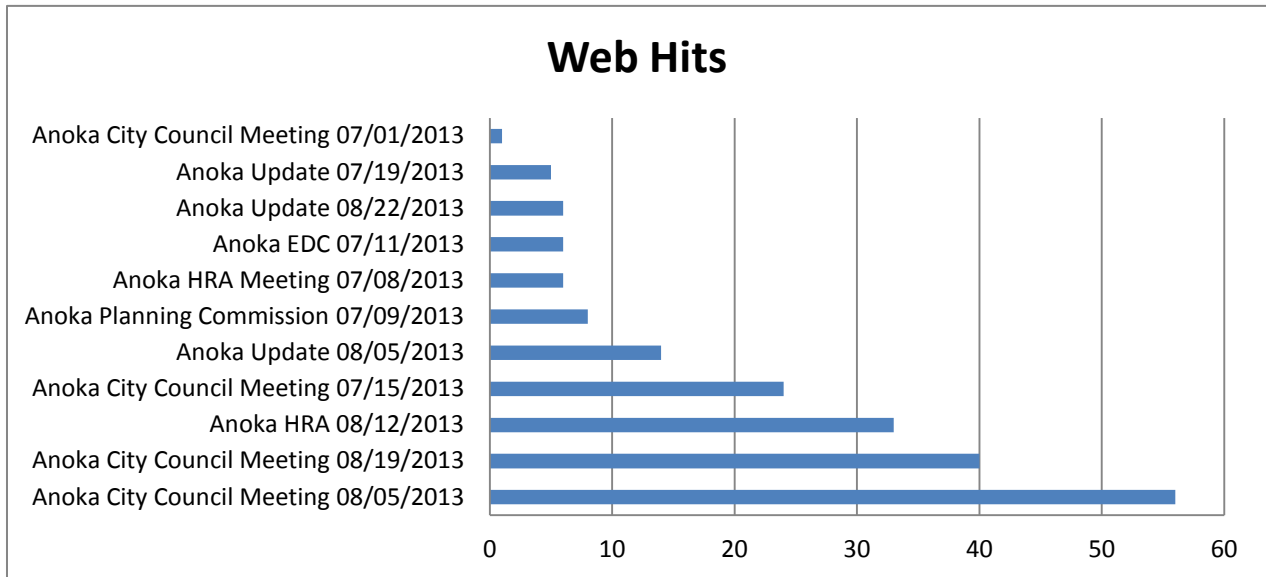
## August 2013

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 861	New Shows: 12	Total Hours: 82:41	Total Hits: 199
Total Time: 661:29	New Time: 12:18	Saturation: 11.09%	
Saturation: 88.9%	All Shows: 24		
	All Time: 24:45		



Channel Up Time: 99.85%		
Issues	Percentage	Hours
Scheduling:	0	0
File:	.13%	1
Server:	.02%	00:11
Other:	0	0

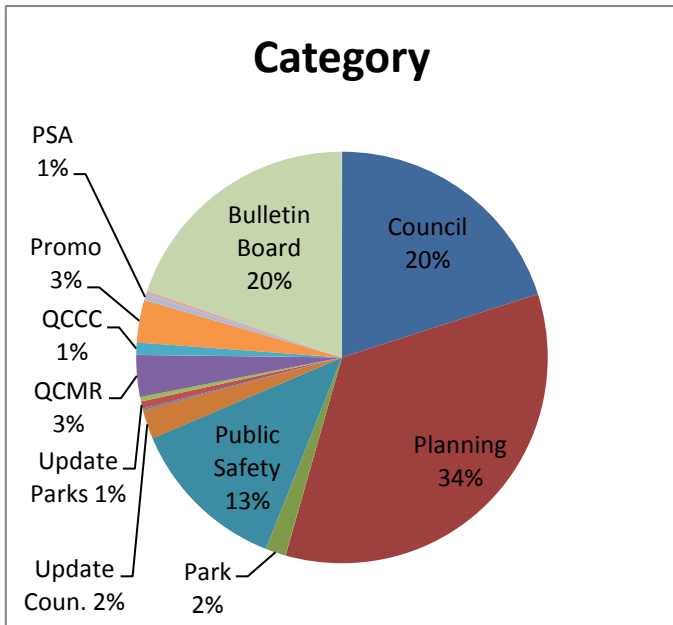
Shared With Multiple Cities		
8/22/2013	Anoka Champlin Fire Board	0:29:42
8/20/2013	Public Safety Talk	0:47:00
8/1/2013	Sheriff Show	0:11:40
4/30/2013	Aquatic Invasive Species	0:01:00
8/16/2013	QCMR	0:13:48
7/26/2013	QCMR	0:18:52
8/15/2013	QCCC	0:47:24
8/7/2013	Aquatic Invasive Species	0:10:56



# Champlin Channel & Web Statistics

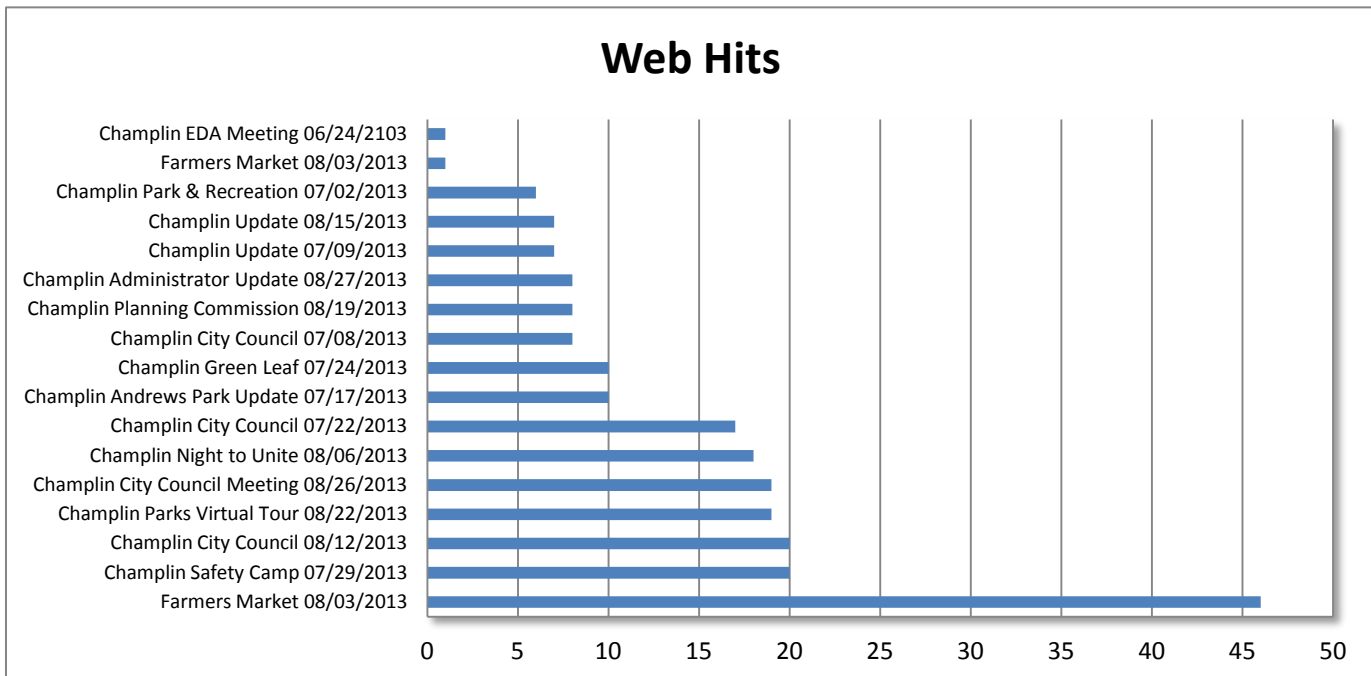
## August 2013

<b>Playback:</b>	<b>Shows:</b>	<b>Bulletin Board:</b>	<b>Web Hits:</b>
Total Runs: 1151	New Shows: 12	Total Hours: 146:58	Total Hits: 225
Total Time: 597:02	New Time: 5:06	Saturation: 19.75%	
Saturation: 80.24%	All Shows: 27		
	All Time: 11:55		



Channel Uptime 100 %		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0	0
Other:	0	0

Shared With Multiple Cities		
8/22/2013	Fire Board Meeting	0:29:42
8/20/2013	Public Safety Talk	0:47:00
7/17/2013	Anoka Champlin Fire Board	1:09:22
5/16/2013	Public Safety Talk	0:32:05
8/16/2013	QCMR	0:13:48
7/26/2013	QCMR	0:16:52
8/15/2013	QCCC	0:47:24
5/16/2013	Aquatic Invasive Species	0:24:44

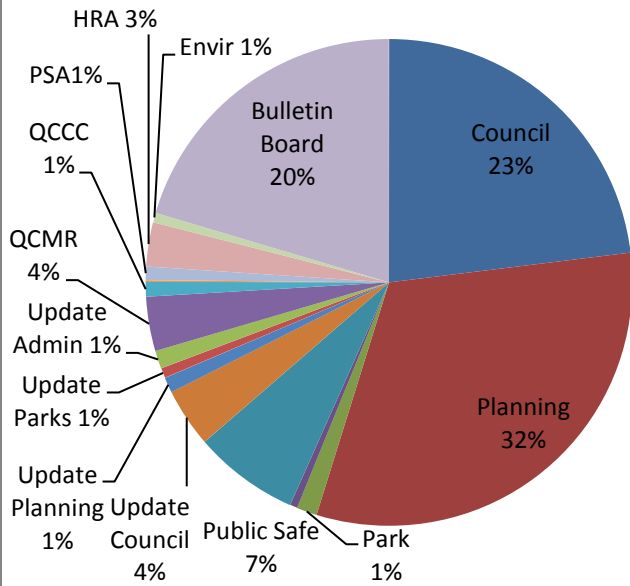


# Ramsey Channel & Web Statistics

## August 2013

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 1375	New Shows: 15	Total Hours: 151:43	Total Hits: 197
Total Time: 592:17	New Time: 7:13	Saturation: 20.4%	
Saturation: 79.6%	All Shows: 28		
	All Time: 11:50		

### Category



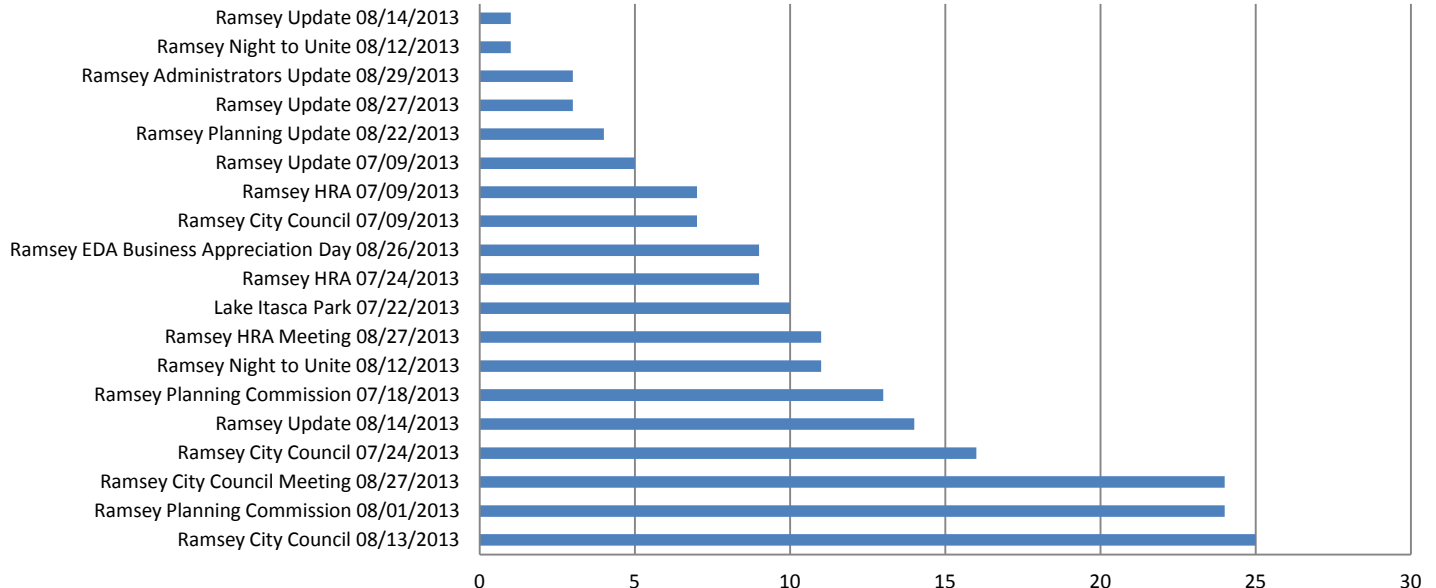
### Channel Uptime 100%

Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	3	0
Other:	0	0

### Shared with Multiple Cities

8/20/2013	Public Safety Talk	0:47:00
8/13/2013	Night to Unite 2013	0:04:48
8/1/2013	Sheriff Show	0:11:40
7/2/2013	Sheriff Show	0:10:50
5/16/2013	Public Safety Talk	0:32:05
8/16/2013	QCMMR	0:13:48
7/26/2013	QCMMR	0:16:52
8/15/2013	QCCC	0:47:24
1/2/2013	Distracted Driving Awareness	0:11:50

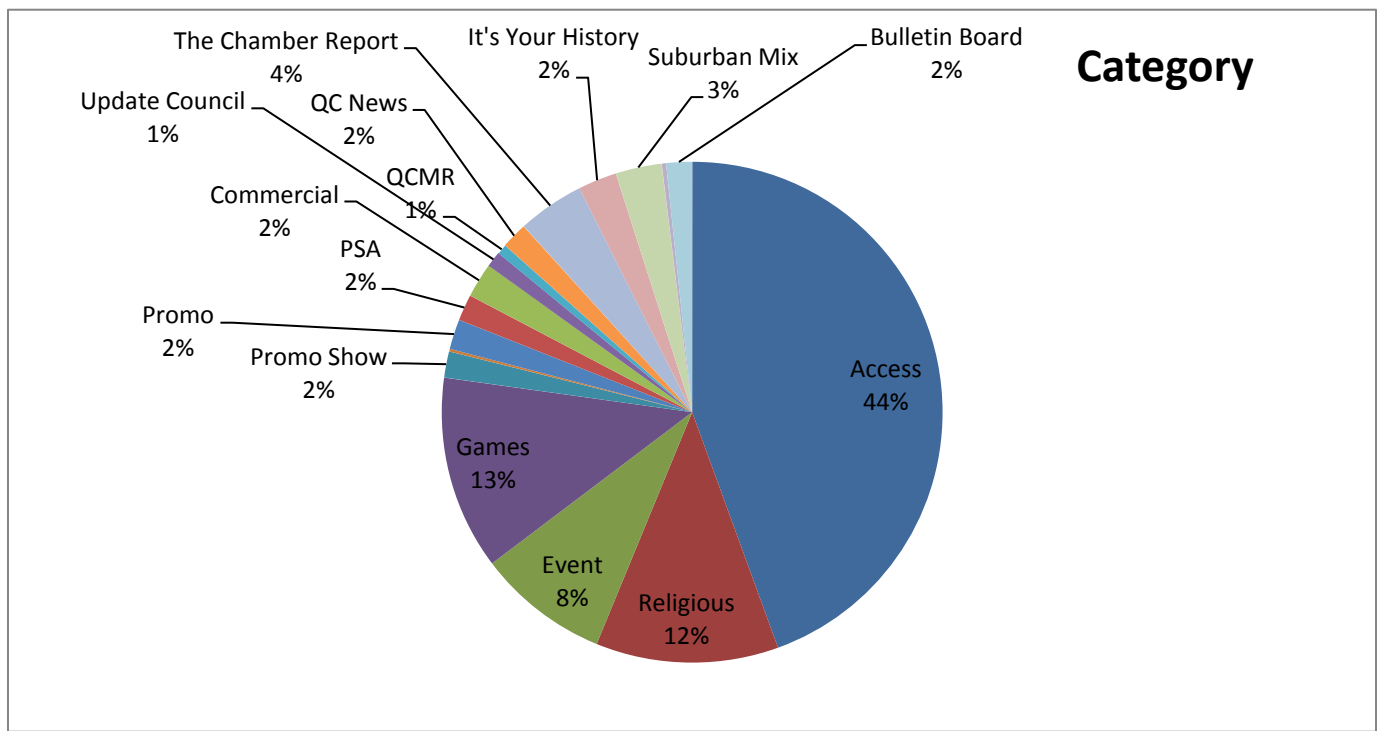
### Web Hits



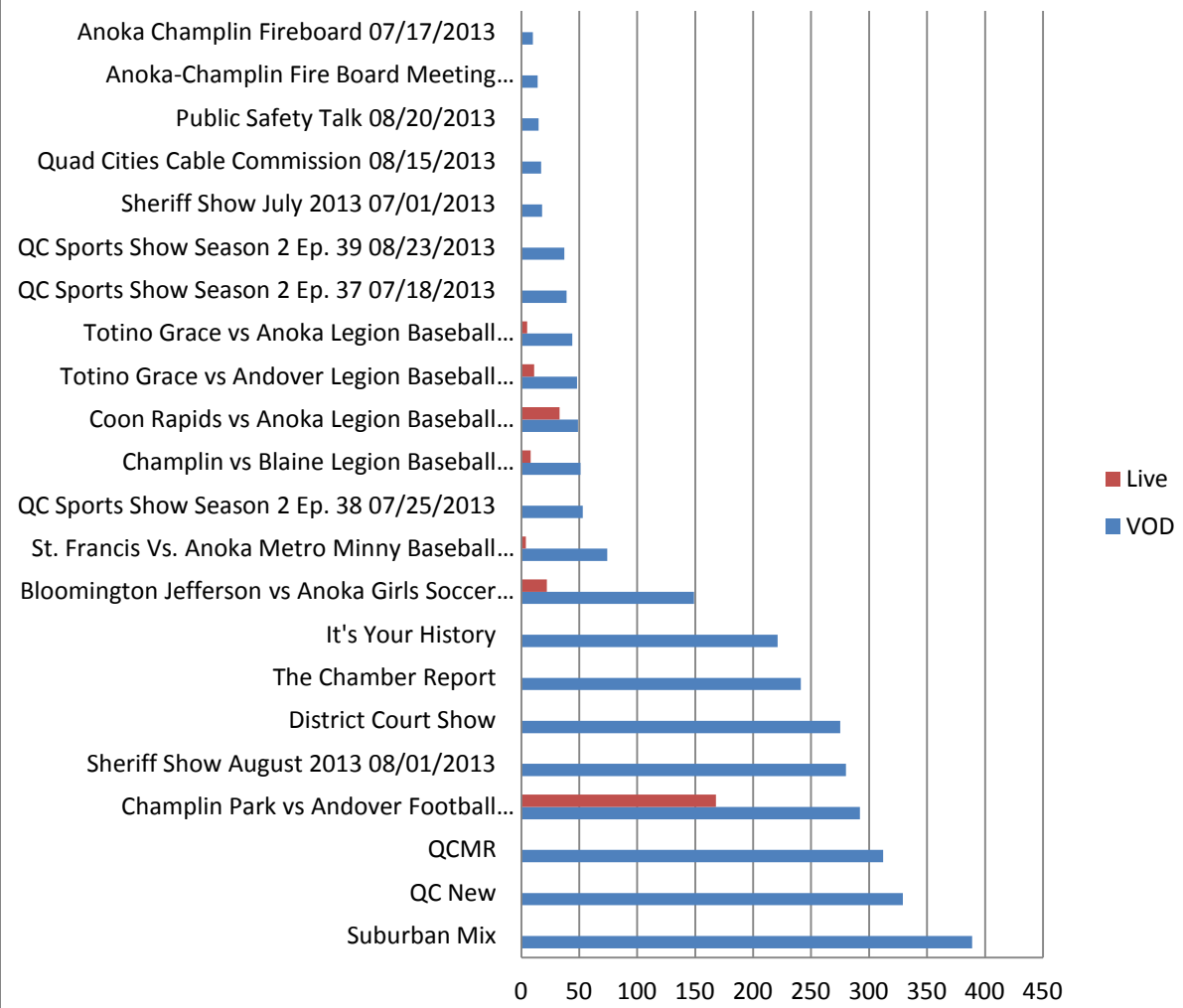
# Community Channel 15 August 2013

<b>Playback:</b>	<b>Shows:</b>	<b>Bulletin Board:</b>	<b>Web Hits:</b>
Total Runs: 2583	New Shows: 61	Total Hours: 12:23	Total VOD Hits: 2957
Total Time: 731:37	New Time: 42:36	Saturation: 1.67%	Total Live: 251
Saturation: 98.33%	All Shows: 142		
	All Time: 86:12		

Channel Uptime 99.63 %		
Issues	Percentage	Hours
Scheduling	0%	0
File:	.37%	2:47
Server:	0%	0
Other:	0%	0



## Web Hits

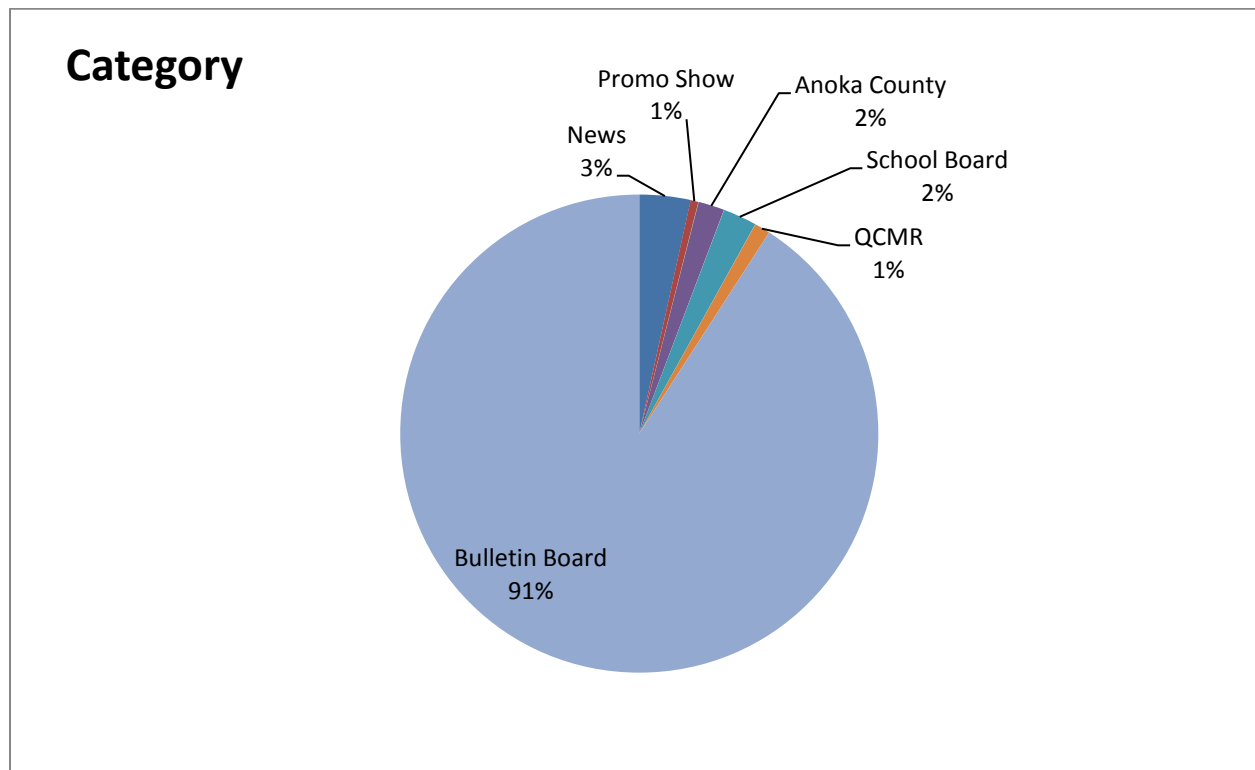


# Community Channel 19

## August 2013

Playback:		Shows:		Bulletin Board:	
Total Runs:	185	New Shows:	11	Total Hours:	676:08
Total Time:	67:52	New Time:	6:31	Saturation:	90.88%
Saturation:	9.12%	All Shows:	16		
		All Time:	9:33		

Channel Uptime 100%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0	0
Other:	0	0



**QCCCC Agenda Item**

**5.5 Programming Reports**

**October 11, 2013**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Programming Reports (August and September)

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Programming reports submitted by:  
Government Programming Director Susan Huston  
Sports Director Bruce Chaffee  
Community Affairs/Creative Services Director Terry Lovaas  
Computer Specialist Scott Flynn  
Media Producer Tim Rick

These reports are provided for information on QCTV activities. Please feel free to contact me regarding these reports.

**Action Requested:** None.

## MEMORANDUM

**TO:** QCTV Board of Directors  
**FROM:** Susan Huston, Government Director,  
Quad Cities Community Television  
**DATE:** Monday, October 14, 2013  
**RE:** August 2013

### **ISD 11 Board Meeting •**

In the month of August, the school district held one meeting. Will Wojcik is leaving QCTV in October. We have started training our new person who will be covering the School Board meetings, Matt Overstreet. Matt is a high energy professional that lives in Champlin and is very excited to join our team. He will also be covering the Quad Cities Cable Commission meetings.

### **Bulletin Boards •**

Each month we receive requests to create community bulletin boards. Our reception staff creates bulletin boards promoting city meetings and their meeting agendas. City events as well as public safety announcements are also among the many created each month.

In August, we had a total of 150 bulletin boards that played. There were 35 new community and city event bulletin boards and an additional 68 bulletin board slides containing city agenda information, and 14 that carried over from July into August. We also have 33 bulletin boards that are part of the regular rotation that we don't touch unless there is a change (i.e. new contact information for a councilmember).

### **Something New •**

We continue to make slight modifications to the Quad Cities Municipal Report (QCMR). The look continues to evolve with minor changes. We have been reviewing the network and cable channels to see what additional adjustments can be made. Per request we have removed the 4, 30 second Public Service Announcements which shortening the program slightly.

Below is a link to the current QCMR.

<http://www.qctv.org/qcmr/>



## **Andover**

During the month of August we had 12 new programs, with a total of 6 hours and 53 minutes.

### *Meetings:*

City Council (08/05)

Planning Commission Meeting (08/13)

Cable Commission (08/15)

Park and Recreation Meeting (08/15)

City Council (08/20)

### *New Programming:*

1. Sheriff Show:

- Active Shooters training
- Anoka County Fair highlights
- Current Crime trends

2. Kelsey Round Lake Park:

- Anoka County Historical Society Director, Todd Mahon reviews the historical events that make Kelsey Round Lake a fascinating park

3. Night to Unite:

- Sheriff James Stuart reviews how important it is to know your neighbors and the benefits of "Night to Unite" is to the community

4. Community Center Update:

- Cindy Ramseier of the Andover Community Center gave an update on the centers programs and activities some of which are seasonal

5. Quad Cities Municipal Report: *(featured stories)*

- Community Center Update
- Monthly Recycling Events

6. Public Safety Talk hosted by Police Chief Phil Johanson

7. Council Update

- Councilmember Julie Trude reviewed the council meeting of August 20

### *What we are working on:*

Lower Rum River Water Management  
Organization  
Sheriff's Office K9 training

Fire Department Training Day  
Comprehensive Overview of Community Center

## **Anoka**

During the month of July we had 10 new programs, with a total of 12 hours and 17 minutes.

### *Meetings:*

City Council (08/05)

Planning Commission Meeting (08/07)

Housing and Redevelopment (08/12)

Cable Commission (08/15)

City Council (08/19)

Anoka Champlin Fire Board (08/22)

### *New Programming*

1. Sheriff Show
  - Active Shooters training
  - Anoka County Fair highlights
  - Current Crime trends
2. Aquatic Invasive Species
3. Council Update:
  - Council Member Steve Schmidt reviewed the council meeting of August 5
4. Quad Cities Municipal Report: *(featured stories)*
  - Green Haven improvements
  - Development Day Promo
5. Public Safety Talk hosted by Police Chief Phil Johanson
6. Council Update:
  - Council Member Carl Anderson reviewed the council meeting of August 19

### *What we are working on*

Baseball Fundraiser Game

Development Day

Last Car show of the season

Recycle Day

Anoka Halloween

## Champlin

During the month of August we had 12 new programs, with a total of 5 hours and 6 minutes.

### *Meetings:*

Park and Recreation (No)

Planning Commission (08/19)

Environmental Resource Commission (No)

Anoka Champlin Fire Board (08/22)

City Council (08/12)

City Council (08/26)

Cable Commission (08/15)

### *New Programming*

1. Great Harvest:

- o A feature of a local bread company that is a Champlin Farmers Market participant

2. Council Update:

- o Mayor ArMand Nelson reviewed the meeting of August 12

3. Night to Unite:

- o Recap with Council member Bruce Miller

4. Quad Cities Municipal Report: *(featured stories)*

- o Kiddie Carnival
- o Business Appreciation Day recap

5. Public Safety Talk hosted by Police Chief Phil Johanson

6. Parks Virtual Tour: an overview of Champlin City Parks

7. City Administrators Update:

- o City Administrator, Bret Heitkamp came in and talked budget

### *What we are working on*

Mississippi Crossings Update

Engineer Update

Code Enforcement

Planning Update

## Ramsey

During the month of August we had 15 new programs, with a total of 7 hours and 12 minutes.

### *Meetings:*

Planning Commission (08/01)

City Council (08/27)

City Council Meeting (08/13)

Housing and Redevelopment Authority (08/27)

Cable Commission (08/15)

### *New Programming*

1. Sheriff Show
  - Active Shooters training
  - Anoka County Fair highlights
  - Current Crime trends
2. Golf Tournament
3. Night to Unite:
  - Officer Cory Gardner talks about how the event gets the community and neighborhoods together
  - Two different hosts spoke on the how the event makes everyone feel safer
4. Your Council Your Community Update: August 13
  - Council members Mark Kuzma and Jason Tossey review recent activities in Ramsey
5. Quad Cities Municipal Report: (*featured stories*)
  - Environmental Expo
  - Farmers Market
6. Public Safety Talk hosted by Police Chief Phil Johanson
7. Planning Update:
  - Development Services Manager, Tim Gladhill and Associate Planner/ Environmental Coordinator Chris Anderson review both the July and August Planning Commission Meetings.
8. EDA Business Appreciation Day
9. Your Council Your Community Update: August 27
  - Council members Chris Riley and John LeTourneau review recent activities in Ramsey
10. Administrators Update:
  - City Administrator, Kurt Ulrich, reviews council goals and budgets

### *What we are working on:*

Fire Fighter Training Video

Police Department review of School Bus Rules

Happy Days Recap

and Hunting Regulations

TO: Board of Directors  
FROM: Bruce Chaffee, Sports Director  
DATE: September 11, 2013

The 2013-2014 high school sport's season is under way. Our fall schedule of action includes soccer, volleyball and football. The calendar of events included with this report does not contain any information on playoffs. Playoffs are scheduled to begin sooner than you think - the second week of October. Boys' and girls' soccer are first in line, followed by football and volleyball.

**Programming Totals (August):**

- 1 - Girls Soccer Game
- 1 - Football Game

**Totals Hours of New Programming (August):**

4.5 hours of new programming.

The month of August totals should have contained two more soccer games. Blaine and Andover were schedule for a doubleheader contest, but because of our weather, the games were postponed. I should be use to this by now. But this time it's a twist from the norm. If you recall, a number of games were cancelled in the spring due to snow, rain, sleet, cold, etc . . . some pretty severe conditions to play games in. This time, however, the games were cancelled because it was considered too hot outside. Really. Too hot. My phone thermometer at that time said it was only 88 degrees out. A hot day in the summer, but nothing too unusual. The real ironic thing about this was who inform us about this postponement due to such extreme conditions; the football coaches. Let me paint a picture for you. While the crew was setting up equipment for the soccer games, the Andover football team was practicing next to the stadium as they usual do in full helmets and pads. About a half hour into our set up a coach comes over to the stadium and informs us the games have been postponed due to the heat. All 88 excruciating degrees. Now I'm sure that mental picture of yours is having a hard time making sense of this. On the one hand, the sport with helmets and pads is still practicing while on the other hand, the sport with shorts and a t-shirts is cancelled. We too were having a hard time with that picture, but what are going to do? We packed up and went home.

For the first time in a long time, I had a departure from my crew; Dane Johnson. Dane and his wife Natasha moved to Florida this past summer. Dane had been on my crew for 10 years. He started out as a 16 year old; sophomore kid from Champlin Park High School and now leaves QCTV as a 26 year old man, with a wife and two kids. He was a

very dedicated, hard working crew member, who was loved by all. Needless to say, watching Dane grow up over the last ten years made it pretty tough to say goodbye.

Turning the page, an opening in the crew needed to be filled with Dane's departure and Ben Laudenslager has been hired to fill the position. Ben originally interviewed for a position in the government department, but that spot was filled by Matt Overstreet. With a strong recommendation from Susan, I interviewed Ben and offered him a position. Ben started on August 27 and is doing a great job and fits in nicely with the sports' crew. I think this will be a good fit for the both of us.

## MEMORANDUM

**TO:** Commission Directors  
**FROM:** Terry W. Lovaas, Community Affairs Director / Creative Services Director  
**DATE:** September 19, 2013

### **Community Affairs**

#### **Ongoing programming:**

<i>The History Show</i>	Nowthen Threshing Show
<i>The District Court Show</i>	Domestic Violence Issues (rerun)
<i>The Chamber Report</i>	Summer Wrap-up / Member Profiles
<i>Suburban Mix</i>	Emptying the Nest / Auction House
<i>QC NEWS</i>	2 new episodes
<i>Updates</i>	Updates were produced for Anoka (2), Andover (1) and Champlin (1)

#### **Programming Totals:**

We produced 10 new programs for a total of 5 hours.

#### **Upcoming September Events:**

Ramsey Happy Days parade (September 7<sup>th</sup>)  
Benefit Bash (September 14<sup>th</sup>)  
PSA Day (September 24<sup>th</sup>)

#### **Additional Upcoming Events:**

Rebel Classic (October 5<sup>th</sup>)  
Chamber of Commerce Annual Meeting (October 9<sup>th</sup>)  
Grand Day Parade (October 26<sup>th</sup>)

#### **Personnel/Training:**

The all-day staff training on August 14<sup>th</sup> was a huge success. It included informative (and entertaining) sessions on editing, lighting, audio, cameras and the Tight Rope system. Scott Flynn did an excellent job of putting this event together by using a combination of YouTube videos, live demonstrations and then following up with question and answer sessions.

### **Creative Services**

#### **Ad Sales:**

The new TV commercial for Peterson Shoes was shot and edited near the end of August. It has been approved. I would have preferred to tape this earlier in the month but we had to wait until their fall line of shoes was delivered to their store.

RMS is still reviewing the script I wrote. While they are making decisions on the new commercial, I am running their previous commercial in our fall programming.

The TV commercial for Fifth Avenue Dental was shot, edited and approved – and is currently running in our fall programming.

Anoka Massage & Pain Therapy is presently on hold.

**Networking:**

I attended two networking meetings in August with the Anoka Area Chamber of Commerce. I was unable to make the Get Connected meeting in Andover last month.

**PSA day:**

As of this writing, we have 6 local non-profits who will be participating in our first PSA Day on September 24<sup>th</sup>. Follow-up phone calls will, hopefully, yield more organizations who want to take advantage of our unique offer.



# MEMORANDUM

TO: QCTV Board of Directors  
FROM: Scott Flynn, Head Tech  
DATE: September 9, 2013

## Projects and Events

The inventory project has wrapped up. There is 1,961 items in the database. The equipment from the QCTV facility and the City Hall chambers and control room is included. It's under \$25 were not included in the sweep of the facility. This information has been sent off to QCTV's insurance company and audit firm. The next step will be to estimate values of equipment. As of late last year, it has already become practice to add new items into this database and update status of items either moved or disposed of.

QCTV's company wide training day was a huge success. The studio was transformed into a training room with theater seating (pictured below left). Training was broken up into 5 topics: Lighting, Cameras, Editing, Audio, and a demo of the latest Tightrope Media Systems HD playback equipment. Handouts were supplied for staff to take with them. Staff reported that they received much out of the event and department heads were able to get input from staff on equipment and production needs in between sessions.



Building		Annual Equipment		Capital & Five Plan				
Year	Category	2014	2015	2016	2017	2018		
	AV Systems							
	Cameras							
	Lighting							
	Audio							
	Editing							
	Playback							
	Control Room							
	Studio							
	Office							
	Miscellaneous							
	Total Annual Expenses	\$0	\$0	\$0	\$0	\$0		
	Total 5 Year Capital Purchase	\$0	\$0	\$0	\$0	\$0		
	Yearly Purchase	\$0	\$0	\$0	\$0	\$0		

The Tech Department has been hard at work compiling the five year capital budget. With input from department heads, we have been analyzing equipment costs, current conditions, and life cycles. After a few revisions, we came up with the budget sheets all the information goes into (pictured above right). Additional meetings will be held with staff to finalize the five year plan before being submitted to the Budget Committee and Commission for review.

### **Playback Channel Uptime**

Channel uptime was very high for the month of August. Anoka had a 99.85% uptime and Channel 15 had a 99.63% uptime. The remainder had a perfect 100% uptime.

### **City/District Tech Services Report**

Andover had two issues, both on August 13. The live feed was not working. It was determined by Comcast that the I-Net line was damaged. Also the doc cam was not showing up in V-Desk. A a/v switch had been changed. Both issues were corrected.

Anoka had six issues. On August 5, it was determined that the live feed was not working. Comcast was contacted to make the repair. Also the web stream encoder was reporting errors. A full hard drive scan was ran and all appeared ok. On August 7, the chambers was found not to have any P.A. sound. The distribution amp was found turned off. This was corrected. Also, there was a report of a fuzzy picture on the subscriber line. The feed was found working fine. In addition, the web stream encoder was not functioning. Replacing the DVD drive and harddrive resolved the issue. On August 12, the V-Desk had no preview video. It was found that a cable had come unplugged.

Champlin had three reported issues. On August 13, remote access to the web stream encoder was not functioning. The password required a reset. Also there was no audio on the webcast. A setting was incorrect on the web stream encoder. On August 15, the control room was found to have no internet. The cable modem required a reset, and was later replaced.

Dist. 11 had two issues, both on August 26. The DVD player on the presentation system was not functioning. It was found the control transmitter was improperly positioned and was corrected. Also, recorded files were inaccessible to retrieve. This was reported to Cindy Harris to have the Dist. 11 IT personnel look at it.

### **Tech Department Work Stats**

Attached to the end of this report is the Tech Department Work Stats for August 2013. This month, the tech department had 23% for community, 18% for government related support, 3% for sports and 56% for organization wide support. By category, the majority of work was tech related at 26% followed by administrative related at 24%.

### **Web Statistics**

The qctv.org website had 159,169 total hits for pages and videos for the month of August. With our VOD(video on demand), Suburban Mix hit the top with just under 400 hits. The Anoka City Council Meeting of August 5 had over 55 hits, followed by the Champlin's Farmers Market at just over 45 hits.

Complete VOD statistics are attached to your packet.

### **School Partnerships**

The QCTV Tech Department now has relationships with all three of our high schools in the area with the recent addition of Andover. Now that the sports season has begun, we will be sending them clips of their games, and from other events they may have a students appear in, like the parades. All clips get tagged with QCTV's website to continue promoting our productions to the next generation.

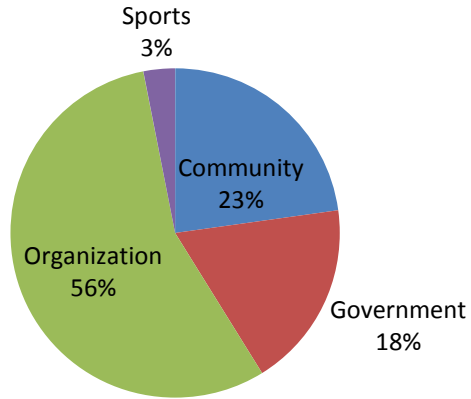
### **Social Media Promotions**

The Tech Department continues to post daily on Twitter and Facebook to alert the community of new and interesting videos, features, and happenings at QCTV. Currently there are 172 followers on Twitter, up 3 since last month. On Facebook, we earned 6 more, bringing our total followers to 206. Unique graphics and videos related to sports and our van continue to be the biggest attention getters. YouTube had 2149 minutes of view time, up 1225 from last month, and 745 total views, up 341 from last month. The last two sports shows tripled to quadrupled in views from the previous editions. This is probably due to the fall sports starting up again. It is interesting to note that 36% of our YouTube audience is from mobile devices.

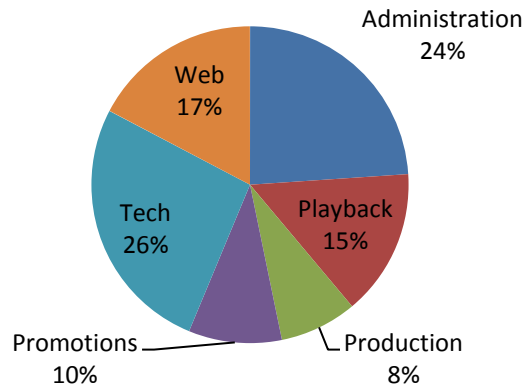
# Tech Department Work Stats

August 2013

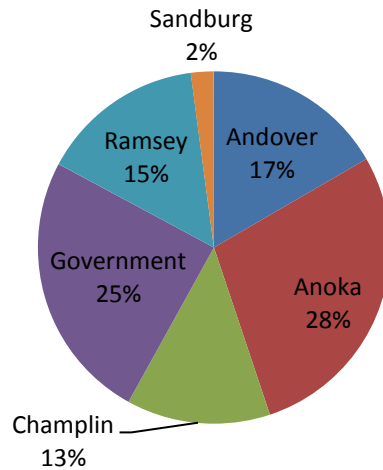
## By Department



## By Category



## Government Breakdown



## MEMORANDUM

To: Board of Directors  
From: Tim Rick, Media Producer  
Date: September 23, 2013

The bulk of this report will be on the QCTV graphics I've recently finished, am working on and will soon be starting. Looking at my project work flow list I see four items designated in the government category.

- 1) New Studio Sets
- 2) New Quad Cities Municipal Report Open
- 3) New Seasonal City Opens

QCTV is looking for the best approach to designing new studio sets. Ideally we would be able to take portions of the studio set to on location shoots. For example, a city update could be done at the city hall, or an area park, and still have a set showing continuity with a QCTV studio shoot. This led the the possibility of using pop up displays like those available from Featherlite. We will be gathering information on the pricing and functionality of these new sets and make a decision soon. In the meantime, I've been working on set mock ups of various Featherlite popup display sets. Each city would have their own set background, each cities brand would be reflected in the set. We are looking at a variety of changes from the current studio set. Including a smaller table and seasonal background graphical elements to name a few.

Here is a list of some graphics I've completed since my last report:

- 1) Finished 2013-2014 sports graphic package a) open b) lower thirds c) score buy d) stats.
- 2) Completed new open and lower third for Ramsey Happy Days Parade and Anoka's Grand Day Parade
- 3) Reworked three logos from rasterized images to vector files: Ramsey Happy Days Parade logo, Anoka's Grand Day Parade logo and new Andover Huskie logo.

One last note, I will be adding the responsibilities of Studio Manager. I will have the task of preparing the studio prior to a show taping and helping the production crew during the taping. And then making sure the studio is returned to it's original state of non use. This will be a great opportunity for me to better understand the workings of the studio and of each of the shows we produce. I'm excited for the opportunity.

Tim Rick  
QCTV Media Producer

## MEMORANDUM

**TO:** QCTV Board of Directors  
**FROM:** Susan Huston, Government Director,  
Quad Cities Community Television  
**DATE:** Monday, October 14, 2013  
**RE:** September 2013

### **ISD 11 Board Meeting •**

Matt Overstreet is now the assistant producer who covers the School Board meetings. In the month of October he will have two program events at Sandburg. On October 8, there will be a League of Women Voters candidate forum for the upcoming School Board election. October 28, will be the regular School Board meeting. Will Wojcik covered his last School Board meeting on September 23. Will has left us for full time employment.

### **Bulletin Boards •**

Each month we receive requests to create bulletin boards. Our reception staff creates them to promote city meetings and the meeting agendas. City events and public safety announcements are also among the many bulletin boards created each month.

In September, we had a total of 202 bulletin boards that played. There were 60 new community and city event bulletin boards, 77 bulletin board slides containing city agenda information, and 32 that carried over from August into September. We also have 33 bulletin boards that are part of the regular rotation that we don't touch unless there is a change (i.e. new contact information for a councilmember).

### **Award Winning •**

The "Public Safety Talk" show won a third place award in the NATOA Government Programming competition. Our Public Safety Talk show is taped four times a year. The three Fire Chiefs put together a discussion on topics that are pertinent to that specific season. The show host rotates between one of the three cities Police Chiefs or the Sheriff. The Fire Chiefs like the interaction between law enforcement, as it helps to demonstrate how the two arms of public safety work together.

We have already started preparing the shows we plan to enter in next year's competitions.

## **Andover**

During the month of September we had 12 new programs, with a total of 7 hours and 43 minutes.

### *Meetings:*

City Council (09/03)

Park and Recreation Meeting (No)

Planning Commission Meeting (09/10)

City Council (09/17)

Cable Commission (No)

### *New Programming:*

1. Parks Overview
  - This is a comprehensive piece covering the city parks
2. Sports Complex Update
3. Council Update
  - Councilmember Mike Knight reviewed the council meeting of September 3
4. Fox Meadows Park
5. Quad Cities Municipal Report: *(featured stories)*
  - Fire Training
  - Nightingale Street Update
6. Council Update
  - Mayor Mike Gamache reviewed the council meeting of September 17
7. Community Center Overview
8. Fox Meadows Parks
9. Quad Cities Municipal Report: *(featured stories)*
  - Fall Recycling
  - Sheriff's Open House

### *What we are working on:*

40 Acre Sports Complex

Hunting Regulations in the City of Andover

Sheriff's Show

Lower Rum River Water Management

Fire Department Open House

Organization Pontoon Ride

## **Anoka**

During the month of September we had 8 new programs, with a total of 5 hours and 17 minutes.

### *Meetings:*

City Council (09/04)

Cable Commission (No)

Planning Commission Meeting (No)

City Council (09/16)

Housing and Redevelopment (09/09)

### *New Programming*

1. Advance Anoka (*featured businesses/topics*)

- Selah Salon
- Andy's Service
- State Farm insurance
- Celebrate Anoka Day
- Castle Field Ribbon Cutting
- North Star Parking Ramp
- Caribou Coffee

2. Quad Cities Municipal Report: (*featured stories*)

- Celebrate Anoka
- Halloween 2013

3. Parks Overview

4. Council Update:

- Council Member Mark Freeburg reviewed the council meeting of September 16

5. Quad Cities Municipal Report: (*featured stories*)

- Invasive Species
- Riverway Clinic

### *What we are working on*

Senior Center

Christmas Tree Lighting

Anoka Halloween

North Star Ramp Update

Castle Field

Anti-Crime Breakfast



## Champlin

During the month of September we had 8 new programs, with a total of 2 hours and 44 minutes.

### *Meetings:*

Park and Recreation (09/03)

Environmental Resource Commission (No)

City Council (09/09)

Cable Commission (No)

Planning Commission (09/16)

Economic Development Authority (09/23)

City Council (09/23)

### *New Programming*

1. Champlin Crossing Update
2. Quad Cities Municipal Report: *(featured stories)*
  - o Business Appreciation Day
  - o Mississippi Crossings
3. Quad Cities Municipal Report: *(featured stories)*
  - o Fall Yard Waste
  - o Ice Forum

### *What we are working on*

Code Update

Fall Leaf Clean-up

Engineer Update

Planning Update

Parks Tour with the Commission

What's new at the Ice Forum

Update on the Bonding Committee visit

## Ramsey

During the month of September we had 12 new programs, with a total of 7 hours and 24 minutes.

### *Meetings:*

Planning Commission (09/06)

City Council Meeting (09/10)

City Council (09/10)

Housing and Redevelopment Authority

(09/17)

Cable Commission (No)

City Council (09/24)

### *New Programming*

1. Happy Days Promo
2. Happy Days Recap
3. Your Council Your Community: September 10
  - o Council members John Le Tourneau and Jill Johns review recent activities in Ramsey
4. Quad Cities Municipal Report: *(featured stories)*
  - o Happy Days 2013
  - o Water Main Flushing
5. Administrator Update
6. Your Council Your Community: September 24
  - o Mayor Sarah Strommen and Council Member Jason Tossey reviewed recent activities in Ramsey
7. Quad Cities Municipal Report: *(featured stories)*
  - o Stoney River Ground Breaking
  - o Planning Update

### *What we are working on:*

Recycle Day

What's new at the Train Stop

Strategic Plan with the Mayor

CODE 3

TO: Board of Directors  
FROM: Bruce Chaffee, Sports Director  
DATE: October 3, 2013

The fall high school sport's regular season is winding down. The calendar of events included with this report does contain playoff dates, but no match-ups yet. Playoffs begin October 8 with section soccer, both boys and girls. Football and volleyball begin their playoffs two weeks later on October 22. As always, QCTV Sports will follow our teams throughout their playoff runs. The interesting thing is I believe we might have a state qualifier for each sport this year; Anoka in soccer, Champlin Park in volleyball, and Andover in football. It's just a prediction for now. They still have to play the games.

**Programming Totals (September):**

- 3 - Girls Soccer Games
- 3 - Boys Soccer Games
- 5 - Volleyball Games
- 4 - Football Games

**Totals Hours of New Programming (September):**

28 hours of new programming.

In late August, I had breakfast with Tom Lapping, president of JDL Horizons, aka Grand Stadium TV. Grand Stadium is the web partner for Hubbard broadcasting, the owner of the broadcasting rights for MSHSL tournament games. As a reminder, Hubbard broadcasting purchased exclusive rights to all playoff games from the Minnesota State High School League thru 2021. That means Hubbard broadcasting, KSTC 45, and Grand Stadium have the right of first refusal of all state tournament playoff games of the Minnesota State High School League. Essential, they can bar or blackout all media outlets, including community stations, from state tournament games.

The good news is our partnership with Grand Stadium gives us permission to continue as normal in broadcasting high school tournament games as long as we share our regular season games with Grand Stadium on Prep45.com. In contrast, those community stations who do not agree to share content with Grand Stadium are blacked out for *any* state tournament coverage. And as stated above, QCTV's local high school teams have a pretty good chance of playing in some state tournament games this fall. QCTV and Grand Stadium will be there to cover all the action.

What benefits does Grand Stadium get from QCTV?

1. Free programming. Currently, Grand Stadium only provides coverage of state tournament games. With our agreement, QCTV provides regular season games to view on their web site lineup.
2. High quality productions at no cost. For the fall season, approximately 12 QCTV produced games will be broadcast live on Prep45.com.

Just a note here, the average cost for rental of the QCTV van with full crew would be \$1200 a game. The QCTV encoding computer is required to send high quality programs to Grand Stadium. A surplus desktop computer has been used for 3 years and needs to be replaced. A new encoding computer is a \$1500 investment.

Exactly what benefits does QCTV get from its Grand Stadium partnership?

1. No blackouts. We can televise our teams' games right through the joys or the bitter ends of tournament play. In the past three years that has allowed nine games to be cablecast on QCTV channels.
2. Free publicity. Listings of games produced by QCTV appear on Prep45.com and Grand Stadium.TV web sites at no charge.
3. Expanded live coverage for free. In the past, QCTV could not cablecast live games during tournament play unless we paid rights fees. That can be expensive, anywhere from \$500 to \$1000 per game, but Grand Stadium has paid those fees and through our agreement we can provide live video coverage to our community without fees.
4. Expanded audience for local ads. All of our content, including local ads, are run "as is" during the event. No editing or removal of content for playback on Prep45.com.
5. 20% commissions on Grand Stadium DVD sales, although no payment has been received in 3 years.

Our successful web broadcasting partnership has lasted over 3 years now providing 9 additional state tournament games involving our local teams to the community that other stations have not been able to provide. Let me give you the best example of this partnership. During the fall of 2011, the Anoka Tornadoes played the Eden Prairie Eagles in the State Quarterfinals of football. Because of our partnership with Grand Stadium, QCTV was able to show that game live to our community, via QCTV's web site at no additional cost to the station. That night, qctv.org had almost 1,000 viewers visit our web site to watch the game; the highest amount ever recorded on qctv.org in a single day.

Also included in my report is a letter I sent to Jeff McGonigal, Associate Superintendent of High Schools for District 11, explaining the benefits of QCTV to District 11 community. The district is considering a partnership with another vendor for web casting programming. Not sure of the scope the new vendor would provide, but I wanted to make it clear the benefits the district receives from QCTV at no charge and to not limit that relationship with a new vendor.

Mr. McGonigal,

Thank you for letting us know about the new situation with web streaming for District 11. I appreciate the opportunity to clarify our options with you.

QCTV has been a partner with the Anoka-Hennepin School District for 23 years, providing broadcast and webcast services. We produce approximately 100 games per year, 4 graduations, numerous band and choir concerts, plays, and a weekly sports highlight program. All these productions are broadcast throughout the community television stations of the district. Additionally, we have been a leader in providing web content for over 3 years, receiving many words of appreciation from students, parents, and grandparents who are able to watch the events over the web. Recently, QCTV's web site received an award for excellence by the Alliance for Community Media, a national organization of community television stations.

QCTV also has a partnership with Grand Stadium Sports, exclusive web provider for all MSHSL section and state playoff contests. As the exclusive web provider for MSHSL tournament games, competing web streamers are not allowed to web stream. QCTV, however, has an agreement to provide our video content for web streaming on the Grand Stadium web page. In exchange, this partnership between Grand Stadium and QCTV allows us to continue to televise any playoff games involving District 11 teams in our system.

All these services are provided free of charge to the district, as a community service by QCTV, which is a non-profit entity as a community service provided to Anoka, Ramsey, Andover, and Champlin. We are funded solely by cable subscription fees. The cost of these productions, which require 4 camera operators, announcers, replay technicians, graphics technicians, a director, and a \$200,000 mobile production van, is approximately \$1000-1500 per event.

I would like to continue our partnership in all these areas. I believe it has been beneficial to both of us (QCTV and Anoka-Hennepin), as well as beneficial to the students, parents, and communities we both serve.

Thank you,

Bruce Chaffee  
QCTV Sports Director

## MEMORANDUM

**TO:** Commission Directors  
**FROM:** Terry W. Lovaas, Community Affairs Director / Creative Services Director  
**DATE:** October 17, 2013

### **Community Affairs**

#### **Ongoing programming:**

<i>The History Show</i>	Al Pierson Farm
<i>The District Court Show</i>	Consumer Bankruptcy
<i>The Chamber Report</i>	End of the Fiscal Year / Member Profiles
<i>Suburban Mix</i>	MaGillyCuddy's / Feeding Hungry Minds / Golf Tips / Musician Taylor Robert
<i>QC NEWS</i>	2 new episodes
<i>Updates</i>	Updates were produced for Anoka (2), Andover (2).

#### **Programming Totals:**

We produced 13 new programs for a total of 7.5 hours.

#### **September Community Events:**

Ramsey Happy Days parade (September 7<sup>th</sup>)  
Benefit Bash (September 14<sup>th</sup>)

#### **Upcoming October Events:**

Rebel Classic (October 5<sup>th</sup>)  
Chamber of Commerce Annual Meeting (October 9<sup>th</sup>)  
Grand Day Parade (October 26<sup>th</sup>)  
Ambassador Pageant (October 26<sup>th</sup>)

### **Creative Services**

#### **Ad Sales:**

Our three sponsors' TV commercials (Peterson Shoes, Fifth Avenue Dental and RMS) are all running in our Fall Sports and in our regular programming.

I had a lunch meeting with the people from CLN (Children's Literature Network) and they are still interested in having us produce book trailers for them. They are also interested in having us produce videos for some of their corporate clients.

Other than that, I do not have any other commercial activities in the works.

#### **Networking:**

I attended two networking meetings in September with the Anoka Area Chamber of Commerce.

I attended the Get Connected meeting in Andover on September 12<sup>th</sup>.

**PSA day:**

Our first annual PSA Day on September 24<sup>th</sup> was a nice success. Altogether, we had 12 non-profit organizations in our studio (and one that supplied us with all the material but couldn't make it into our studio).

I scheduled the groups at half hour intervals and that worked out well. It gave us enough time to discuss what we were going to do, get people comfortable with the studio lights and camera and microphone and have the ability to shoot several takes.

Most people were more or less prepared with a good script and sufficient materials. A couple of people were not prepared but we managed to work with them in getting their material organized and recording a workable PSA for them.

I have already made some notes for making our next PSA Day even more of a success.

Once all 13 of the PSAs are edited, I'll post a link to them so you can view them all.



# MEMORANDUM

TO: QCTV Board of Directors  
FROM: Scott Flynn, Head Tech  
DATE: October 4, 2013

## **Projects and Events**

On September 6, the government playback server had crashed for the second time this year. This time the issue required the unit to be sent to Tigtrope Media Systems and government playback was down for the day. During its repair, the folks at Tigtrope loaned QCTV a temporary server which allowed us to bring the channels back online that night. With some careful planning, once we received QCTV's server back, Steve and I swapped back the server with only 13 minutes of downtime.

The final touches are being put into the five year capital budget. We have been analyzing equipment costs, current conditions, and life cycles and compiling them into budget planning sheets. These reports will be submitted to Karen.

Greg Harris has resigned to take on a full-time job with another organization. He was the voice of the Promo Show, maintained the QCTV.org website, released press releases, and took care of the social media marketing. He was on staff for almost 3 years. We wish him the best in his new career and thank him for the services he provided to QCTV.

With his departure, the Promo Show has been retired and a new show with a similar purpose has been developed. "What's New at the Q" will be the new goto show for all the new programming QCTV has to offer. A new episode will begin to play in early October.

## **Playback Channel Uptime**

Due to the Government playback server crash in September, channel uptime was 92.2% to 93.2%. Channel 15 and 19 had a 100% uptime.

## **City/District Tech Services Report**

Andover had five issues. On September 4, it was found that the last meeting had audio echo and feedback. Some of the dais speakers were turned up too loud and were adjusted. On September 10, it was reported there was no sound in the council chambers. Additional adjustments were made to the audio. On September 17, three separate issues were found. First: the web stream encoder virus scan software was locked up. Reinstallation of the software was needed. Second: the doc cam was not working. It was determined the smart board had failed and the signal passed thru the Smart Board. The signal was rerouted and the damaged Smart Board was removed. Third: the live feed was grainy. Comcast had to readjust the signal levels.

Anoka had one issue. On September 11, the doc cam lights were found not working. The controller was reset and corrected the issue.

Champlin had two reported issues. On September 3, and on September 16, it was found there was no Internet to the machines. Both cases, the modem needed to be rebooted.

Ramsey had one issue. On September 24, the return subscriber tv had lost color. The monitor was replaced by one from QCTV.

### **Tech Department Work Stats**

Attached to the end of this report is the Tech Department Work Stats for September 2013. This month, the tech department had 27% for community, 15% for government related support, 6% for sports and 52% for organization wide support. By category, the majority of work was tech related at 41% followed by playback related at 17%.

### **Web Statistics**

The qctv.org website had 234,956 total hits for pages and videos for the month of September. With our VOD(video on demand), the top three spots for hits was taken by Andover with 309 hits for the Drug Take Back Program, 333 hits for the Community Center Overview and 428 for the Sports Complex Update.

Complete VOD statistics are attached to your packet.

### **School Partnerships**

The QCTV Tech Department maintains a relationship with all three of our high schools in the area. With the fall sports in full swing, we have been sending them clips of their games.

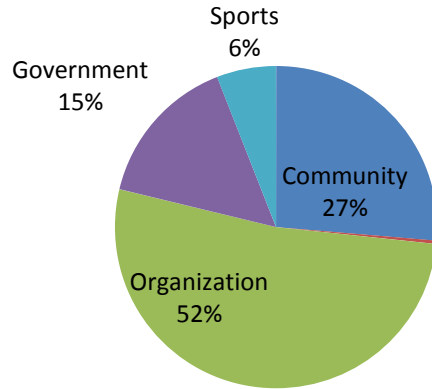
### **Social Media Promotions**

The Tech Department continues to post daily on Twitter and Facebook to alert the community of new and interesting videos, features, and happenings at QCTV. Currently there are 177 followers on Twitter, up 5 since last month. On Facebook, we earned 4 more, bringing our total followers to 210. YouTube had 2081 minutes of view time and 803 total views.

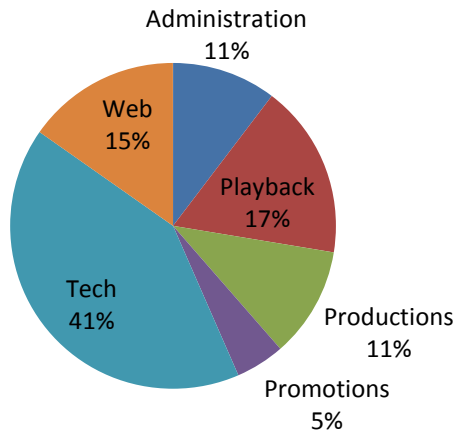
# Tech Department Work Stats

September 2013

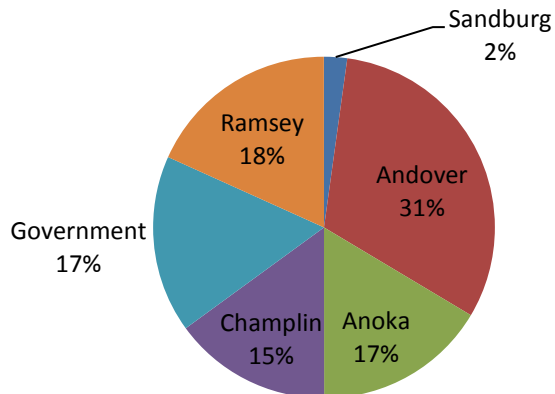
## By Department



## By Category



## Government Breakdown



## MEMORANDUM

To: Board of Directors  
From: Tim Rick, Media Producer  
Date: October 3, 2013

The bulk of this report will be on the QCTV graphics I've recently finished, am working on and will soon be starting. Looking at my project work flow list I see two items designated in the government category.

- 1) Editing of American Legion Auxiliary PSA
- 2) New 15 second Anoka Open
- 3) New Studio Sets
- 4) New Quad Cities Municipal Report Open
- 5) New Seasonal City Opens

I discussed in the last report QCTV's desire to freshen up our studio sets and at the same time allow us to incorporate set pieces on remote shoots. One idea was to use light weight pop up displays that are popular at trade shows. Each city would have their own set that displays their distinct city brand (logo, pictures and color sets). Seeing pop up displays in a catalog is a great start when researching type, style and pricing. However, nothing beats seeing them with our own eyes and testing them out in our studio. Luckily we had the opportunity to experiment with one large set display and one small display courtesy of Fastsigns of Blaine.

This week we experimented with the sets to better understand the following concerns:

- 1) How do the sets respond to studio lights
- 2) What are the physical limitations of the sets
- 3) How are people framed within the set (how does it look on television with people in front of the sets)
- 4) How should the sets be designed for printing
- 5) What is the minimal set size needed
- 6) How do combining sets appear on television

Now that we've gathered information and experiment with the sets in our studio we'll be making a determination of how to proceed. I can not reveal what specific set we unveil; however, I can say stay tuned because new city studio sets will be unveiled in the very near future.

Susan Huston requested requested shorter city opens. I was able to re edit the existing city opens for Andover, Champlin and Ramsey to 15 – 20 seconds. However, the Anoka open will have to be designed from scratch. This is because I lost all the working files when our server went down a year and a half ago. This is not altogether bad news, since some of the footage needed to be replaced anyways. Especially the footage used from Main Street, as we know Anoka redesigned this portion of the city last summer. The new open will better reflect the beautification of Anoka in 2012.

Here is a list of some graphics I've completed since my last report:

- 1) Re worked QCMR Close
- 2) Shortened Andover, Champlin and Ramsey city opens

I've continued my duties as the Studio Manager. This includes setting up the studio prior to shoots and helping out when needed.

Tim Rick  
QCTV Media Producer

## Accessing Apps on X1

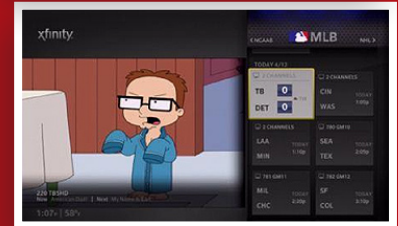
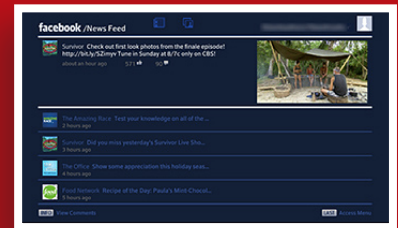
**W**ant to check on the score of your favorite baseball team's game without changing the channel? Want to see how your stock portfolio is doing today? Want to see if tomorrow's weather will impact your plans? With X1, there is no need to find the nearest computer or smartphone for these tasks – all of these things and more, including Facebook and Pandora, are available at the touch of the XFINITY button!

To access apps:

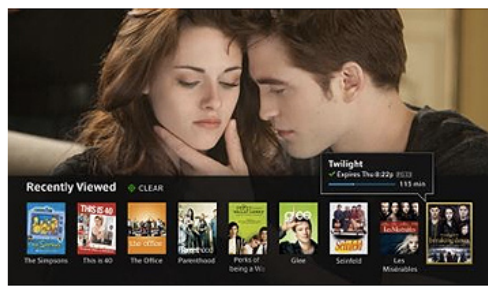
- Press XFINITY button
- Scroll right to "Apps" in the top menu on the dashboard
- Highlight and select the app you wish to use and **press OK!**

**Online App Setup:** All setup and activation of third-party apps (like Pandora and Facebook) must be completed via the Web portal at <http://x1.comcast.net/webportal/home>. Each user can control their own social media set up and privacy settings with their Comcast ID. You must have a Comcast ID prior to installation of XFINITY TV on the X1 Platform.

**Privacy Settings:** Enabling a four-digit PIN in the Privacy Settings section of the Web portal allows each user in the household to use that PIN to access third-party apps via the X1 device. You do not create the PIN; rather, the PIN is the touch-tone-keypad equivalent of the first four characters of your comcast.net password. For example, if your password is "Comcast," your PIN would be "2662."



## Last 9 Feature on X1



**O**ne of the parts of the new X1 platform that makes it special is the Last 9 feature.

Traditionally, the "Last" button on a video remote control allows viewers to toggle between the channel they are currently watching and the channel they were most recently watching. But with the X1 Platform, you can see the last nine shows and channels you've watched with the touch of a button. They can easily flip between channels or quickly resume a show on your DVR or XFINITY On Demand.

Most of your favorite channels will appear in your Last 9 list at any given time, and when you watch a show or movie OnDemand or on your DVR, flipping to that show with Last 9 allows you to pick up right where you left off.

## Turn Your iPhone, iPod or iPad Into a Remote Control when Using X1

**W**ith the swipe of a finger, the X1 remote control app transforms an iPhone, iPod touch or iPad into a fully functioning remote control.

Using motion, gesture and voice controls, viewers can seamlessly find what to watch on live TV and XFINITY On Demand. A simple shake of the device pauses programs on the TV. The device's keyboard helps find shows and movies faster than ever before. Plus, the app lets users interact on the TV with social media tools and apps, such as news, weather, sports, Facebook, Pandora and Twitter.

The X1 Remote app is currently available on Apple (iOS) operating systems only, and can be downloaded for free at the iTunes App Store.



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# Stay Connected with XFINITY WiFi

XFINITY Internet customers can stay connected at various places around the country with more than 100,000 hotspots, including new hotspots being installed in the Twin Cities Region.

Watch your favorite shows and movies while on the go and stop worrying about your wireless data plan. Just sign in with your Comcast ID wherever you see “xfinitywifi” or “cablewifi” in the list of available networks.

### Benefits for Customers:

- XFINITY WiFi provides fast Internet access, allowing you to stream TV shows and movies, upload photos, play games online and video chat, all while conserving on your wireless data plan.
- It's easy to connect. Just sign in once with your Comcast ID and XFINITY WiFi will automatically remember your device each time you enter an XFINITY WiFi hotspot.
- Find a hotspot near you with the free XFINITY WiFi Finder app or at [xfinity.com/wifi](http://xfinity.com/wifi).
- XFINITY Internet customers (Performance tier and above) can access XFINITY WiFi at no additional cost. Non-customers have access to two 60-minute XFINITY WiFi sessions every 30 days. Or they can choose to purchase access for one hour, one day or one week.



# Voice 2go Available to All XFINITY Voice Unlimited Customers

New and existing XFINITY Voice Unlimited customers are now eligible to opt-into and activate Voice 2go exclusively through the XFINITY Connect app. Voice 2go allows customers to make calls through the XFINITY Connect app, using not only their home phone numbers, but up to four additional personal phone numbers that can be created for their secondary accounts. Customers can also use Voice 2go to listen to their voicemail, check call logs, send text messages and forward their calls on up to four additional phones or devices.



# ESPN GamePlan

This season's ESPN Game Plan is now available for purchase.

- ESPN GamePlan is the only PPV package that offers maximum college football, giving college football fans the games they want throughout the season including games outside of their local viewing area.
- Includes college football from the nation's top conferences, including the SEC, ACC, Big East, Big 12, Pac-12, WAC, MAC and Sun Belt.
- ESPN GamePlan is available on either a **season-long** or **weekly** basis.

# Introducing Fox Sports 1 and Fox Sports 2

On August 17, Fox Networks introduced FOX Sports 1, a new national 24-hour multi-sport network, and FOX Sports 2, taking the places of Speed Channel and FUEL TV.



Both channels will continue with the same UFC, motocross, NASCAR, MLB, soccer, college football and basketball programming and more. The channels will also expand to cover other top sports, becoming extensions of FOX Sports.

# Comcast Continues 8-year Streak as a Best Place to Work in Twin Cities

Minneapolis/St. Paul Business Journal announced that Comcast – Twin Cities Region has been named a Best Place to Work among large companies in Minnesota. This is the eighth consecutive year that Comcast has achieved this honor!



# This Month on Newsmakers

Comcast Newsmakers can be viewed On Demand

- Rachel Butler – **Circus Juventas**
- Rep. Andrea Kieffer – **United Mitochondrial Foundation**
- Rich Becker – **MN DNR Endangered Species List**
- Della Plume - **Women of Nations**
- Craig Hemstetter – **Wilder Foundation**
- Sandy Vargas - **Minneapolis Foundation**
- Dorian Grilley - **Bicycle Alliance of MN**



# Comcast in the Community

## Comcast Commemorates 50th Anniversary of the March on Washington



To commemorate the 50th anniversary of the March on Washington for Jobs and Freedom, a major milestone of the Civil Rights Movement where Dr. Martin Luther King, Jr. delivered his historic “I Have a Dream” speech, Comcast has created a first of its kind video compilation to help chronicle the history and impact of the movement. Called His Dream, Our Stories, the package includes more than 80 unique and personal interviews with civic leaders, elders, clergy, and activists, and will be available on Xfinity On Demand and online through October 12 and permanently at HisDreamOurStories.com.

In addition to viewing the full library of interviews, visitors to HisDreamOurStories.com will be able to submit their own stories commemorating the 50th anniversary of this pivotal event in our nation’s history. Users will also be able to discover and learn about civil rights organizations which continue to work toward equality and freedom, including the National Coalition on Black Civic Participation, the National Urban League, the National Association for the Advancement of Colored People and the National Civil Rights Museum.

## C-SPAN in the Community with Comcast

Twin Cities residents had the opportunity to learn about C-SPAN’S programs and resources on Monday, August 26, and Tuesday, August 27, by stepping aboard the C-SPAN Bus during its fall tour. The C-SPAN Bus is helping inform communities about the public affairs network’s new *First Ladies* feature series and promoting C-SPAN’s student documentary contest, *StudentCam*. Comcast is pleased to partner with C-SPAN to bring this one-of-a-kind resource to the community.

Aboard the C-SPAN Bus, visitors learned about *StudentCam*, *First Ladies* and the networks’ other programming and resources through interactive technology:

- In-depth public affairs coverage and educational outreach
- Touch-screen quizzes on C-SPAN and the three branches of government
- Social media networking including Facebook, Twitter, Foursquare, YouTube, Tout, XM Radio and mobile apps
- HD cameras and production equipment demonstrating C-SPAN’s capability to produce public affairs programming aboard the Bus

C-SPAN also provides a unique way to experience public affairs through its Video Library and Congressional Chronicle, in which more than 200,000 hours of political and governmental footage have been archived since 1987. Both St. Paul Mayor Chris Coleman and Minneapolis Mayor R. T. Rybak appear in the Video Library.



**The C-SPAN Bus visited four locations throughout the Twin Cities including:**

- Minnesota State House
- St. Paul Central Library
- Roosevelt High school
- Washburn High School

## Comcast Partners with Neighborhood House

*Expanding Digital Literacy, Breaking the Cycle of Poverty*



At Comcast, community service is not just a corporate program. Instead, it’s a dedicated commitment to strengthen the communities where we work and where we live. One of our key investment priorities focuses on expanding digital literacy.

Neighborhood House, a longtime Comcast community partner, provides services to help break the cycle of poverty. Its participants are immigrants, refugees and long-term residents facing challenging situations. Of the 15,000 people Neighborhood House serves each year, 90 percent live at or below the poverty level, 90 percent are minority, and 75 percent speak a native language other than English at home.

Comcast proudly supports Neighborhood House with a \$13,000 grant to fund its youth development and digital literacy program, where students are trained to hone their computer and technical skills.

The Comcast Digital Connectors (CDC) program engages teens and young adults in leadership development, digital education, life skills management and community service.

By investing in organizations such as Neighborhood House, Comcast makes a valuable difference by empowering our communities and building tomorrow’s leaders.



# Comcast in the Community

*continued*

## Comcast Cares Day Partner Support Homeless During Heat Wave



We all know about the dangers of being homeless during the brutal Midwest winter, but this summer's heat wave is just as dangerous to the homeless men, women and children in the Twin Cities. Just as Comcast works to keep our employees safe and healthy during the heat, Catholic Charities, a Comcast Cares Day partner, works to prevent dehydration, heatstroke and severe sunburns that affect people without a home.

Catholic Charities' shelters across the metro have implemented a "Hot Weather Rule" which keeps doors open at the Dorothy Day Center in St. Paul throughout the day to provide shelter from the scorching heat and to provide water to all in need. In Minneapolis, many of those experiencing homelessness are seeking refuge at Catholic Charities' Opportunity Center.

Back in April, more than 100 Comcast volunteers painted hallways, cleaned classrooms, washed windows and helped tidy play areas at the Catholic Charities' Northside Child Development Center in Minneapolis on Comcast Cares Day. Catholic Charities is also supported through the Great Twin Cities United Way.

## Internet Essentials<sup>SM</sup> Back to School Season Coming Up!

With back-to-school season rapidly approaching, it's crucial that we continue to spread the word about Internet Essentials<sup>SM</sup> in the Twin Cities Region. Geared towards closing the digital divide and getting students and their families online, this program provides affordable home Internet to households with at least one child receiving free or reduced lunches under the National School Lunch Program.

**While participating in Internet Essentials, families receive:**

- Fast home Internet for just \$9.95 a month + tax
- No price increase – ever, no activation fees, no contracts, and no low equipment rental fees
- A low-cost computer available at initial enrollment for just \$149.99 + tax
- Access to free Internet training- online, in print and in classroom

Families may be eligible to participate in the Internet Essentials<sup>SM</sup> program if they live where Comcast offers Internet service; have at least one child receiving free or reduced lunch through the National School Lunch Program; have not subscribed to Comcast Internet within the last 90 days; and do not have an overdue Comcast bill or unreturned equipment.

**New to Internet Essentials:**

- All households with a student eligible to participate in the National School Lunch Program are eligible for Internet Essentials<sup>SM</sup>, including low-income private, parochial and homeschooled students.
- Opportunity Cards can be used to purchase Internet Essentials<sup>SM</sup> service and provide eligible families with access to the Internet at home.
- Increase speeds going from 3 Mbps down and 768k up, to 5 Mbps down and 1 Mbps up

For additional information, please visit [internetessentials.com/partner](http://internetessentials.com/partner) or call 855.846.INTERNET for English or 855.SOLO.955 for Spanish.

## Back to School Family Night at Minnesota Children's Museum

**Brought to you by Comcast and featuring Internet Essentials<sup>SM</sup>**

Join Minnesota Children's Museum and Comcast for a fun-filled evening celebrating the fall and heading back to school! We'll have dinner and refreshments, activities, and great prize giveaways for everyone! Guests will also be able to park in the World Trade Center ramp for free that evening.

In addition to fun and play, guests will also have the opportunity to learn about and sign up for Comcast's Internet Essentials program, which provides fast, affordable home internet service to qualified families.

**Date: Thursday, September 12, 2013**

**Time: 5 - 8 p.m.**

**Location: Minnesota Children's Museum**

**Dinner & free parking provided!**

*Space is limited - please RSVP today by calling 651-225-6000 to reserve your spot. We hope you'll join us!*

## Contact Us...

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## **Advocacy Group Wants Action on Comcast Caps**

WASHINGTON — Advocacy group Public Knowledge has asked the Federal Communications Commission to act on its year-old petition asserting that Comcast's exemption of video service delivered over Xbox 360 (pictured) or TiVo devices from its Internet-usage caps violates conditions of the NBCUniversal merger.

Those voluntary merger conditions state that Comcast, if it offers high-speed Internet service "under a package that includes caps, tiers, metering, or other usage-based pricing," will not "measure, count, or otherwise treat defendants' affiliated network traffic differently from unaffiliated network traffic."

In a letter to acting FCC chairwoman Mignon Clyburn, the group cited Comcast's recent announcement that it was expanding usage-based or tiered pricing (Public Knowledge calls the practice "data caps") to additional markets as an exclamation point on the need for FCC action.

Comcast had no comment, but it has argued that it is using non-public Internet IP delivery to serve up its cable service, which is distinct from a broadband Internet service, and that any XfinityTV service that is delivered over the public Internet, "including [XfinityTV.com](http://XfinityTV.com) and our XfinityTV app on mobile devices," counts toward data usage thresholds.

— *John Eggerton*

Multi-Channel News – September 2, 2013

# Comcast Fights Fiber With Fiber

By: JEFF BAUMGARTNER Sep 23 2013 - 12:00am

Imitation isn't always the sincerest form of flattery. Occasionally, it's a competitive necessity.

Just two months after Verizon Communications unleashed a FiOS Internet offering that hits downstream speeds of 500 Megabits per second, Comcast countered last week with an upgrade to its "Extreme" residential service tier that squeaks by at 505 Mbps.

On the upstream side, both services offer speeds of 100 Mbps.

Riding an Ethernet-based platform used primarily to serve mid-sized business customers, Comcast is using fiber-to-the-premises technology to support its new, speedy residential tier, which originally topped out at 305 Mbps downstream and 65 Mbps upstream. The MSO will upgrade the speed while maintaining a baseline price of \$299.95 per month, matching Verizon's price.

But Comcast's fiber-fed residential service footprint is limited. For now, the operator is only selling "Extreme" in its Northeast region, which includes Washington, D.C., and cities such as Philadelphia; Boston; Hartford, Conn.; Baltimore; and Richmond, Va. "We'll assess customer interest in it" before determining expansion plans, spokesman Charlie Douglas said.

Verizon's new 500-Mbps offering also isn't available across its entire FiOS network, either. The telco estimates the service will be available to 70% of its FiOS footprint (18 million homes in 12 states, plus Washington, D.C.) by the end of 2014.

Even as Verizon and Comcast go toe-to-toe on broadband speeds and pricing, ISPs elsewhere continue to beat them on both counts, thanks to recent product launches or price reductions.

Multi Channel News September 23, 2013

# Court Gets Another Crack At Net-Neutrality Rules

ARGUMENT SET ON CHALLENGE TO OPEN-INTERNET ORDER

By: JOHN EGGERTON Sep 09 2013 - 12:00am

ARGUMENT SET ON CHALLENGE TO OPEN-INTERNET ORDER

WASHINGTON — The U.S. Court of Appeals for the D.C. Circuit gets another shot today (Sept. 9) at the government's effort to regulate network neutrality.

It will also hear from the same attorney who helped Comcast overturn the Federal Communications Commission's BitTorrent decision, the first time the court considered the agency's authority to regulate Internet access.

Helgi Walker, then representing Comcast, argued back in 2010 that the FCC had no rule on which to pin a finding that barred Comcast from interfering with customers' access to peer-to-peer file sharing via services such as BitTorrent, nor was there any statute to back such a rule. The FCC was enforcing its four Internet openness principles when it found Comcast's network management of peer-to-peer traffic to be unacceptable.

## ***FCC LOST IN 2010***

Those principles are now rules thanks to the FCC's 2010 Open Internet Order, but the same U.S. Appeals court that threw out the agency's Comcast decision will hear Walker's latest foray. The first time around, the court was unpersuaded that the FCC could use broad ancillary authority, rather than express congressional authority, to regulate network management.

"That is the way they addressed the first one [BitTorrent], but there is no obvious place in the law that the FCC has direct authority over broadband providers, which has been an unregulated information service," Scott Cleland, chairman of NetCompetition, said.

Walker is back, this time representing Verizon Communications, the only litigant left in the challenge to that order. Cellular provider MetroPCS had also sued the commission, but dropped the suit after its acquisition by T-Mobile.

"The facts and the law are on Verizon's side," Cleland said.

Comcast and other operators stayed out of the fight this time around, having been at the table when the Open Internet Order was struck as a compromise to then-FCC chairman Julius Genachowski's threatened classification of Internet-access service as a telecommunications service subject to common-carrier regulations — the dreaded Title II option considered "nuclear" by cable operators.

Cable companies weren't in love with the Open Internet Order, but found it preferable to the alternative. They argued that it essentially told them to do what they were already doing. The order also explicitly allowed for usage-based pricing and did not apply net neutrality to specialized services. Otherwise, cable companies would likely not have acquiesced.

While public-interest groups Free Press and Public Knowledge have complained about various issues they see as related to network neutrality — including usage-based billing and Comcast's exclusion of content over delivered Xbox game consoles from counting toward any usage-based pricing — neither has filed a formal network-neutrality complaint in the almost three years since the order was adopted. But that does not mean the rules were not necessary, Public Knowledge senior vice president Harold Feld said.

## ***FACETIME FLAP***

"We participated with Free Press in the initial notice of complaint to AT&T about their initial plan to block [Apple's video-chat app] FaceTime to some tiers of service," Feld said. "Under the rules, the complainant and the party against whom the complaint is issued are supposed to attempt to work out the problem before asking for FCC adjudication. We discussed with AT&T why they had not made FaceTime available to all tiers of data service, and AT&T agreed to make the app available to all tiers — which they did. Or, in other words, the process worked."

Public Knowledge filed an informal complaint against Comcast over NBCUniversal merger conditions, unrelated to open-Internet conditions. "Other than that, we have not had any reason to file a complaint," Feld said.

Public Knowledge said it, too, held off on a formal complaint after AT&T made the app available. "There is always the temptation to say: 'Look, there were no violations of the rules, so why do we need them,'" Matt Wood, Free Press policy director, said. "But the very purpose of the rules is to change behavior, not to lead to complaints or people getting fined or hauled into the FCC."

Multi Channel News – September 9, 2013

# Courts Remain Split on TV-Station Streaming

By: JOHN EGGERTON Sep 09 2013 - 12:00am

WASHINGTON — The federal courts now appear squarely divided over whether TV-station signals can be streamed online from banks of remote antennas without triggering copyright — or retransmission consent — payments.

The ultimate outcome could affect how serious a competitor over-the-top video distribution becomes to traditional multichannel-video programming distributors (MVPDs), whether MVPDs team up with the likes of Aereo or FilmOn to avoid having to pay for TV-station signals they now complain they are overpaying for in retransmission-consent fights, or even whether providers co-opt that model themselves.

In a victory for broadcasters, a U.S. District Court in Washington, D.C., last week granted a preliminary injunction against FilmOn, a website that streams broadcast-TV signals. That follows a similar decision last December by a federal judge in California, who concluded FilmOn's "Aereokiller" TV-station streaming service — later renamed FilmOnX — was indeed providing a public performance.

Neither FilmOn nor Aereo pay broadcasters, and both have said their respective services are neither a performance nor a retransmission. Rather, it's a remote antenna service that uses the Internet to deliver the free TV-station signals to which viewers are entitled. Neither the California nor Washington, D.C., decisions enjoining FilmOn apply to states in the 2nd Circuit, where a federal appeals court upheld a New York district court's rejection of an injunction against Aereo.

While both the 2nd Circuit and the New York court indicated that streaming over-the-air signals from remote antennas was not a public performance, the D.C. court last week aligned squarely with the California court's conclusion that streamed signals are a public performance and thus violate copyright protections.

"This court concludes that the Copyright Act forbids FilmOn X from retransmitting plaintiffs' copyrighted programs over the Internet," Judge Rosemary Collyer wrote for the D.C. court. "Plaintiffs are thus likely to succeed on their claim that FilmOn X violates Plaintiffs' exclusive public performance rights in their copyrighted works ... FilmOn is enjoined from streaming, transmitting, retransmitting, or otherwise publicly performing, displaying, or distributing any copyrighted programming over the Internet."

The injunction was sought by the Big Four broadcast networks, as well as station-group owners Gannett and Allbritton Communications, which sued FilmOn and Aereo for copyright infringement.

In an August filing, Fox Television Stations continued to press its case for the injunction. Fox told the court that it was "incontrovertable" that FilmOn provides a public performance that infringes on its copyrights and those of other programmers. At least two out of three district court judges appeared to agree but, in this case, the majority does not rule. Instead, Aereo and FilmOn may stream signals in some states but not others.

The divergent court opinions make it increasingly likely that the Supreme Court will ultimately have to weigh in on the issue, but that could take years.

FilmOn had not responded to an email request for comment by press time.

Multi Channel News – September 9, 2013

# FCC Panel: Wait & See On Usage-Based Pricing

NO RECOMMENDATIONS IN FIRST ADVISORY REPORT

By: JOHN EGGERTON Sep 02 2013 - 12:00am

NO RECOMMENDATIONS IN FIRST ADVISORY REPORT

WASHINGTON — The Federal Communications Commission's Open Internet Advisory Committee has released its first report, which makes no recommendations about usage-based pricing or data caps for high-speed Internet service beyond a pledge to keep monitoring the situation.

That's good news for Comcast, which has taken some heat from network-neutrality advocates for its recently announced usage-based pricing plans in various markets.

When the FCC adopted its Open Internet Order in 2010, it created the committee to look into various issues it suggested might need to be revisited, depending on the findings. Those included usage-based pricing, specialized services, transparency and mobile broadband.

The order expressly allowed usage-based pricing, saying to prohibit the practice would "force lighter end users of the network to subsidize heavier end users. It would also foreclose practices that may appropriately align incentives to encourage efficient use of networks."

Without that language in the order, it is unlikely cable operators would have bought in to the FCC's compromise network-neutrality rules.

The committee, made up of consumer advocates; Internet engineers; content, application, and service providers; and others, did leave some wiggle room. "Although caps do not seem to be affecting a large number of U.S. users now, the situation may change in the future, as user habits, supplier experimentation, vendor policy and applications all change."

The subcommittee that drilled down into usage-based pricing (UBP) included members supporting both sides of the argument over its effect on Internet video — over-the-top provider Netflix and cable operator Comcast. In fact, Netflix had two representatives on the Economic Impact working group that produced the section on UBP.

While they did not weigh in separately, usage pricing critic and working group member Charles Slocum of the Writers Guild of America, West, did. In an appendix, Slocum said he remained concerned about the impact of UPB on online video. "[C]apping Internet usage or imposing additional costs for higher levels of consumption could deter consumers from adopting online video viewing," he said, pointing to the report's recognition of that as a possible outcome. "This could harm the positive progress that has been made by the introduction of online video services such as Netflix and Amazon Prime and could deter new entrants, to the detriment of competition and innovation."

In his own addendum, Comcast senior vice president of network engineering Kevin McElearney, also a member of the working group, strongly defended the UBP strategy.

Among the report conclusions worth highlighting was that a "take it or leave it" cap has been replaced with products that offer flexibility, he said. McElearney said the reality was that most usage tiers only affect "extreme" users and are designed to: "1.) Ensure that the majority of end users are not forced to subsidize the highest extreme end users; 2.) Enable ISPs to create lower-cost broadband plans that spur adoption while also offering the highest end services for early adopters and innovators; and 3.) Ensure applications and Internet services have incentives to use network resources efficiently."

Public Knowledge, a public advocacy group critical of usage-based pricing and its potential impact on over-the-top competitors to cable video, suggested the lack of conclusions in the report were because neither the FCC nor industry has provided sufficient data on data caps.

“Public Knowledge has urged the FCC for years to monitor how data caps were implemented and administered,” the group said following the report’s release. “We’ve also asked major ISPs to explain how and why they implement their data caps. As the report indicates, none of this resulted in either the FCC or the ISPs shedding any light on data caps.”

While McElearney’s conclusion was that the report showed a consensus on the conclusion that the Internet is “a complex, dynamic, and multiparty ecosystem,” Public Knowledge’s takeaway was that the FCC “has done nothing” to resolve the thorny Internet issues it raised and asked the committee to study.

Multi Channel News – September 2, 2013



# FCC Sets Sept. 20 as Regulatory-Fee Deadline

By: JOHN EGGERTON Sep 02 2013 - 12:00am

WASHINGTON — The Federal Communications Commission has set a Sept. 20 deadline for paying regulatory fees, and some cable operators could face a big penalty for letting that deadline slip.

The agency pays for itself (its current budget is a little less than \$350 million) via those regulatory fees on license-holders. The FCC encouraged licensees to start the fee filing process ASAP, pointing out that late filings are subject to a 25% penalty.

The FCC released its fee adjustments for 2013 on Aug. 12. Cable fees increased from .95 per sub to \$1.02. The agency decided to make Internet-protocol TV subject to similar per-sub fees, but not until 2014.

Missing the Sept.20 deadline would mean a seven-figure fine for the largest cable operators. According to subscriber figures from the National Cable & Telecommunications Association, Comcast and Time Warner Cable will each pony up more than \$20 million this year.

Multi Channel News – September 2, 2013

# Fiber Fever

A snapshot of recently launched fiber-fed residential broadband services:

PROVIDER	DEPLOYED MARKETS	MAX SPEED DOWNSTREAM	MONTHLY PRICE
<b>Comcast</b>	Northeast U.S.	505 Mbps	\$299.99
<b>Verizon</b>	12 states, plus Washington, D.C.*	500 Mbps	\$299.99
<b>Google Fiber</b>	Kansas City area	1 Gbps	\$70
<b>EPB</b>	Chattanooga, Tenn.	1 Gbps	\$70**
<b>Vermont Telephone Company</b>	Springfield, Vt.	1 Gbps	\$35

\*500-Mbps service to be available to 70% of FiOS territory by the end of 2014. \*\* Reduced last week from \$300 per month.

**SOURCE:** Multichannel News research

# Mining Service Secrets From Big Data

OPERATORS ARE LEARNING HOW BEST TO EXPLOIT INFORMATION ASSETS

By: K.C. NEEL Sep 09 2013 - 12:00am

OPERATORS ARE LEARNING HOW BEST TO EXPLOIT INFORMATION ASSETS

Cable operators have been gathering data about their customers for decades, but that process was often tedious, expensive and manpower-intensive. It also put distributors behind the curve.

By the time the data was collated and analyzed, it was often too late to fix problems or take advantage of opportunities.

With the advent of "big data" techniques, which allow for cost-effective, data capture, distributors are now able to act and react more quickly and effectively.

The catch: Determining what's important, what's actionable and how to get a return on investment.

## ***EVOLVING TACTICS***

At this point, most operators are capturing Terabytes of data about their customers every day, according to experts. But many MSOs are still struggling to take that information to the next step with strategic plans and actions.

"The key is prioritizing our goals and then turning those priorities into business-specific outcomes," Tom Karinshak, Comcast's senior vice president of customer experience, said. "We don't want to be overwhelmed by the amount of data we are collecting so clear and deliberate plans and objectives are necessary for success."

Until recently, collecting data meant putting information into structured boxes and columns, Ryan Pellet, senior vice president of strategy and services for vendor Nexidia, said.

When cloud storage was introduced in 2008, the cost to capture and store data plummeted. The introduction of Hadoop, a free, Java-based programming framework, also enabled companies to better process the large amounts of data they began storing. The age of big data was born.

The amount of information being collected today can be mind-boggling. One unnamed MSO collects about 70,000 hours of audio each day, and the value of that data is just coming to the surface, Pellet said.

A recent study from Cisco Systems, submitted as a technical paper at The Cable Show in June, determined that every 1 million cable subscribers generate 2,400 Gigabytes (GB) of data per day, via switches. Thus, a cable operator with 25 million subscribers, or one a little bigger than Comcast, would generate 87,600 GB (the equivalent of 87.6 Terabytes) of data per year, just through the switch.

Theoretically, at least, operators can take all that information they have been collecting for years and turn it into realtime solutions and opportunities.

The key is analytics, both Pellet and Yossi Zohar, marketing director of Amdocs' customer management division, said.

To date, a lot of money has been spent on the foundation necessary to collect and store all that data, but not much is being spent to analyze it, Zohar said.

And analysis is only part of the key to success. "Once you have clear objectives, the data can help you finetune your strategies," Comcast's Karinshak said.

Analytics can turn conversations into data that operators can then use to do more than just track connects, disconnects and churn, Tapan Dandnaik, senior vice president of customer service and financial operations at Mediacom Communications, said. They can also help MSOs track where those activities are occurring — and why they're happening — in real time.

Strategic planning, execution and specific goals are what make collecting big data a good idea that makes sound financial sense.

The ability to translate conversations into data, then turn that data into tangible information, is huge, Pellet said. It helps operators shift from playing defense — that is, trying to fix a problem after it occurs — to offense, or anticipating a problem and fixing it before it becomes widespread.

Data can come from a variety of sources, including online and mobile transactions as well as social-media outlets. But phone calls remain the most popular way for customers to interact with their service provider, and thus the richest data source, Pellet said.

Capturing call data is imperative to a successful approach to proactive customer service. But information gleaned from calls must be parsed and strained in order to find the right information necessary to meet objectives.

Amdocs offers a new suite of products, called CES 9, designed to provide distributors with the ability to provide real-time notifications and recommendations, including issue resolution, discounts, new feature availability and billing notices, according to Zohar. The results can be as much as a 20% reduction in calls to service centers, he said.

### **HOLISTIC VIEW**

Nexidia products use speech and text analytics to detect data patterns that can tell an operator which customers are most likely to leave; which customers are having issues; what competitors are claiming; and which can gauge new product performance from a customer's standpoint.

Operators can monitor specific metrics, including average call-handling time, non-talk time and call volume by category. They can also group calls into key subject areas based on phrases associated with a particular call type, Pellet said.

Big data provides Comcast with a "holistic view of the customer's experience," Karinshak said. "We collect an incredible amount of data and insight from our customers every day," he said. "We want to make sure we keep it manageable and so we must stay laserfocused on prioritizing that data and tying it to business outcomes and goals. Once you have clear objectives, the data will help you fine-tune your strategies and ensure success."

### **TAKEAWAY**

Big-data techniques are helping cable operators shift to offense from defense in the customer-retention game.

### **WILLING TO SHARE**

While consumers are generally concerned about protecting their privacy, in specific instances, they are quite nonchalant about online security:

**64%** of 18-to-24-year-olds share photos on Instagram or Facebook;

**70%** of 25-to-34-year-olds upload videos to YouTube;

While **about 65%** of those customers don't care about privacy, **69%** of 35-to-44-year-olds buy online;

**59%** of of 35-to-44-year-olds don't about privacy, and;

**36%** of all customers would divulge their personal information for free.

**SOURCE:** Amdocs survey in April

Multi Channel News – September 9, 2013

### ***NBCU Deal Terms Comcastically Real, Two Years Later***

It's now officially official. **Comcast-owned NBCUniversal:**

- Has to make its content available to online video distributors (OVDs) on reasonable terms and conditions, (unless of course that site promotes pornography or gambling);
- Does not get to make any management decisions about the fate of **Hulu**, in which it shares an ownership interest with **The Walt Disney Co.** and **Twenty-First Century Fox**; and
- Must abide by the Federal Communications Commission's network-neutrality rules no matter what happens in court, with oral argument slated for Sept. 9 in the U.S. Court of Appeals for the D.C. Circuit.

Those are the money provisions of the **Justice Department's** modified final judgment settlement, finally approved just two weeks ago by a district court. Comcast agreed to DOJ consent-decree terms more than two and a half years ago in order to secure Justice and FCC approval to buy 51% of NBCU from **General Electric** with an option to buy the rest by July 1, 2013.

Under the agreement, Comcast agreed to abide by OVD-access, network-neutrality and other provisions pending court approval. That was a good thing for fans of all those conditions, as "pending" proved to be the operative word.

Come to think of it, is agreeing to abide by an agreement before the agreement is approved enforceable? If so, then Comcast agreed to abide by its Open Internet Order even before that condition was officially approved by one court, and even if the FCC's rules were disapproved by another court.

The judge did not sign off on the document until two weeks ago, according to the DOJ's website, which billed the agreement as "late-breaking news."

Justice and Comcast agreed to the consent decree Jan. 18, 2011. The FCC approved the deal the same day (it coordinated its review with DOJ). Comcast closed on the deal Jan. 29, 2011. On March 19, Comcast bought out the remainder of GE's stake in NBCU (49%) for 16.7 billion.

— *John Eggerton*

Multi-Channel News – September 2, 2013

# Retrans Reality

Why Cable-Broadcast Carriage Battles Will Continue to Get Nastier

By: Mike Farrell Sep 09 2013 - 12:00am

Why Cable-Broadcast Carriage Battles Will Continue to Get Nastier



The smoke has finally cleared from the monthlong retransmission consent battle between CBS and Time Warner Cable, a skirmish in which both sides hurled increasingly nasty barbs as they headed toward an ultimate deal.

Analysts hailed the deal as a victory for CBS. While it probably didn't get the \$2 per subscriber per month retrans fee it initially asked for, the increase is still significant enough to embolden other broadcasters, and CBS made major progress in retaining digital rights for its programming.

Time Warner Cable's benefits may be harder to see with the naked eye. In a brief statement after the deal was reached on Sept. 2, TWC chairman and CEO Glenn Britt said the MSO didn't get everything it wanted, but it left the negotiations in "a better place" than where it started.

Perhaps more telling was the back half of Britt's statement: "We are also encouraged by the 50-plus consumer organizations and legislators that supported our call for Congress and the [Federal Communications Commission] to reassess the 1992 retransmission-consent rules."

Time Warner Cable has long voiced its distaste for current retransmission-consent laws, and some have said its prime motivation during the blackout was to place the retrans issue more squarely in the spotlight. The National Association of Broadcasters even went so far as to suggest that TWC purposefully created a "manufactured crisis" to force a blackout that would draw the federal government into the negotiations.

But if that was the case, then the strategy failed. While the FCC expressed some early interest in helping to resolve the impasse, it did not step in.

And though TWC likely lost customers during the dispute — CBS had been running on-air, print and online ads encouraging customers to switch providers — early indications are that the impact wasn't that severe. That could encourage other distributors to dig in their heels during future negotiations.

Even as both sides declare victory, consumers are acutely aware they lost in a high-stakes game between two very profitable media companies. And the fight isn't over — at press time, TWC remained at odds with Journal Communications over its stations in Wisconsin, Nebraska and California. Indeed, until a rewrite of the 1992 Cable Act comes, viewers should prepare for four inconvenient truths.

**Prices will rise, both for future retransmission consent and for pay TV service.** CBS bargained for a monthly increase from its prior fee of 75 to 80 cents per Time Warner Cable subscriber to about \$2 in total. According to analysts, the broadcaster received a rate that starts at about \$1.50 and taps out at \$1.90 per subscriber per month at the end of the multiyear deal. TWC hasn't said whether that will result in a rate increase, but as other broadcasters are emboldened by CBS's success, customers will likely pay more.

In a video blog post made while the CBS dispute was still going on, Time Warner Cable executive vice president and chief video and content officer Melinda Witmer noted that if she had agreed to every first proposal from a programmer like CBS, “your cable bill would be more than \$200 per month.”

Expanded basic charges vary for Time Warner Cable customers, but the MSO’s second-quarter monthly average revenue per unit was \$75.32.

While TWC is still a long way from that dubious \$200 benchmark, other analysts said they fear escalating prices for programming may force consumers to look for lower-cost alternatives.

“These price increases are going to force [distributors] to push rates ever higher, which is going to push consumers off of multichannel for cheaper [over-the-top] alternatives, including over the air,” Pivotal Research Group principal and senior media & communications analyst Jeff Wlodarczak said. “At this point, it is an inevitability.”

**Digital rights will dominate carriage negotiations.** Digital rights have been an important part of carriage discussions for several years, but until the CBS/TWC dispute, most of the disagreements had centered on pricing. While pricing is still an issue, this fight showed the debate is going deeper into the minutiae of digital rights contracts. Concerns over specific windows for certain content and which shows can be accessed via different devices inside and outside the home are taking increasingly greater precedence.

Time Warner Cable picked its specific content battles carefully, according to people with knowledge of the CBS discussions. It insisted on retaining access to popular online content app Showtime Anytime, for example, but conceded TV Everywhere rights for some CBS programming outside the home — which it deemed less critical — and retaining in-home TV Everywhere access.

That could set the tone for future retrans negotiations with other broadcasters, as well as with cable networks. And that future may arrive fairly soon.

**Blackouts will continue.** The next big carriage negotiation is expected to involve satellite-TV provider Dish Network and The Walt Disney Co., parent to ABC and cable sports juggernaut ESPN. Their current deal is set to expire Sept. 30.

Dish chairman Charlie Ergen has said the two sides were in talks, adding he understands Disney’s goal is to get a higher price for its content. One way to get there would be through additional digital rights, he said, but he added that he wouldn’t shy away from a fight, either.

“Disney’s not going to go out of business without the Dish Network and vice versa,” Ergen said on an August conference call with analysts. “There could be a day when strategically, companies just can’t get together, where they go opposite directions and they both have strategies that work for them, and we’re prepared to go either way.”

The expiration of TWC’s carriage deal with Viacom as the end of this year could potentially involve more fi reworks. Viacom, the parent of MTV, Comedy Central and Nickelodeon, also carries less-watched channels like VH1 Classic and Palladia. Time Warner Cable has said in the past it would seek to weed out smaller, less-viewed channels in contract negotiations.

Time Warner Cable also faces potentially harsh negotiations in January when its carriage deal with regional sports channel YES Network, co-owned by Major League Baseball’s New York Yankees, expires. With that deal, Twenty- First Century Fox, which now owns 49% of YES, is likely to try to renegotiate the terms for its new national sports network, Fox Sports 1, which TWC currently carries.

**The government won’t get involved (at least not now).** If Time Warner Cable was hoping the high-profi le fi ght with CBS would inspire some calls for reforming retransmission consent, it missed the mark.



Despite its constant cries for reform — complemented by a torrent of press releases on the issue from the American Television Alliance, a lobbying group representing multichannel-video providers and cable networks — there were no clarion calls to the FCC from indignant Congress members, nor was there a drumbeat for FCC action from the Hill, perhaps in part because the blackout occurred during the August congressional recess.

Key analysts that follow the companies said they felt the same way. “TWC helped raise the profile of the issue with policymakers, and that was probably high on the list of reasons they took the blackout,” MoffettNathanson LLC principal and senior analyst Craig Moffett said. “But the response from D.C. was a bit underwhelming. Even the jawboning wasn’t very enthusiastic. If they hoped for a serious policy response, that wasn’t it.”

Acting FCC chairwoman Mignon Clyburn repeatedly expressed displeasure with both sides, suggesting there were plenty of black hats to go around and consumers were in the crosshairs.

“At the end of the day, media companies should accept shared responsibility for putting their audience’s interests above other interests,” Clyburn said after the deal was done.

The arrival of former National Cable & Telecommunications Association chairman Tom Wheeler atop the FCC is not expected to transform the agency into a retrans-reform activist. Once installed, the new chairman will likely tread carefully unless pushed to action by a blackout that does prompt a big Hill backlash. And Wheeler’s attention may be better focused on a broadcast-spectrum incentive auction proceeding that is the FCC’s top priority and could be heating up just as he takes over, possibly by mid-October.

In the short term, Congress is unlikely to weigh in beyond publicly upbraiding both cable operators and broadcasters and pushing the FCC to do more.

The reauthorization of The Satellite Television Extension and Localism Act (STELA), which provides the blanket copyright license allowing for importation of distant broadcast-TV signals, appears to be the earliest venue for Congress to take any real action on retrans reform, such as potentially waiving syndicated exclusivity and network non-duplication rules during impasses. The requirement that retransmission talks be “good-faith negotiations” is also up for renewal.

A STELA bill is not likely to happen until the end of 2014, though, when the law must be renewed or it expires. Congress also has more pressing immediate problems, like deciding whether to strike at Syria or to keep the government from going broke next month.

Multi Channel News – September 9, 2013

# Senate Vets FCC Republican Tied to Wheeler Nomination

SIGNALS URGENCY TO FILL BOTH EMPTY SEATS ASAP

By: JOHN EGGERTON Sep 23 2013 - 12:00am

SIGNALS URGENCY TO FILL BOTH EMPTY SEATS ASAP

WASHINGTON — The Federal Communications Commission could get two new members by mid-October if the leaders of the Senate Commerce Committee get their way, though a chance of a hold on chairman nominee Tom Wheeler remains a possibility.

Wheeler has already been approved by the committee — there was a single “no” vote — and Republican nominee Michael O’Rielly got his day in the hot seat last week as the committee considered his nomination for the seat once held by Robert McDowell.

Committee chairman Jay Rockefeller (D-W.Va.) said last week following the hearing that he would set a vote on O’Rielly’s nomination “soon” — which could mean as early as this week — and push for quick Senate consideration. Ranking member John Thune (R-S.D.) said he hoped there would be a full complement of commissioners by mid-October.

## **NOT SO FAST**

The only apparent potential stumbling block to that would be a hold on the Wheeler nomination.

O’Rielly’s nomination hearing is definitely a step toward confirmation, but the timing of his arrival at the commission is tied to Wheeler’s. Sen. Ted Cruz (R-Texas) was the “no” vote. That didn’t matter in the Commerce Committee, where the majority rules. But a single senator can put a hold on a nomination, and Cruz continues to keep that possibility on the table.

Cruz has said he wants Wheeler to commit to not using the FCC’s rules about sponsorship identification to require more specific information about the sponsors of political ads. Wheeler has suggested he understands the concern, but in his answer to Cruz would not foreclose any possibility, responding that he would be guided by the U.S. Constitution and legal precedent in deciding the scope of the FCC’s provisions.

According to a Cruz aide, the senator is still not satisfied with Wheeler’s answer, and the hold threat remains.

In his written testimony Wheeler invoked both Ronald Reagan and Thomas Jefferson in championing relatively hands-off government, and said that one of his goals at the commission would be to weed out unnecessary regulations or rules with an untoward economic impact, sounding much like his predecessor.

O’Rielly outlined a regulatory philosophy of light-touch regulations used only when necessary. He warned against trying to anticipate a fast-moving market such as the Internet, which he called an “extremely disruptive technology that changes every market it touches.” Both industry and regulators “would be wise to embrace it, rather than control or manage it,” he said.

O’Rielly, who has worked for Congressional Republicans for two decades, planted a deregulatory flag at the hearing. He said he was inclined to consider — language used during nominee hearings is always couched — loosening media-ownership regulations. He said he would have to check the record and take impact on diversity into account, but appeared ready for the FCC to finally weigh in on ownership.

O’Rielly hedged an answer about whether he thought broadcasters were using shared-services agreements to circumvent local ownership rules, but suggested they were just trying to work within the system given the FCC’s inaction on loosening those rules.

He was less circumspect when it came to indecency. He pledged to enforce the FCC’s indecency rules, and said he understood congressional and parental concern about kids’ access “unwanted” to content.

O’Rielly also had plenty to say about the FCC trying to limit bidders in the incentive auctions. Saying he had been following auctions “exceptionally closely” for 20 years, he said: “When the commission has tried to micromanage or manipulate spectrum auctions, it has often been problematic.”

O’Rielly pledged to work with Commerce Committee chairman Jay Rockefeller to modernize the E-rate program and get the spectrum auctions right, so those sales could pay for the emergency communications network Rockefeller has been pushing for since the 9/11 terrorist attacks.

### ***‘FREEDOM’ ADVOCATE***

While the hearing was mostly smooth sailing, O’Rielly did raise some Democratic eyebrows with the last line of his testimony, an emphatic, standalone exhortation to “stay strong for freedom” (the line was bolded in his written testimony). O’Rielly had also given a shout out to 20 years’ worth of Hill staffers he had worked with, and Sen. Mark Pryor (D-Ark.) asked if any were Democrats.

O’Rielly said he had worked well with both sides of the aisle on communications policy. He said he had woven the “freedom” theme into his written testimony and meant that freedom infused the mission of the FCC, freedom from unnecessary regulations, for example, or protecting the freedom of the Internet.

“As a nation, we achieve the greatest outcome when we allow our companies to freely compete and fight for consumers’ attention and approval,” he said in that testimony, going on to quote Thomas Jefferson’s take on freedom about “neither restraining nor aiding [citizens] in their pursuits.”

Multi Channel News September 23, 2013

# Who Wins TV's 4K Race?

Over-The-Top Sprints Out to Early Lead in Nascent Ultra HD Market

By: Jeff Baumgartner Sep 23 2013 - 12:00am

Over-The-Top Sprints Out to Early Lead in Nascent Ultra HD Market



Ultra HD could be the next big thing in video.

Also known as 4K (a reference to the number of pixels that run across the screen), Ultra HD scrunches in four times as much information as in today's best HDTV images, offering a broad palette of eye-popping, brilliant colors and a potential market driver TV makers hope will spark a buying frenzy they didn't get with 3D TV.

Seeing is believing. Pixel-packed Ultra HD delivers a quantum leap in video clarity and cleanliness, showering the viewer with images that can reveal the individual blades of grass on a gridiron, grains of sand being windswept across a beach or the hairs standing upon the back of a bumblebee.

But this visual wonder comes at a price — and with a set of challenges at almost every point along the distribution chain. Sets, which must be large for consumers to truly appreciate the beauty of 4K, are expensive by definition. Ultra HD is also vexed with the kind of chicken-and-egg conundrum that hindered the early days of HD: Consumers won't want to buy those pricey sets unless there's content available to fill the giant screens, but content providers and studios won't invest heavily in 4K until there's a large consumer base.

Cable operators face a similar dilemma. They don't want to get caught flat-footed when the 4K market pops, but will find it difficult to justify the extra bandwidth and new software and hardware required to support Ultra HD when only a sliver of their customer base can even enjoy it.

There is also a wild card that wasn't in the mix during the early days of HDTV — over-the-top video services. Emerging broadband-delivered streaming and download services present the kind of competitive jab that could prompt traditional providers to debut products well before 4K becomes a mainstream phenomenon.

For 4K to take off, it will require a well-rounded ecosystem of back-end technologies, affordable consumer products and high-quality content. Based on recent developments, those pieces are starting to fall into place.

## **4K TVS CREEP INTO THE MARKET**

Recent forecasts show that Ultra HD won't reach wide scale adoption for years. NPD DisplaySearch predicts that more than 500,000 4K TVs will ship worldwide this year, and 7 million units will ship by 2016.

The Consumer Electronics Association expects just 20,000 to 25,000 4K TVs to be shipped in the U.S. this year. Shipments aren't expected to top the 1 million mark on an annual basis until the latter part of

2015 or early 2016, according to Shawn DuBravac, the CEA's chief economist and senior director of research.

IHS iSuppli has a more ambitious view, predicting that 200,000 Ultra HD Liquid Crystal Display TVs will ship in the U.S. this year, and 4.6 million in 2018. But that's still a drop in the bucket, as iHS iSuppli predicts Ultra HD shipments will comprise just 1% of the LCD TV market in 2013, 3% in 2014 and 5% in 2015.

Ultra HD sets will trail the overall TV market for years, but consumer adoption trends involving larger screen sizes could bode well for 4K. The CEA originally predicted that 34% of TVs would be more than 50 inches wide by 2016; that number has already reached 29% this year. That trend, DuBravac said, "will help the Ultra HD story."

Falling prices will help the rollout of 4K TVs, too. The average 4K set costs roughly four times the average price of all LCD TVs now sold in the U.S., but will dip to a cost multiple of 2.6 by 2018, according to iHS iSuppli. In five years, the firm expects the shipping price on those products to fall to less than \$1,200, versus \$3,128 today.

Despite these positive trends, some industry observers aren't convinced that 4K's success is assured. "Even the most optimistic person would be hard-pressed to tell you there would be a large population of TVs supporting Ultra HD in three years," Colin Dixon, chief analyst and co-founder of nScreenMedia, said. "We're probably five years away at least, if it's going to happen."

Over-the-top services are already trying to make it happen, jumping in ahead of cable operators and other traditional pay TV providers. To spur sales of its new pricey sets, Sony is taking on the role of 4K content aggregator with the recent launch of Video Unlimited 4K, a video-download service with about 70 Ultra HD titles.

Sony's closed service requires a proprietary, \$700 4K media player that is only compatible with Sony-made 4K sets and comes pre-loaded with 10 movies and a collection of 4K video shorts. To kick things off, the consumer-electronics giant is promoting several 4K TV/media-player bundles, including a 65-inch set that comes with one year of Netflix and Hulu Plus for almost \$6,000.

A smaller firm called ODEMAX launched a private beta of its 4K-download service on July 11, and expects a commercial rollout later this year. Early on, ODEMAX is concentrating on delivering independent films via broadband to high-capacity Redray Players made by Red Digital Cinema, which currently sell for about \$1,750 each.

The Sony/Netflix 4K bundle also foreshadows Netflix's future thinking. Netflix chief product officer Neil Hunt told tech-news website The Verge earlier this year to expect the company to offer a 4K library "within a year or two." Netflix has not offered a more specific launch timeframe, but did confirm that 4K will factor into its future content strategy. "We think that streaming is the way people will get access to 4K and we plan to be among the very first to offer 4K content consumers," spokesman Joris Evers said, noting that Hunt's "comments still stand."

Last week, Netflix CEO Reed Hastings told The Future TV Conference in Copenhagen that he expects 4K-capable tablets and PCs to catch on before 4K-TVs, and that consumers will need a 15 Mbps broadband connection to stream 4K video.

The emergence of OTT 4K could stress broadband networks and cause cable operators to accelerate the deployment of usage-based Internet policies. Sony confirmed that each 4K movie title will be 45 gigabytes to 60 GB in size.

At that size, it would not take long for typical broadband users to blow through new cap-based policies already in place or being tested by Comcast, Mediacom Communications and Suddenlink

Communications, which are charging \$10 for additional blocks of 50 GB when broadband customers exceed their monthly consumption thresholds.

But cable operators are busy plotting how to deliver 4K on their own. At the Cable Show in June, Comcast demonstrated a 4K video stream over IP on its DOCSIS 3.0 network at 50 Megabits per second, and another ondemand stream shipped over its traditional QAM-based video network. Comcast hasn't announced any product plans, but "[if] the 4K market develops, we're ready for it," Comcast Cable fellow of premises technologies Mark Francisco said at the time.

CableLabs, the industry's research-and-development organization, has built a 4K lab and purchased a Red Epic camera to shoot video that can be tested. One goal is to create 4K test loops to check how a compressed 4K signal looks when sent via traditional QAM/MPEG transport or over IP, CableLabs president and CEO Phil McKinney explained in a recent interview.

While there's not expected to be much in the way of live, linear 4K video offered for a while, Hollywood studios have been building up a large archive by scanning movies in 4K, meaning operators and OTT providers should eventually have a decent library of on-demand 4K to tap into. "There's a fair amount of 4K content that's ready to be prepared to be distributed," McKinney said.

Programmers are dipping their toes into the 4K pool before plunging head-long into the category.

Discovery Networks took an early lead when HDTV was in its infancy and took another early stab at 3D with 3net, its partnership with Sony and Imax. Discovery hasn't placed a big bet on 4K yet, but likes its prospects.

"The reality is we're always looking around the corner to see what that new technology is, and 4K looks very, very promising," Glenn Oakley, Discovery's executive vice president of media technology, production and operations, said.

But before Discovery would pull the trigger on a 4K linear offering, the production equipment, distribution network and in-home technology would need to align, he said. The programmer is already testing 4K cameras and post-production gear, Oakley noted.

3net has already taken 4K beyond the experimentation phase, believing there's enough of an appetite for 4K to justify that strategy. Its first 4K project is *Space: Unraveling the Universe*, a three-part series. Another 20 hours of 4K content is in various stages of production, including a title in the works called *Flight 4K*, according to 3net president and CEO Tom Cosgrove.

### **FROM 3D TO 'TOTAL D'**

3net has aligned its production strategy around what it calls "Total D," meaning it shoots everything in 3D/4K. "By shooting in this Total D format, we're able to capitalize on all the various markets that are out there for advanced imaging," Cosgrove said, noting that

3net is talking to "major distributors" about 4K, including TV makers and over-the-top video service providers. 3net's current slate of U.S. distribution partners include Comcast, Service Electric Cablevision, Google Fiber, Netflix and DirecTV, which has already filed several 4K-related trademark applications, including "4KN," "4KNetwork" and "4KNET."

"Everyone has a slightly different timeline [for 4K]," Cosgrove said. "Some are looking right now to buy and put things up. Others are further down the road. But they're all interested in figuring out what's out there, what the market is, and what the opportunities are."

For cable, the coming 4K bandwidth issue will be solved in part by video encoders, set-tops and other gear along the value chain that use H.265/High Efficiency Video Coding (HEVC), a compression scheme that promises to be 50% more efficient than H.264/MPEG-4.

That groundwork is already being paved, as most vendors on both sides have either launched or are getting ready to introduce products that bake in HEVC.

"We've supported 4K resolutions in H.264 for several releases now," with HEVC now coming on board via software upgrades, said Sam Blackman, CEO of Elemental Technologies, a video-gear vendor that counts Comcast among its customers. The company showed off full frame rate HEVC encoding at last week's IBC Conference in Amsterdam.

Broadcom also made 4K strides last week, announcing a new family of UltraHD-capable chips for satellite, cable, and IP-only set-top boxes, following up on the debut of its first 4K-capable gateway chip unveiled in January.

"HEVC ... makes it feasible for cable, satellite and IPTV operators to deliver this content to the consumer," Joseph Del Rio, associate product line director for Broadcom's Communications Group, said. "HEVC helps level the playing field."

HEVC is just one piece to the 4K puzzle. The format took another technical leap forward earlier this month when the HDMI Forum released the 2.0 version of the HDMI [High Definition Multimedia Interface], the standard that governs the high-speed cables that feed video and audio to TVs.

HDMI 2.0 is important to 4K because it supports up to 60 frames per second — what's required for fastaction sports and other live TV content delivered in the 4K format. The current version, HDMI 1.4, maxes out at 30 frames per second, a speed considered good enough for 4K movies.

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