

Quad Cities Cable Communications Commission
Anoka City Hall – Council Chambers

February 20, 2014, 10:00 AM

The commission will have a work session starting at 9 am.

Agenda

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Administrative Reports**
 - 4.1. Secretary
 - 4.1.1. Approval of January 22, 2014 commission meeting minutes.
 - 4.2. Treasurer
 - 4.2.1. December Financial Report
 - 4.3. Executive Director
 - 4.4. Commission Organization Items
- 5. General Business**
 - 5.1. Personnel Policy – final document
 - 5.2. IT Policy
 - 5.3. Capital Assets
 - 5.3.1. Depreciation schedule
 - 5.3.2. Capital Budget adjustment
 - 5.4. Monthly Statistical Report
 - 5.5. Programming Reports
- 6. Adjourn**

MINUTES OF THE REGULAR MEETING OF JANUARY 22, 2014

CALL TO ORDER – 1

Vice Chair Ulrich called the meeting to order at 9:00 a.m. at the Anoka City Hall.

ROLL CALL– 2

Commissioners present were: Carl Anderson, Anoka; Tim Cruikshank, Anoka; John LeTourneau, Ramsey; Kurt Ulrich, Ramsey; Jim Dickinson, Andover; Julie Trude, Andover; and Eric Johnson, Champlin.

Commissioners absent and excused: Bret Heitkamp, Champlin.

Others present included Karen George, Executive Director; Bob Voss, Commission Attorney; Scott Lepak, Commission Personnel Attorney; Dana MaKinen, City of Andover Human Resources Director; and Karly Werner, Government Affairs for Comcast.

APPROVAL OF AGENDA – 3

Vice Chair Ulrich requested to consider Item 4.4, Commission Organization Items, as Item 5.3.

Motion was made by Trude and seconded by Johnson to approve the agenda as amended.

7 ayes – 0 nays. Motion carried.

ADMINISTRATIVE REPORTS – 4

4.1 Secretary

4.1.1. Approval of meeting minutes and Workshop meeting minutes from December 19, 2013

Motion was made by Trude and seconded by Dickinson to approve the December 19, 2013 minutes as presented.

7 ayes – 0 nays. Motion carried.

4.2 Treasurer

4.2.1. November Financial Report

Commissioner Dickinson noted that the complete report was included in the Commission packet for review and highlighted some revenue and expenditure items. He noted that the member city capital improvement fund designations were included in the report as well.

Motion was made by LeTourneau and seconded by Trude to accept the November Financial Report as presented.

7 ayes – 0 nays. Motion carried

4.3 Executive Director

Ms. George stated that her report included general housekeeping information as well as information regarding the franchise and PEG fee notification. She provided additional information on the process, which is used to determine the amount that should be collected in regard to franchise and PEG fees and how adjustments are completed.

GENERAL BUSINESS – 5

5.1 Comcast – Administrative Late Fee Restructuring

Vice Chair Ulrich noted that this item has come back before the Commission from the previous meeting.

Carly Werner, Comcast, confirmed that this item had been continued from the previous meeting in order for the Commission to gain additional information regarding the cost of late payment and the roll of the Commission. She stated that it is the view of Comcast that the cost to provide the service and for the collection activity that is incurred from customers that have received service and choose to pay late for that service should be paid for by those customers paying late and should not be spread across the customer base. She explained that the study demonstrates the cost to Comcast when customers do not pay on time. She noted that the study demonstrates that the actual cost exceeds the amount proposed for the late payment charge.

Commissioner Cruikshank asked for historical information from the Commission Attorney as to why this item comes before the Commission.

Bob Voss stated that there is language included in the Franchise Agreement, which identifies this fee specifically. He advised that prior to this Franchise Agreement with Comcast, the previous vendor was applying late fees that the Commission was not in agreement with. He explained that in the past there was not notification to customers or to the franchisees of when this rate would be increased, and the revenues from the late payment fees were not included in gross revenue figures for that vendor. He noted that because of those reasons this fee was pulled out and addressed in the Franchise Agreement going forward.

Commissioner Cruikshank questioned if this issue would be addressed in the franchise renewal process.

Mr. Voss noted that there will be consultants included in the negotiation process and confirmed that customer service measures will be addressed throughout that process.

Commissioner Trude referenced the pay ahead method for cable services and the timeline of imposing the fee after 30 days.

Mr. Voss confirmed that the fees are not applied until 38 days following the invoice, which would ensure that services were provided and time was allowed to pay the bill.

Commissioner Trude mentioned the possibility of applying a tiered fee for late payment, which would differentiate between those customers who pay late and those who require reconnection of services.

Motion was made by Johnson and seconded by Dickinson to approve the Comcast request for late fee adjustment as presented.

7 ayes – 0 nays. Motion carried.

5.2 Organizational Assessment Policy

Vice Chair Ulrich noted that this organization assessment process is entering into the implementation phase and advised that Commission Personnel Attorney Scott Lepak and Dana MaKinen, City of Andover Human Resources Director, were present to assist in this discussion. He opened the floor for Ms. George to review her report.

Ms. George noted that the organizational assessment process began a few years prior and was placed on hold until earlier this year. She noted that the final report is now before the Commission in its entirety and highlighted certain aspects. She noted that the process would streamline and focus operations, would reduce mid-level management positions, which would reduce the full time equivalent count as well as lower the staffing costs by \$100,000 annually. She stated that the report also encourages team work through the use of more full time employees with wages and benefits for those new positions, as well as a job ladder, which would provide options for career advancement. She stated that this report identifies many of the items, which were included in the Strategic Plan completed by the Commission. She noted that within the report there is the QCTV department and staff plan, which includes the organizational chart and department descriptions, as well as job descriptions and a wage step plan for those positions. She noted that the personnel policy will be considered as a separate item on the agenda. She referenced the implementation plan, which calls for open recruitment and described that process which would allow for both internal and external applicants. She explained that the public sector encourages an open hiring process and that the best fit for each position is identified.

Commissioner LeTourneau appreciated the effort that has gone into this project and believed that it represents a fine body of work that captures the direction that this organization needs to go in the future. He believed that this would lead QCTV in a successful future.

Commissioner Trude echoed the comments made by Commissioner LeTourneau and thanked Ms. George and the other staff members, as well as the consultant, which worked together on this project. She advised that these measures will allow QCTV to move in the direction, which is desired and noted that a transition to HDTV could not occur in the current manner the organization is operating. She believed that the implementation of the plan will assist in transitioning into the new desired path and stated that the Commission does value the work of the staff.

Commissioner Dickinson noted that the Finance Committee believes that this plan will take the organization into the future and position the organization for success.

Vice Chair Ulrich also thanked the staff that assisted in this process.

Motion was made by LeTourneau and seconded by Trude to approve the implementation plan as presented.

7 ayes – 0 nays. Motion carried.

5.3 Personnel Policy

Vice Chair Ulrich noted that the personnel policy is an important part of the implementation process.

Ms. George noted that this item is a companion item for the implementation plan and expressed her thanks to Holly Hanson Consulting for her above and beyond work throughout this process. She noted that this was an opportunity to align the policy as a JPA agency. She stated that the policy had last been updated when the organization was run as a non-profit, which has since changed. She noted that the language is in line with the League of Minnesota Cities, which has also been adopted by more than one of the member cities. She highlighted certain aspects of the policy, which will be changed.

Commissioner Trude believed that it will be helpful to have a personnel policy in line with the member city that provides the human resources assistance. She acknowledged that some of these changes may be difficult for employees and appreciated the time that staff has spent explaining these changes to employees with questions.

Commissioner Johnson questioned if there would be a separate technology policy.

Ms. George confirmed that the technology policy will come before the Commission in February.

Motion was made by Dickinson and seconded by Johnson to approve the personnel policy as presented to include the implementation in 2014 for health care coverage and the change to annual leave, and payout option, as recommended by the Personnel Committee.

7 ayes – 0 nays. Motion carried.

5.4 Commission Organization Items

Ms. George noted that this item is simply a communication item that is presented on an annual basis, which includes the meeting schedule and elected officers. She acknowledged that the elected officers are elected on a two year term and will continue, unless requested to change.

Commissioner Dickinson noted that when the full Commission is present he would like to discuss the meeting time going forward as he does not find the 10:00 a.m. time convenient. He stated that he would prefer a 3:00 or 4:00 p.m. meeting time, to continue on Thursday.

Vice Chair Ulrich agreed that item could be placed on the agenda for a future meeting when the full Commission is present. He noted that perhaps the Commission could be polled before that time to determine the best time of day to meet.

Commissioner Trude suggested that the \$40 per day per diem be provided for the regular meetings as well as the Committee meetings. She noted that in the past the Committees were not meeting as regularly and did not require the scope of work that has been needed recently.

Motion was made by Trude seconded by Johnson to adjust the per diem to \$40 per meeting, to include Commission and Committee meetings, when the meetings are not combined.

Further discussion: Commissioner LeTourneau stated that he does not disagree with the workload but did not see the \$20 difference as much of a motivation. He acknowledged that it would be appropriate to make the rate flat across the board but noted that he would continue to provide the same level of work for either rate.

Commissioner Anderson questioned how that would impact the budget.

Ms. George stated that she did not believe that this would have a large impact to the budget as she has over budgeted for per diems in order to account for extra meetings. She stated that although the Committee meetings will continue, she did not believe they would require the same amount of work in the future.

Commissioner Cruikshank questioned if perhaps it would be appropriate to discuss this item and the meeting time via a Worksession meeting.

Ms. George provided the previous input of the Commission in regard to meeting for regular monthly meetings.

Vice Chair Ulrich stated that he will not be voting in favor of the motion as he believes that additional budget information will need to be gathered, as well as comparison information. He believed that the item should be listed as a regular meeting agenda item.

Commissioner Trude withdrew the motion on the floor.

It was noted that the item will come before the Commission as a regular agenda item in the near future.

5.5 Monthly Statistical Report

Ms. George noted that information regarding the programming created was included in the report. She advised of a glitch which recently occurred that did not allow certain meetings to be broadcast live and explained that staff has created agenda slides which could be broadcast should there be technical difficulties in the future. She also advised of a half an hour highlight reel that was created to review the news stories of the past year and thanked staff for their contribution.

Commissioner Trude noted that the School District has purchased their new equipment, which she hoped would improve the audio.

Ms. George explained the process that was being followed and stated that the equipment has been delivered but she was unsure if it had been installed at this time. She noted that she will have additional information the following week when she meets with the School District.

5.5 Programming Reports

There were no comments made for the programming reports.

ADJOURN – 6

Time of adjournment 9:51 a.m.

Respectfully submitted,

Reviewed for approval,

Amanda Staple
Recording Secretary
TimeSaver Off Site Secretarial, Inc.

Karen George
Executive Director

Quad Cities Communications Commission
Balance Sheet Summary
As of December 31, 2013 - UNAUDITED

	<u>Total</u>
ASSETS	
Current Assets	
Bank Accounts	824,068.86
Accounts Receivable	0.00
Other current assets	10,107.00
Total Current Assets	\$ 834,175.86
Fixed Assets	0.00
TOTAL ASSETS	\$ 834,175.86
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	12,077.22
Other Current Liabilities	21,498.19
Total Current Liabilities	\$ 33,575.41
Equity	800,600.45
TOTAL LIABILITIES AND EQUITY	\$ 834,175.86

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

	Dec 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Income								
Duplication Revenue	1,091.08	212.00	879.08	514.66%	8,742.92	2,500.00	6,242.92	349.72%
Equipment Grant	54,285.18	4,220.00	50,065.18	1286.38%	54,285.18	50,618.00	3,667.18	107.24%
Franchise Fees		74,350.00	(74,350.00)	0.00%	718,858.08	892,090.00	(173,231.92)	80.58%
Interest Income	12.04	12.00	0.04	100.33%	124.33	100.00	24.33	124.33%
Miscellaneous Income	2,339.00	2,500.00	(161.00)	93.56%	7,739.09	30,000.00	(22,260.91)	25.80%
PEG Fee		37,176.00	(37,176.00)	0.00%	359,428.80	446,046.00	(86,617.20)	80.58%
Total Income	57,727.30	118,470.00	(60,742.70)	48.73%	1,149,178.40	1,421,354.00	(272,175.60)	80.85%
Expenses								
Accounting / HR Services	1,216.77	1,500.00	(283.23)	81.12%	13,648.75	18,000.00	(4,351.25)	75.83%
Ads/Promos/Sponsorships	765.00	743.00	22.00	102.96%	3,939.00	8,850.00	(4,911.00)	44.51%
Advertising			0.00		39.81	0.00	39.81	
Andover Capital Equipment	193.32		193.32		1,882.62	0.00	1,882.62	
Announcers Fees	680.00	1,379.00	(699.00)	49.31%	15,800.00	16,460.00	(660.00)	95.99%
Anoka Capital Equipment			0.00		1,191.07	0.00	1,191.07	
Audit		1,312.00	(1,312.00)	0.00%	15,740.00	15,700.00	40.00	100.25%
AV Equip / Repair / Supply / Software	20,994.29	8,627.00	12,367.29	243.36%	41,028.70	103,480.00	(62,451.30)	39.65%
Bank Fees / CC Fees		49.00	(49.00)	0.00%	236.48	500.00	(263.52)	47.30%
Brand Apparel		212.00	(212.00)	0.00%	844.20	2,500.00	(1,655.80)	33.77%
Building - Cleaning	407.65	530.00	(122.35)	76.92%	4,522.51	6,316.00	(1,793.49)	71.60%
Building - Insurance	(1,576.00)	242.00	(1,818.00)	-651.24%	2,717.00	2,893.00	(176.00)	93.92%
Building - Maintenance	9,930.17	587.00	9,343.17	1691.68%	18,203.79	7,000.00	11,203.79	260.05%
Building - Supplies		250.00	(250.00)	0.00%	1,701.67	3,000.00	(1,298.33)	56.72%
Car Allowance	250.00	250.00	0.00	100.00%	3,000.00	3,000.00	0.00	100.00%
Cell Phone - Allowance	210.00	75.00	135.00	280.00%	2,530.00	900.00	1,630.00	281.11%
Cell Phone - Reimbursement		174.00	(174.00)	0.00%	0.00	2,000.00	(2,000.00)	0.00%
Champlin Capital Equipment	197.02		197.02		3,134.09	0.00	3,134.09	
City Sewer & Water	41.78	375.00	(333.22)	11.14%	3,316.25	4,500.00	(1,183.75)	73.69%
Commission Expense	1,060.00	299.00	761.00	354.52%	3,651.98	3,500.00	151.98	104.34%
Computer Equip / Repair / Supply / Software	203.76	3,125.00	(2,921.24)	6.52%	9,982.21	37,500.00	(27,517.79)	26.62%
Computer Software			0.00		39.95	0.00	39.95	
Conference Participation			0.00		230.00	0.00	230.00	
Consulting Services	1,000.00	2,712.00	(1,712.00)	36.87%	13,660.74	32,500.00	(18,839.26)	42.03%
Contingency Fund		2,174.00	(2,174.00)	0.00%	0.00	26,000.00	(26,000.00)	0.00%
Duplication Expenses	223.98	474.00	(250.02)	47.25%	1,871.83	5,600.00	(3,728.17)	33.43%
Electric Service	610.83	1,174.00	(563.17)	52.03%	16,030.49	14,000.00	2,030.49	114.50%
Emp / Comm Appreciation	275.12	212.00	63.12	129.77%	1,122.35	2,500.00	(1,377.65)	44.89%
Federal Unempl Expense	31.66		31.66		1,365.24	0.00	1,365.24	
Health Insurance	4,701.31	2,604.00	2,097.31	180.54%	33,312.87	31,204.00	2,108.87	106.76%
Health Insurance - Opt Out	400.00	400.00	0.00	100.00%	4,800.00	4,800.00	0.00	100.00%
Insurance - Deductibles		49.00	(49.00)	0.00%	0.00	500.00	(500.00)	0.00%
Insurance - Liability / Bonds	(4,643.00)	646.00	(5,289.00)	-718.73%	7,408.00	7,631.00	(223.00)	97.08%
Lawn Service		299.00	(299.00)	0.00%	4,767.32	3,500.00	1,267.32	136.21%
Legal Fees	322.35	837.00	(514.65)	38.51%	5,583.97	10,000.00	(4,416.03)	55.84%
Legislative Lobbying		87.00	(87.00)	0.00%	1,660.00	1,000.00	660.00	166.00%
Licenses and Permits		87.00	(87.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Meals		87.00	(87.00)	0.00%	699.77	1,000.00	(300.23)	69.98%
Memberships - NATOA / Others	334.00	464.00	(130.00)	71.98%	3,882.19	5,480.00	(1,597.81)	70.84%
Mileage	408.78	1,000.00	(591.22)	40.88%	5,339.47	12,000.00	(6,660.53)	44.50%
Miscellaneous Expenses		375.00	(375.00)	0.00%	273.43	4,500.00	(4,226.57)	6.08%
Natural Gas	203.26	174.00	29.26	116.82%	2,044.57	2,000.00	44.57	102.23%
Office Supplies / Equipment	3,360.56	1,262.00	2,098.56	266.29%	9,392.58	15,100.00	(5,707.42)	62.20%

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

	Dec 2013				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Operating Transfer Out		1,674.00	(1,674.00)	0.00%	0.00	20,000.00	(20,000.00)	0.00%
Parking Lot Maintenance		424.00	(424.00)	0.00%	2,477.00	5,000.00	(2,523.00)	49.54%
Payroll Expenses (ADP)	381.65	437.00	(55.35)	87.33%	5,714.00	5,200.00	514.00	109.88%
PERA	4,564.41	4,292.00	272.41	106.35%	48,309.51	51,383.00	(3,073.49)	94.02%
Postage	63.81	87.00	(23.19)	73.34%	747.95	1,000.00	(252.05)	74.80%
Printing / Copy Services		212.00	(212.00)	0.00%	177.40	2,500.00	(2,322.60)	7.10%
Professional Development		1,425.00	(1,425.00)	0.00%	9,852.57	17,100.00	(7,247.43)	57.62%
Publications		61.00	(61.00)	0.00%	283.17	710.00	(426.83)	39.88%
Ramsey Capital Equipment	111.62		111.62		1,542.42	0.00	1,542.42	
Sales Tax		49.00	(49.00)	0.00%	1,311.15	500.00	811.15	262.23%
Secretary Services	129.00	150.00	(21.00)	86.00%	1,536.85	1,800.00	(263.15)	85.38%
Snow Plowing Service	1,462.50	212.00	1,250.50	689.86%	4,413.75	2,500.00	1,913.75	176.55%
SS/Medicare Expense	5,192.30	4,518.00	674.30	114.92%	51,224.11	54,216.00	(2,991.89)	94.48%
STD / LTD / Life Insurance	385.29	387.00	(1.71)	99.56%	4,322.85	4,644.00	(321.15)	93.08%
Studio Sets		349.00	(349.00)	0.00%	1,024.97	4,100.00	(3,075.03)	25.00%
Subscription Services	55.00	815.00	(760.00)	6.75%	2,641.90	9,780.00	(7,138.10)	27.01%
Vehicle - Equipment / Repair	1,289.97	2,099.00	(809.03)	61.46%	5,135.94	25,100.00	(19,964.06)	20.46%
Vehicle - Insurance	(1,849.00)	250.00	(2,099.00)	-739.60%	2,864.00	3,000.00	(136.00)	95.47%
Vehicle - Maintenance / Gas	103.55	837.00	(733.45)	12.37%	3,775.15	10,000.00	(6,224.85)	37.75%
Voiceover			0.00		240.00	0.00	240.00	
Wages - Full-time	37,182.91	28,375.00	8,807.91	131.04%	340,067.91	340,412.00	(344.09)	99.90%
Wages - PT - Comm Prog	4,864.32	4,077.00	787.32	119.31%	58,587.50	48,858.00	9,729.50	119.91%
Wages - PT - Gov't Prog	10,022.71	8,208.00	1,814.71	122.11%	102,296.17	98,441.00	3,855.17	103.92%
Wages - PT - Office Support	2,941.22	2,486.00	455.22	118.31%	29,803.32	29,755.00	48.32	100.16%
Wages - PT - Sports Prog	8,241.31	7,065.00	1,176.31	116.65%	66,881.42	84,659.00	(17,777.58)	79.00%
Wages - PT - Tech Support	5,642.41	8,893.00	(3,250.59)	63.45%	83,407.48	106,595.00	(23,187.52)	78.25%
Waste Removal	198.00	106.00	92.00	186.79%	1,532.54	1,272.00	260.54	120.48%
Web / VOD / Int / CaTV / Phone	1,006.02	1,980.00	(973.98)	50.81%	11,465.80	23,650.00	(12,184.20)	48.48%
Work Comp Insurance	(2,039.00)	225.00	(2,264.00)	-906.22%	3,257.00	2,700.00	557.00	120.63%
Total Expenses	121,752.61	114,539.00	7,213.61	106.30%	1,105,488.73	1,371,289.00	(265,800.27)	80.62%
Net Operating Income	(64,025.31)	3,931.00	(67,956.31)	-1628.73%	43,689.67	50,065.00	(6,375.33)	87.27%
Net Income	(64,025.31)	3,931.00	(67,956.31)	-1628.73%	43,689.67	50,065.00	(6,375.33)	87.27%
City CIP Payments								
Andover Capital Equipment					47,750.00			
Anoka Capital Equipment					25,764.00			
Champlin Capital Equipment					30,000.00			
Ramsey Capital Equipment					50,000.00			
					153,514.00			
					1,259,002.73			

QCTV Bank Reconciliation
December 2013

Beginning Balance - 4M Statement	877,683.65
Less: Cleared Checks/Withdrawals	(112,279.91)
Plus: 4M Fund Interest	12.04
Plus: Bank Deposits	58,349.85
Bank Balance	\$823,765.63
Book Balance	823,765.63
Adjusted Book Balance	823,765.63
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 01/17/2014.

Account: Quad Cities Commission
Statement Date: 12/31/2013
Reconcile Date: 01/17/2014

Summary

Opening Balance	877,683.65
Cleared Transactions	<u>-53,918.02</u>
Ending Balance of Statement	823,765.63
Uncleared Transactions as of Statement Date	<u>-5,275.08</u>
Register Balance as of Statement Date	818,490.55
Uncleared Transactions after Statement Date	<u>-18,850.58</u>
Register Balance as of Reconcile Date	799,639.97

Cleared Transactions

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
Cleared Checks and Payments				
11/29/2013	Journal	11D - 2013MK		194.35
12/11/2013	Bill Payment	10200	Xcel Energy	1,184.93
12/11/2013	Bill Payment	10189	Laura E. Houle	80.00
12/11/2013	Bill Payment	10188	Kennedy & Graven, Chartered	600.00
12/11/2013	Bill Payment	10184	Holiday Station	304.67
12/11/2013	Bill Payment	10182	Edward Wilberg	200.00
12/11/2013	Bill Payment	10183	Fastsigns	1,024.97
12/11/2013	Bill Payment	10187	Hunt Electric Corporation	284.78
12/11/2013	Bill Payment	10197	U.S. Bank Corporate	358.43
12/11/2013	Bill Payment	10178	Bill Kron	440.00
12/11/2013	Bill Payment	10186	Huebsch	55.60
12/11/2013	Bill Payment	10196	Timesavers	129.00
12/11/2013	Bill Payment	10185	Holly Hansen Consulting	3,500.00
12/11/2013	Bill Payment	10177	Barna, Guzy & Steffen, LTD	14.69
12/11/2013	Bill Payment	10173	A+ Cleaning Service, Inc.	407.65
12/11/2013	Bill Payment	10199	Verizon Wireless	50.08
12/11/2013	Bill Payment	10193	Preferred One Insurance Co.	2,687.58
12/11/2013	Bill Payment	10180	Century Link	257.71
12/11/2013	Bill Payment	10181	Comcast Cable	612.94
12/11/2013	Bill Payment	10174	Abacus Plus Services, Inc.	165.92
12/11/2013	Bill Payment	10191	Market Place Plus	424.90
12/11/2013	Bill Payment	10192	Newegg Inc.	63.02
12/11/2013	Bill Payment	10175	ACE Solid Waste, Inc.	108.00
12/11/2013	Bill Payment	10176	B&H Photo-Video	1,343.60
12/11/2013	Bill Payment	10190	LMCIT	291.00
12/11/2013	Bill Payment	10198	Verified Credentials	20.00
12/11/2013	Bill Payment	10179	CenterPoint Energy	203.26
12/13/2013	Journal	12A - 2013MK		5,517.31
12/13/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
12/13/2013	Journal	12A - 2013MK		192.00

12/13/2013	Journal	12A - 2013MK		17,914.59
12/13/2013	Bill Payment	W/D	PERA	3,127.08
12/17/2013	Bill Payment	10201	B&H Photo-Video	18,641.46
12/26/2013	Bill Payment	10214	James Dickinson	140.00
12/26/2013	Bill Payment	10206	Carl E. Anderson	60.00
12/26/2013	Bill Payment	10207	City of Andover	1,284.05
12/26/2013	Bill Payment	10204	B&H Photo-Video	2,818.91
12/26/2013	Bill Payment	10212	Huebsch	55.60
12/26/2013	Bill Payment	10213	Image Lawncare Services, Inc.	675.00
12/26/2013	Bill Payment	10216	Julie Trude	200.00
12/26/2013	Bill Payment	10215	John Letourneau	180.00
12/26/2013	Bill Payment	10220	Shingobee	14,148.62
12/26/2013	Bill Payment	10209	Creative Forms & Concepts	85.06
12/27/2013	Bill Payment	W/D	CitiStreetMN	1,325.00
12/27/2013	Journal	12B - 2013MK		19,461.47
12/27/2013	Journal	12B - 2013MK		6,498.80
12/27/2013	Bill Payment	W/D	PERA	3,622.88
				Subtotal: 112,279.91

Cleared Deposits and Other Credits

12/04/2013	Deposit		Terry O'Connell	673.85
12/04/2013	Deposit		Comcast	54,285.18
12/12/2013	Deposit		Simonson's Salon & Spa	12.50
12/12/2013	Deposit		Kenneth Berghorst	15.00
12/17/2013	Deposit		League of MN Cities	2,339.00
12/17/2013	Deposit		Riverplace Counseling Center	60.00
12/17/2013	Deposit		Chad Mortenson	15.00
12/17/2013	Deposit		Joe May Enterprises	26.82
12/27/2013	Deposit		State of Minnesota	422.50
12/31/2013	Journal	12C - 2013MK		12.04
12/31/2013	Journal	12E - 2013MK		500.00
				Subtotal: 58,361.89

Total Cleared Transactions -53,918.02

Uncleared Transactions as of 12/31/2013

<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
12/11/2013	Bill Payment	10194	Regions 5AA	400.00
12/11/2013	Bill Payment	10195	Thad Goff	375.00
12/26/2013	Bill Payment	10221	Thad Goff	225.00
12/26/2013	Bill Payment	10208	City of Champlin	41.78
12/26/2013	Bill Payment	10205	Bret Heitkamp	200.00
12/26/2013	Bill Payment	10210	Eric Johnson	80.00
12/26/2013	Bill Payment	10217	Kurtis G. Ulrich	200.00
12/26/2013	Bill Payment	10222	Verizon Wireless	55.08
12/26/2013	Bill Payment	10202	Alert Fire & Safety Co.	115.58
12/26/2013	Bill Payment	10218	Laura E. Houle	80.00
12/26/2013	Bill Payment	10203	Amazon	826.72
12/26/2013	Bill Payment	10211	Great Lakes Multimedia Supply, Inc.	223.98
12/26/2013	Bill Payment	10219	Newegg Inc.	2,320.19
12/27/2013	Journal	12B - 2013MK		189.65

Reconcile Session Report

12/31/2013	Bill Payment	10223	Image Lawncare Services, Inc.	510.00
				Subtotal: 5,967.98

Uncleared Deposits and Other Credits

12/27/2013	Deposit		Casey Cunningham	364.75
12/27/2013	Deposit		Sheryl Boedigheimer	30.00
12/27/2013	Deposit		Julie Holt	80.46
12/27/2013	Deposit		Meriza Subject	187.69
12/27/2013	Deposit		Carolyn Peterson	30.00
				Subtotal: 692.90

Total Uncleared Transactions as of 12/31/2013 -5,275.08

Uncleared Transactions from 12/31/2013 to 01/17/2014

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Payee</u>	<u>Amount</u>
-------------	-------------	------------	--------------	---------------

Uncleared Checks and Payments

01/03/2014	Bill Payment	10225	Market Place Plus	424.90
01/03/2014	Bill Payment	10224	Comcast Cable	184.08
01/03/2014	Bill Payment	10226	Preferred One Insurance Co.	2,687.58
01/03/2014	Bill Payment	10227	The Lincoln National Life Ins. Co.	526.60
01/10/2014	Bill Payment	W/D	CitiStreetMN	1,117.00
01/10/2014	Bill Payment	W/D	PERA	2,767.97
01/17/2014	Bill Payment	10234	City of Andover	1,533.02
01/17/2014	Bill Payment	10242	Job Foundation/Tech Dump	90.00
01/17/2014	Bill Payment	10228	A+ Cleaning Service, Inc.	407.65
01/17/2014	Bill Payment	10238	Great Lakes Multimedia Supply, Inc.	171.76
01/17/2014	Bill Payment	10232	CenterPoint Energy	406.44
01/17/2014	Bill Payment	10231	CDW Direct	2,962.10
01/17/2014	Bill Payment	10236	Economically Correct, Inc.	209.19
01/17/2014	Bill Payment	10229	ACE Solid Waste, Inc.	112.58
01/17/2014	Bill Payment	10230	Anoka County License Center	314.00
01/17/2014	Bill Payment	10244	Pierce	170.57
01/17/2014	Bill Payment	10235	Comcast Cable	437.33
01/17/2014	Bill Payment	10243	Kennedy & Graven, Chartered	280.00
01/17/2014	Bill Payment	10239	Holiday Station	103.55
01/17/2014	Bill Payment	10237	G & B Environmental, Inc	116.49
01/17/2014	Bill Payment	10246	U.S. Bank Corporate	1,631.10
01/17/2014	Bill Payment	10241	Image Lawncare Services, Inc.	277.50
01/17/2014	Bill Payment	10245	Timesavers	129.00
01/17/2014	Bill Payment	10247	Xcel Energy	610.83
01/17/2014	Bill Payment	10240	Holly Hansen Consulting	1,000.00
01/17/2014	Bill Payment	10233	Century Link	251.16
				Subtotal: 18,922.40

Uncleared Deposits and Other Credits

01/13/2014	Deposit		Scott Keller	15.00
01/13/2014	Deposit		Charlie Giddings	15.00
01/13/2014	Deposit		Joe Theisen	26.82
01/13/2014	Deposit		Geoff Tomniczak	15.00
				Subtotal: 71.82

Subtotal: 12/31/2013 -18,850.58

QCCCC Agenda Item

4.3 Executive Director's Report

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Executive Director's Report

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.

Audit

Staff is working on preparing materials for the 2013 audit. On-site auditing will take place in early April. Staff has been working on reconciling inventory depreciation reports from the auditors with the current inventory completed in 2013.

Organizational Assessment project

Implementation of the organizational restructuring is on track. Three positions were posted and interviews are in progress. Those positions: Operations Manager, Technology Manager, Administrative Assistant are expected to be hired by the end of February. The remaining positions will be posted and interviewing expected in March. The executive director continues to provide email updates to the commission and current employees.

Personnel Policy Final

The personnel policy was approved at the January 22 commission meeting. Enclosed in this packet is the final personnel policy with the table of contents and signature page.

Personnel changes

Community programming supervisor Terry Lovaas has submitted his retirement notice effective March 28, 2014. Terry has worked with QCTV for almost 10 years in the area of community programming and paid productions. He is well-respected by: the business community for his work with video productions for companies; local elected officials for his work hosting the council update; the schools for his work producing concerts; and, the general public for his work supervising many of our monthly programs and one-time event. We wish him all the best in retirement.

Web site updates

The QCTV web site has undergone a standardization cleanup. The graphics have been improved, city web site banners updated, and overall a clean design implementation thanks to technology staff.

Ramsey PSA Day

The City of Ramsey PSA Day was conducted in January and yielded 19 new PSAs for the channel and will be featured on the City of Ramsey web site. QCTV will be scheduling another PSA Day in the near future.

Action Requested: None.

QCCCC Agenda Item

4.4 Commission Organization Items

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Commission Organization Items

The commission elects officers and appoints committee members the first quarter of each year following a city election. These appointments were made in 2013 and are not scheduled for change until the first quarter of 2015. The items below confirm the organizational items for 2014 unless otherwise acted upon by the commission. It is recommended that the commission take action to establish the franchise negotiations team as listed below.

Meeting date and time

The Quad Cities Cable Communications Commission meets the third Thursday of each month at 10 am in the City of Anoka Council Chambers. See attachment.

Commissioner per diem

The commissioners receive per diem payments for attending commission and committee meetings. Commissioners per diem rates for 2013-14 are:
Commission meeting or work session: \$40 per meeting
Commission committee meeting (*when not combined with regular meeting*): \$20.

Commission Officers

Chair – Bret Heitkamp
Vice-Chair – Kurt Ulrich
Secretary – Carl Anderson
Treasurer – Jim Dickinson

Committee appointments

Personnel Committee

Julie Trude, Andover
Carl Anderson, Anoka
Bret Heitkamp, Champlin
Kurt Ulrich, Ramsey

Budget Committee

Jim Dickinson, Andover

Tim Cruikshank, Anoka

Eric Johnson, Champlin

John LeTourneau, Ramsey

Franchise Renewal Negotiations Team

Proposed: Bret Heitkamp, Chair; Karen George, Executive Director; Robert Vose, Legal Counsel.

Note: The franchise renewal negotiations team is a working committee and has no authority beyond the full commission.

Action Requested:

Name the franchise renewal negotiations team.

Make any adjustments in meeting dates, times, stipend, or committee appointments.

Quad Cities Cable Communications Commission
2014 Meeting Plan (remaining meetings)

March 20

Commission Meeting

April 17

Commission Meeting

May 15

Commission Meeting

June 19

Commission Meeting

July 17

Commission Meeting

Commission/Employee Appreciation – summer picnic

August 21

Commission Meeting

September 18

Commission Meeting

October 16

Commission Meeting

November 20

Commission Meeting

December 18

Commission Meeting

QCCCC Agenda Item

5.1 Personnel Policy Final

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Personnel Policy – Final

Attached you will find a copy of the finalized personnel policy for the organization.

The policy was approved January 22 and this copy has the table of contents and the signature page included and is now ready for implementation. No commission action required.

Action: None.

**Quad Cities
Cable Communications
Commission**

(dba) QCTV

**Personnel Policy
2014**

Approved January 22, 2014

A joint powers agreement to operate a cable television franchise and local programming organization on behalf of the member cities: Andover, Anoka, Champlin, Ramsey.

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Section 1 INTRODUCTION

1.1 Purpose

The purpose of these policies is to establish a uniform and equitable system of personnel administration for employees of the Quad Cities Cable Communications Commission (dba QCTV). They should not be construed as contract terms. The policies are not intended to cover every situation that might arise and can be amended at any time at the sole discretion of QCTV. These policies supersede all previous personnel policies.

Except as otherwise prohibited by law, QCTV has the right to terminate any employee at any time for any or no reason. Employees may similarly terminate employment at any time for any reason.

1.2 Scope

These policies apply to all employees of QCTV. Except where specifically noted, these policies do not apply to:

- Commissioners;
- Attorney;
- Members of Committees;
- Consultants and Contractors.

1.3 EEO Policy Statement

QCTV is committed to providing equal opportunity in all areas of employment, including but not limited to hiring, demotion, transfer, recruitment, selection, lay-off, disciplinary action, termination, compensation and selection for training. QCTV will not discriminate against any employee or job applicant on the basis of race, color, creed, religion, national origin, ancestry, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, or membership on a local human rights commission.

1.4 Data Practices Advisory

Employee records are maintained in a location designated by QCTV Executive Director. Personnel data is kept in personnel files, finance files, and benefit/medical files. Information is used to administer employee salary and benefit programs, process payroll, complete state and federal reports, document employee performance, etc.

Employees have the right to know what data is retained, where it is kept, and how it is used. All employee data will be received, retained, and disseminated according to the Minnesota Government Data Practices Act.

1.5 News Releases

Formal news releases concerning municipal affairs are the responsibility of QCTV Executive Director. All media interviews must be approved by the QCTV Executive

Director before the interview. All contacts with the media should be reported to QCTV Executive Director as soon as practicable.

No QCTV employee is authorized to speak on behalf of QCTV without prior authorization from QCTV Executive Director or his/her designee.

All news releases concerning QCTV personnel will be the responsibility of QCTV Executive Director.

Section 2 ORGANIZATION WORK RULES AND CODE OF CONDUCT

2.1 Conduct as a QCTV Employee

In accepting QCTV employment, employees become representatives of QCTV and are responsible for assisting and serving the residents for whom they work. An employee's primary responsibility is to serve the residents of Andover, Anoka, Champlin and Ramsey. Employees should exhibit conduct that is ethical, professional, responsive, and of standards becoming of a QCTV employee. To achieve this goal, employees must adhere to established policies, rules, and procedures and follow the instructions of their supervisors.

The following are job requirements for every position at QCTV. All employees are expected to:

- Perform assigned duties to the best of their ability at all times.
- Render prompt and courteous service to the public at all times.
- Read, understand and comply with the rules and regulations as set forth in these Personnel Policies as well as those of their departments.
- Conduct themselves with decorum toward both residents and staff and respond to inquiries and information requests with patience and every possible courtesy.
- Report any and all unsafe conditions to the immediate supervisor.
- Maintain good attendance.

2.2 Attendance and Absence

The operations and standards of service in QCTV require that employees be at work unless valid reasons warrant absence. In order for a team to function efficiently and effectively, employees must be on the job. Attendance is an essential function of every QCTV position.

Employees who are going to be absent from work are required to notify their supervisor as soon as possible in advance of the absence. In case of unexpected absence, employees should call their supervisor before the scheduled starting time. If the supervisor is not available at the time, the employee should leave a message that includes a telephone number where he/she can be reached and/or contact any other individual who was designated by the supervisor. Failure to use established

reporting process will be grounds for disciplinary action. Departments may establish more specific reporting procedures.

The employee must call the supervisor on each day of an absence extending beyond one (1) day unless arrangements otherwise have been made with the supervisor. Employees who are absent for three (3) days or more and who do not report the absence in accordance with this policy, will be considered to have voluntarily resigned not in good standing. QCTV may waive this rule if extenuating circumstances warranted such behavior. This policy does not preclude QCTV from administering discipline for unexcused absences of less than three (3) days.

2.3 Access to and Use of QCTV Property

Any employee who has authorized possession of keys, production equipment, tools, or other QCTV-owned equipment must register his/her name and the serial number (if applicable) or identifying information about the equipment with his/her supervisor. All such equipment must be turned in and accounted for by any employee leaving employment with QCTV in order to resign in good standing.

Employees are responsible for the safekeeping and care of all such equipment. The duplication of keys owned by QCTV is prohibited unless authorized by QCTV Executive Director. Any employee found having an unauthorized duplicate key will be subject to disciplinary action.

2.4 Appearance

Personal appearance should be appropriate to the nature of the work and contacts with other people and should present a positive image to the public. Clothing, footwear, jewelry or other items that could present a safety hazard are not acceptable in the workplace or on remote shoot locations.

2.5 Children in the workplace

QCTV employees are prohibited from bringing minor children to work and from performing work functions while accompanying children. If a child is ill or a childcare situation occurs, the employee should call his/her supervisor and seek permission to stay home rather than bringing a child to work. No child shall be left unaccompanied by an adult in the work place. This applies to consultants and volunteers.

2.6 Conflict of Interest

QCTV employees are to remove themselves from situations in which they would have to take action or make a decision where that action or decision could be a perceived or actual conflict of interest. If an employee has any question about whether such a conflict exists he/she should consult with QCTV Executive Director.

2.7 Falsification of Records

Any employee who makes false statements or commits, or attempts to commit, fraud in an effort to prevent the impartial application of these policies will be subject to immediate disciplinary action up to and including termination and potential criminal prosecution.

2.8 Personal Telephone Calls

Personal telephone calls are to be made or received only when truly necessary. They are not to interfere with QCTV work and are to be completed as quickly as possible. Any personal long distance call costs will be paid for by the employee.

2.9 Political Activity

QCTV employees have the right to express their views and to pursue legitimate involvement in the political system. However, no QCTV employee will directly or indirectly, during hours of employment, solicit or receive funds for political purposes. Further, any political activity in the workplace must be pre-approved by QCTV to avoid any conflict of interest or perception of bias such as using authority or political influence to compel another employee to apply for or become a member in a political organization.

2.10 Smoking

All QCTV buildings and vehicles, in their entirety, shall be designated as tobacco free, meaning that no person will smoke tobacco or other substances or use smokeless tobacco (including e-cigs) while in a QCTV facility or vehicle. This also applies to QCTV remote shoot locations.

Smoking of any kind, including pipes, cigars, e-cigs, and cigarettes, and the use of chewing tobacco is prohibited for employees while on duty. Employees 18 and over are allowed to smoke only during their breaks and lunch, and only in areas designated for that purpose.

Section 3 DEFINITIONS

For purposes of these policies, the following definitions will apply:

3.1 Authorized Hours

The number of hours an employee was hired to work. Actual hours worked during any given pay period may be different than authorized hours, depending on workload demands or other factors, and upon approval of the employee's supervisor.

3.2 Benefits

Privileges granted to qualified employees in the form of paid leave and/or insurance coverage

3.3 Demotion

The movement of an employee from one job class to another within QCTV, where the maximum salary for the new position is lower than that of the employee's former position.

3.4 Direct Deposit

As permitted by state law, all QCTV employees are required to participate in direct deposit.

3.5 Employee

An individual who has successfully completed all stages of the selection process including the training period.

3.6 Exempt Employee

Employees who are not covered by the overtime provisions of the federal or state Fair Labor Standards Act.

3.7 FICA (Federal Insurance Contributions Act)

FICA is the federal requirement that a certain amount be automatically withheld from employees' earnings.

3.8 Fiscal Year

The period from January 1 to December 31.

3.9 Full-time Employee

Employees who are required to work forty (40) or more hours per week year-round in an ongoing position.

3.10 Hours of Operation

QCTV's regular hours of operation are Monday through Friday, from 8:00 a.m. to 4:30 p.m.

3.11 Management Employee

An employee who is responsible for managing a department or division of QCTV.

3.12 Non-exempt Employee

Employees who are covered by the federal or state Fair Labor Standards Act. Such employees are normally eligible for overtime at 1.5 times their regular hourly wage for all hours worked over forty (40) in any given workweek.

3.13 Part-time Employee

Employees who are required to work less than forty (40) hours per week year-round in an ongoing position

3.14 Pay Period

A fourteen (14) day period beginning at 12:00 a.m. (midnight) on Sunday through 11:59 p.m. on Saturday, fourteen (14) days later.

3.15 PERA (Public Employees Retirement Association)

Statewide pension program in which QCTV employees meeting program requirements must participate in accordance with Minnesota law. QCTV and the employee each contribute to the employee's retirement account.

3.16 Promotion

Movement of an employee from one job class to another within QCTV, where the maximum salary for the new position is higher than that of the employee's former position.

3.17 Reclassify

Movement of a job from one classification to another classification because of a significant change in the position's duties and responsibilities.

3.18 Seasonal Employee

Employees who work only part of the year (100 days or less) to conduct seasonal work. Seasonal employees may be assigned to work a full-time or part-time schedule. Seasonal employees do not earn benefits.

3.19 Temporary Employee

Employees who work in temporary positions. Temporary jobs might have a defined start and end date or may be for the duration of a specific project. Temporary employees may be assigned to work a full-time or part-time schedule. Temporary employees do not earn benefits.

3.20 Training Period

A six month period at the start of employment with QCTV (or at the beginning of a promotion, reassignment or transfer) that is designated as a period within which to learn the job. The training period is the last part of the selection process.

3.21 Transfer

Movement of an employee from one QCTV position to another of equivalent pay.

3.22 Workweek

A workweek is seven consecutive 24-hour periods. The workweek will run from Sunday through the following Saturday.

Section 4 ORGANIZATION

4.1 Job Descriptions

QCTV will maintain job descriptions for each regular position. New positions will be developed as needed but must be approved by Quad Cities Cable Communications Commission prior to the position being filled.

4.2 Job Descriptions and Classifications

Assignment of job titles, establishment of minimum qualifications, and the maintenance of job descriptions and related records is the responsibility of the QCTV Executive Director.

4.3 Assigning and Scheduling Work

Assignment of work duties and scheduling work is the responsibility of the supervisor subject to the approval of the QCTV Executive Director.

Section 5 HOURS OF WORK

5.1 Work Hours

Work schedules for employees will be established by supervisors with the approval of the QCTV Executive Director. The regular work week for employees is five eight-hour days in addition to a lunch period, Monday through Friday, except as otherwise approved by QCTV Executive Director in accordance with the customs and needs of the individual departments.

5.2 Meal Breaks and Rest Periods

A paid fifteen (15) minute paid break is allowed within each four (4) consecutive hours of work. An unpaid thirty (30) minute lunch period is provided when an employee works eight or more consecutive hours. Employees are expected to use these breaks as intended and will not be permitted to adjust work start time, end time or lunch time by saving these breaks.

Employees working in QCTV buildings will normally take their break at the place provided for that purpose in each building. Employees working out-of-doors will normally take their break at the location of their work. Employees whose duties involve traveling throughout the QCTV service area may stop along the assigned route at a restaurant or other public accommodation for their fifteen (15) minute break. Exceptions must be approved by the supervisor or the QCTV Executive Director.

Departments with unique job or coverage requirements may have additional rules, issued by the supervisor and subject to approval of the QCTV Executive Director, on the use of meal breaks and rest periods.

5.3 Adverse Weather Conditions

QCTV facilities will generally be open during adverse weather. Due to individual circumstances, each employee will have to evaluate the weather and road conditions in deciding to report to work (or leave early). Employees not reporting to work for reasons of personal safety will not normally have their pay reduced as a result of this absence. Employees will be allowed to use accrued annual leave time or compensatory time; or with supervisor approval may modify the work schedule or make other reasonable schedule adjustments.

Decisions to cancel departmental programs (remote shoots, special events, etc) will be made by the respective supervisor or the QCTV Executive Director.

Section 6 COMPENSATION

Employees of QCTV will be compensated according to schedules adopted by Quad Cities Cable Communications Commission. Unless approved by the Commission, employees will not receive any amount from QCTV in addition to the pay authorized for the positions to which they have been appointed. Expense reimbursement or travel expenses may be authorized in addition to regular pay.

6.1 Time Reporting

Full-time, non-exempt employees are expected to work 40 hours per workweek and will be paid according to the time reported on their time sheets. To comply with the provisions of the federal and state Fair Labor Standards Acts, hours worked and any leave time used by non-exempt employees are to be recorded daily and submitted to payroll on a biweekly basis. Each time reporting form must include the signature of the employee and immediate supervisor. Reporting false information on a time sheet may be cause for immediate termination.

6.2 Overtime / Compensatory Time

QCTV has established this overtime policy to comply with applicable state and federal laws governing accrual and use of overtime. QCTV Executive Director will determine whether each employee is designated as “exempt” or “non-exempt” from earning overtime. In general, employees in executive, administrative and professional job classes are exempt; all others are non-exempt.

6.3 Non-Exempt (Overtime-eligible) Employees:

All overtime-eligible employees will be compensated at the rate of time and one-half for all hours worked over 40 in one workweek. Annual leave and paid holidays do not count toward “hours worked”. Compensation will take the form of either time and one-half pay or compensatory time. Compensatory time is paid time off at the rate of one and one-half hours off for each hour of overtime worked.

The workweek begins at midnight on Sunday and runs until the following Saturday night at 11:59 p.m.

The employee's supervisor must approve overtime hours in advance. An employee who works overtime without prior approval may be subject to disciplinary action.

Overtime earned will be paid at the rate of time and one-half on the next regularly scheduled payroll date, unless the employee indicates on his/her timesheet that the overtime earned is to be recorded as compensatory time in lieu of payment.

The maximum compensatory time accumulation for any employee is 40 hours per year. Once an employee has earned 40 hours of compensatory time in a calendar year, no further compensatory time may accrue in that calendar year. All further overtime will be paid. Employees may request and use compensatory time off in the same manner as other leave requests.

All compensatory time will be marked as such on official timesheets, both when it is earned and when it is used. The Finance Department will maintain compensatory time records. All compensatory time accrued will be paid when the employee leaves QCTV employment at the hourly pay rate the employee is earning at that time.

6.4 Exempt (non-overtime-eligible) Employees:

Exempt employees are expected to work the hours necessary to meet the performance expectations outlined by their supervisors. Generally, to meet these expectations, and for reasons of public accountancy, an exempt employee will need to work 40 or more hours per week. Exempt employees do not receive extra pay for the hours worked over 40 in one workweek.

Exempt employees are paid on a salary basis. This means that they receive a predetermined amount of pay each pay period and are not paid by the hour. Their pay does not vary based on the quality or quantity of work performed, and they receive their full weekly salary for any week in which any work is performed.

QCTV will only make deductions from the weekly salary of an exempt employee in the following situations:

- The employee is in a position that does not earn annual leave and is absent for a day or more for personal reasons other than annualness or accident;
- The employee is in a position that earns annual leave, receives a short term disability benefit or workers' compensation wage loss benefits and is absent for a full day due to sickness or disability, but he/she is either not yet qualified to use the paid leave or he/she has exhausted all of his/her paid leave.
- The employee is absent for a full workweek and, for whatever reason, the absence is not charged to paid leave (for example, a situation where the employee has exhausted all of his/her paid leave or a situation where the employee does not earn paid leave).

- The very first workweek or the very last workweek of employment with QCTV in which the employee does not work a full week. In this case, QCTV will prorate the employee's salary based on the time actually worked.
- The employee is in a position that earns paid leave and is absent for a partial day due to personal reasons, illness or injury, but:
 - Paid leave has not been requested or has been denied;
 - Paid leave is exhausted;
 - The employee has specifically requested unpaid leave;
- The employee is suspended without pay for a full day or more for disciplinary reasons for violations of any written policy that is applied to all employees.
- The employee takes unpaid leave under the FMLA.
- QCTV may for budgetary reasons implement a voluntary or involuntary unpaid leave program and, under this program, make deductions from the weekly salary of an exempt employee. In this case, the employee will be treated as non-exempt for any workweek in which the budget-related deductions are made.

QCTV will not make deductions from pay due to exempt employees being absent for jury duty or attendance as a witness but will require the employee to pay back to QCTV any amounts received by the employee as jury fees or witness fees.

If QCTV inadvertently makes an improper deduction to the weekly salary of an exempt employee, QCTV will reimburse the employee and make appropriate changes to comply in the future.

All employees, in all departments, are required to work overtime as requested by their supervisors as a condition of continued employment. Refusal to work overtime may result in disciplinary action. Supervisors will make reasonable efforts to balance the personal needs of their employees when assigning overtime work.

6.5 Leave Policy for Exempt Employees

Management employees are required to work the number of hours necessary to fulfill their responsibilities including evening meetings. The normal hours of business for management staff are Monday through Friday, 8 a.m. to 4:30 p.m., plus evening meetings/events as necessary.

Management employees are required to use paid leave when on personal business or away from the office for four (4) hours or more, on a given day.

Absences of less than four (4) hours do not require use of paid leave as it is presumed that the staff member regularly puts in work hours above and beyond the normal 8 a.m. to 4:30 p.m. Monday through Friday requirement. Management employees must communicate their absence to QCTV Executive Director.

If one of the above employees regularly absents themselves from work under this policy and it is found that there is excessive time away from work which is not justified, the situation will be handled as a performance issue. If it appears that less than forty (40) hours per week is needed to fulfill the position's responsibilities, the position will be reviewed to determine whether a part-time position will meet the needs of QCTV. Additional notification and approval requirements may be adopted by QCTV Executive Director for specific situations as determined necessary.

All exempt positions, whether or not management, may require work beyond forty (40) hours per week. In recognition for working extra hours, these employees may take some time off during their normal working hours with supervisory approval. The time off for extra hours will not be on a one-for-one basis.

Section 7 PERFORMANCE REVIEWS

An objective performance review system will be established by QCTV Executive Director or designee for the purpose of periodically evaluating the performance of QCTV employees. The quality of an employee's past performance will be considered in personnel decisions such as promotions, transfers, demotions, terminations and, where applicable, salary adjustments.

Performance reviews will be discussed with the employee. Employees do not have the right to change or grieve their performance review, but may submit a written response which will be attached to the performance review.

Performance reviews are to be scheduled on a regular basis, at least annually. The form, with all required signatures, will be retained as part of the employee's personnel file.

During the training period, informal performance meetings should occur frequently between the supervisor and the employee.

Signing of the performance review document by the employee acknowledges that the review has been discussed with the supervisor and does not necessarily constitute agreement. Failure to sign the document by the employee will not delay processing.

Section 8 BENEFITS

8.1 Insurance

QCTV will contribute a monthly amount toward group health, short-term disability, long-term disability, accidental death and dismemberment and life insurance benefits for each eligible employee and his/her dependents. The amount to be contributed and the type of coverage will be determined by the Quad Cities Cable Communications Commission.

For information about coverage and eligibility requirements, employees should refer to the summary plan description or contact the QCTV Executive Director.

8.2 Retirement

QCTV participates in the Public Employees Retirement Fund (PERA) to provide pension benefits for its eligible employees. QCTV and the employee contribute to PERA each pay period as determined by state law. Employees are also required to contribute a portion of each pay check for Social Security and Medicare.

For information about PERA eligibility and contribution requirements contact the QCTV Executive Director.

Section 9 HOLIDAYS

QCTV observes the following official holidays for all regular full-time and part-time employees:

New Year's Day	Columbus Day (FH)*
Martin Luther King, Jr. Day	Veteran's Day(FH)*
President's Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Eve Day
Labor Day	Christmas Day

*Floating Holiday

Official holidays commence at the beginning of the first shift of the day on which the holiday is observed and continue for twenty-four (24) hours thereafter.

When a holiday falls on a Sunday, the following Monday will be the "observed" holiday and when a holiday falls on a Saturday, the preceding Friday will be the "observed" holiday for QCTV operations/facilities that are closed on holidays.

Full-time employees will receive pay for official holidays at their normal straight time rates, provided they are on paid status on the last scheduled day prior to the holiday and first scheduled day immediately after the holiday. Any employee on a leave of absence without pay from QCTV is not eligible for holiday pay.

Premium pay of 1.5 times the regular hourly wage for employees required to work on a holiday will be for hours worked on the "actual" holiday as opposed to the "observed" holiday.

Employees wanting to observe holidays other than those officially observed by QCTV may request either annual leave or unpaid leave for such time off.

Section 10 LEAVES

Depending upon an employee's situation, more than one form of leave may apply during the same period of time (e.g., The Family and Medical Leave Act is likely to apply during a worker's compensation absence.). An employee will need to meet the requirements of each form of leave separately. Leave requests will be evaluated on a case-by-case basis.

Except as otherwise states, all paid time off, taken under any of QCTV's leave programs, must be taken consecutively, with no intervening unpaid leave. QCTV will provide employees with time away from work as required by state or federal statutes, if there are requirements for such time off that are not described in the personnel policies.

10.1 Annual Leave

Annual Leave replaces individual sick leave and vacation leave plans and combines them into a single benefit program. Annual Leave does not replace QCTV observed holidays, jury duty, military leave, or court leave. Employees accrue annual leave based on length of service with the QCTV. Plan provisions discourage unnecessary utilization by providing cash and savings incentives. Annual leave can be used for any reason, subject to existing request and approval procedures. As with all paid time off programs, the QCTV needs to ensure that service to the public and work requirements are not adversely impacted. Medical Certification Good attendance is an essential job function for all QCTV employees. If unplanned absences are excessive, a doctor's certification may be required. The physician's certification is to state the nature and duration of the illness or injury and verify that the employee is unable to perform the duties and responsibilities of his/her position. A statement attesting to the employee's ability to return to work and perform the essential functions of the job and a description of any work restrictions may also be required before the employee returns to work.

10.2 Accrual Rates for Annual Leave

Years of Service Annual Accrual Rates:

0-4 years: 5.54 hours per 2 weeks of work (3 weeks and 3 days annually).
5-9 years: 7.08 hours per 2 weeks of work (4 weeks and 3 days annually).
10+ years: 8.62 hours per 2 weeks of work (5 weeks and 3 days annually).
15+ years; 10.16 hours per 2 weeks of work (6 weeks and 3 days annually).
20+ years; 11.70 hours per 2 weeks of work (7 weeks and 3 days annually).

- Annual leave shall not be earned by an employee for any period during which the employee is not being paid.
- Planned annual leave may be denied or approval withdrawn when the granting of such planned annual leave would result in insufficient personnel to carry out necessary functions as deemed appropriate by the QCTV.

- Employees shall be allowed to accumulate up to a maximum of 280 hours annual leave. Employees shall forfeit any annual leave accumulations at the anniversary date in excess of the allowable maximum.
- If use of unplanned leave suggests abuse, the QCTV shall notify the employee of this concern. If such abuse continues the QCTV may deny future unplanned leave requests.
- An employee who leaves the employment of the QCTV in good standing shall be compensated for all accrued and unused annual leave at the time of separation from employment.
- An employee shall not be permitted to waive annual leave for the purpose of receiving double pay.

Annual leave will not accrue during unpaid leaves. Regular part-time employees will accrue annual leave on a prorated basis based on regular hours worked. Annual leave will accrue on a pay-period basis up to a maximum of 1-1/2 times the employee's maximum annual accrual rate as noted above. Employees can carry over any annual leave that does not exceed the stated cap. No additional accrual will occur above the cap.

10.3 Annual Leave Conversion

Annual leave will be eligible for conversion to cash or to a 457 deferred compensation plan on an hour-for-hour basis (subject to IRS maximum deferral regulations and Minnesota law) annually with the following conditions. Up to 40% of the annual leave balance, not to exceed eighty (80) hours, may be converted each year provided the employee has used at least 30% of his/her annual accrual during the current calendar year and has a balance of at least 176 hours. The minimum balance requirement will be determined as of the first payroll in December. Payment will be based on the employee's current hourly rate on December 1.

Conversion to cash or deferred compensation will occur in the second payroll of the following year with specific dates to be determined by accounting each year. Accounting will notify all employees in November of each year as to the dates and conversion options. The conversion will be part of regular payroll and will not be paid in a separate check. Regular rate for the purpose of this policy is the employee's straight time rate not including overtime, pay differentials, out-of-class adjustments or any other additions to regular pay.

10.4 Eligibility

Full-time employees will earn annual leave in accordance with the above schedule.

10.5 Accrual Rate

For the purpose of determining an employee's annual leave accrual rate, years of service will include all continuous time that the employee has worked at QCTV (including authorized unpaid leave). Employees who are rehired after terminating

QCTV employment will not receive credit for their prior service unless specifically negotiated at the time of hire.

10.6 Earnings and Use

After six months of service, annual leave may be used as it is earned, subject to approval by the employee's supervisor.

An employee will not earn any annual leave for any pay period unless he/she is employed by QCTV on the last scheduled work day of the pay period.

Requests for annual must, when possible, be received at least forty-eight (48) hours in advance of the requested time off. This notice may be waived at the discretion of the supervisor and QCTV Executive Director. Annual leave can be requested in increments as small as one hour. Annual leave is to be used only by the employee who accumulated it. It cannot be transferred to another employee.

No annual leave will be allowed to accrue in excess of 280 hours. Excess hours will be forfeited on the employment anniversary date.

10.7 Funeral Leave

Employees will be permitted to use up to four (4) consecutive working days, with pay, as funeral leave upon the death of an immediate family member. This paid leave will not be deducted from the employee's annual leave balance.

The actual amount of time off, and funeral leave approved, will be determined by the supervisor or the QCTV Executive Director depending on individual circumstances (such as the closeness of the relative, arrangements to be made, distance to the funeral, etc.).

Immediate family, for the purposes of this section, shall be defined as spouse, parent, step parent, children, step-children, brother, sister, grandparents, grandchildren or a like member of employee's spouse's family.

10.8 Medical Certification

Good attendance is an essential job function for all QCTV employees. If unplanned absences are excessive, a doctor's certification may be required. The physician's certification is to state the nature and duration of the illness or injury and verify that the employee is unable to perform the duties and responsibilities of his/her position. A statement attesting to the employee's ability to return to work and perform the essential functions of the job and a description of any work restrictions may also be required before the employee returns to work.

10.9 Returning to Work After a Medical Absence

After a medical absence, a physician's statement may be required on the employee's first day back to work, indicating the nature of the illness or medical condition and

attesting to the employee's ability to return to work and safely perform the essential functions of the job with or without reasonable accommodation.

Any work restrictions must be stated clearly on the return-to-work form. Employees who have been asked to provide such a statement may not be allowed to return to work until they comply with this provision. Annual leave may be denied for any employee required to provide a doctor's statement until such a statement is provided.

QCTV has the right to obtain a second medical opinion to determine the validity of an employee's worker's compensation or annual leave claim, or to obtain information related to restrictions or an employee's ability to work. QCTV will arrange and pay for an appropriate medical evaluation when it has been required by QCTV.

10.10 Severance Pay

Employees leaving QCTV in good standing will receive 100% of their annual leave balance as compensation (applicable taxes will be withheld).

10.11 Unpaid Leave

Unpaid leaves may be approved in accordance with QCTV personnel policies. Employees must normally use all accrued leave prior to taking an unpaid leave. If the leave qualifies under Parenting Leave or Family and Medical Leave, the employee may retain a balance of forty (40) hours when going on an unpaid leave. Any exceptions to this policy must be approved by the QCTV Executive Director.

10.12 Military Leave

State and federal laws provide protections and benefits to QCTV employees who are called to military service, whether in the reserves or on active duty. Such employees are entitled to a leave of absence without loss of pay, seniority status, efficiency rating, or benefits for the time the employee is engaged in training or active service not exceeding a total of 15 days in any calendar year.

The leave of absence is only in the event the employee returns to employment with QCTV as required upon being relieved from service, or is prevented from returning by physical or mental disability or other cause not the fault of the employee, or is required by the proper authority to continue in military or naval service beyond the fifteen (15) day paid leave of absence. Employees on extended unpaid military leave will receive fifteen (15) days paid leave of absence in each calendar year, not to exceed five years.

Where possible, notice is to be provided to QCTV at least ten (10) working days in advance of the requested leave. If an employee has not yet used his/her fifteen (15) days of paid leave when called to active duty, any unused paid time will be allowed for the active duty time, prior to the unpaid leave of absence.

Employees returning from military service will be reemployed in the job that they would have attained had they not been absent for military service and with the same seniority, status and pay, as well as other rights and benefits determined by seniority. Unpaid military leave will be considered hours worked for the purpose of annual leave accruals.

Eligibility for continuation of insurance coverage for employees on military leave beyond fifteen (15) days will follow the same procedures as for any employee on an unpaid leave of absence.

10.13 Jury Duty

Regular full-time and part-time employees will be granted paid leaves of absence for required jury duty. Such employees will be required to turn over any compensation they receive for jury duty, minus mileage reimbursement, to QCTV in order to receive their regular wages for the period. Time spent on jury duty will not be counted as time worked in computing overtime.

Employees excused or released from jury duty during their regular working hours will report to their regular work duties as soon as reasonably possible or will take accrued annual or compensatory time to make up the difference.

Employees are required to notify their supervisor as soon as possible after receiving notice to report for jury duty. The employee will be responsible for ensuring that a report of time spent on jury duty and pay form is completed by the Clerk of Court so QCTV will be able to determine the amount of compensation due for the period involved.

10.14 Court Appearances

Employees will be paid their regular wage to testify in court for QCTV-related business. Any compensation received for court appearances (e.g. subpoena fees) arising out of or in connection with QCTV employment, minus mileage reimbursement, must be turned over to QCTV.

10.15 Job Related Injury or Illness

All employees are required to report any job-related illnesses or injuries to their supervisor immediately (no matter how minor). If a supervisor is not available and the nature of injury or illness requires immediate treatment, the employee is to go to the nearest available medical facility for treatment and, as soon as possible, notify his/her supervisor of the action taken. In the case of a serious emergency, 911 should be called.

If the injury is not of an emergency nature, but requires medical attention, the employee will report it to the supervisor and make arrangements for a medical appointment.

Worker's compensation benefits and procedures to return to work will be applied according to applicable state and federal laws.

10.16 Administrative Leave

Under special circumstances, an employee may be placed on an administrative leave pending the outcome of an internal or external investigation. The leave may be paid or unpaid, depending on the circumstances, as determined by QCTV Executive Director with the approval of Quad Cities Cable Communication Commission.

10.17 Adoptive Parents (state law requirement for cities with more than 21 employees)

Adoptive parents will be given the same opportunities for leave as biological parents (see provisions for Parenting Leave). The leave must be for the purpose of arranging the child's placement or caring for the child after placement. Such leave must begin before or at the time of the child's placement in the adoptive home.

10.18 School Conference Leave (state law requirement for cities with more than 21 employees)

Any employee who has worked half-time or more for more than twelve (12) consecutive months, may take unpaid leave for up to a total of sixteen (16) hours during any school year to attend school conferences or classroom activities related to the employee's child (under 18 or under 20 and still attending secondary school), provided the conference or classroom activities cannot be scheduled during non-work hours.

10.19 Bone Marrow Donation Leave (state law requirement for cities with more than 20 employees)

Employees working an average of 20 or more hours per week may take paid leave, not to exceed 40 hours unless agreed to by QCTV, to undergo medical procedures to donate bone marrow. QCTV may require a physician's verification of the purpose and length of the leave requested to donate bone marrow.

10.20 Victim or Witness Leave

An employee who is subpoenaed or requested by the prosecutor to attend court for the purpose of giving testimony is entitled to reasonable time off from work to attend criminal proceedings related to the victim's case.

10.21 Elections / Voting

An employee selected to serve as an election judge pursuant to Minnesota law, will be allowed time off without pay for purposes of serving as an election judge, provided that the employee gives QCTV at least ten (10) days written notice.

All employees eligible to vote at a State general election, at an election to fill a vacancy in the office of United States Senator or Representative, or in a Presidential primary, will be allowed time off with pay to vote during the morning of election day. Employees wanting to take advantage of such leave are required to work with their supervisors to avoid coverage issues.

10.22 Regular Leave without Pay

QCTV Executive Director may authorize leave without pay for up to thirty (30) days. Leave without pay for greater periods may be granted by Quad Cities Cable Communications Commission to a maximum of one (1) year.

Normally employee benefits will not be earned by an employee while on leave without pay. However, QCTV's contribution toward health, short-term disability, long-term disability, accidental death and dismemberment and life insurance may be continued, if approved by the Quad Cities Cable Communications Commission, for leaves of up to ninety (90) days when the leave is for medical reasons and FMLA has been exhausted.

If an employee is on a regular leave without pay and is not working any hours, the employee will not accrue (or be paid for) holidays or annual leave. Employees who are working reduced hours while on this type of leave will receive holiday pay on a prorated basis and will accrue annual leave based on actual hours worked.

Leave without pay hours will not count toward seniority and all accrued annual leave and compensatory time must normally be used before an unpaid leave of absence will be approved.

To qualify for leave without pay, an employee need not have used all annual leave earned unless the leave is for medical reasons. (An employee absent for Parenting Leave is not required to use annual leave.) Leave without pay for purposes other than medical leave or work-related injuries will be at the convenience of QCTV.

Employees returning from a leave without pay for a reason other than a qualified Parenting Leave or FMLA, will be guaranteed return to the original position only for absences of thirty (30) calendar days or less.

Employees receiving leave without pay in excess of thirty (30) calendar days, for reasons other than qualified Parenting Leave or FMLA, are not guaranteed return to their original position. If their original position or a position of similar or lesser status is available, it may be offered at the discretion of QCTV Executive Director subject to approval of Quad Cities Cable Communications Commission.

10.23 Family and Medical Leave General

In accordance with the Family and Medical Leave Act (FMLA) unpaid job protected leave will be granted to all eligible employees (male and female) for up to twelve (12) weeks per twelve (12) month period for any of the following reasons:

- Birth or placement of a child with the employee for adoption or foster care;
- To care for a spouse, child or parent who has a serious health condition; or
- A serious health condition that makes the employee unable to perform the essential functions of the position.

In accordance with the law, the following definitions apply:

"Caring" for someone includes psychological as well as physical care. It also includes acquiring care and sharing care duties.

An eligible "child" is defined as a person under 18 years of age (or a person incapable of self-care because of a physical or mental disability) who is a biological, adopted, foster, or step child, a ward of the employee, or a person with whom the employee is charged with a parent's rights, duties and responsibilities.

An eligible "parent" includes a biological parent or a person who was charged with a parent's rights, duties and responsibilities over the employee when the employee was under the legal age, but doesn't include in-laws.

"Serious health condition" is defined in Federal law, but generally includes incapacity requiring absence from work of more than three (3) days that also involves continuing treatment by a health care provider (includes prenatal care).

10.24 Eligibility

An eligible employee is one who has worked for QCTV for a cumulative period of twelve (12) months and at least 1,250 hours during the twelve (12) month period prior to requesting the leave.

10.25 Length of Leave

The length of FMLA leave is not to exceed twelve (12) weeks in any twelve (12) month period. The entitlement to FMLA leave for the birth or placement of a child expires twelve (12) months after the birth or placement of that child.

10.26 Leave Year

The 12 month period is calculated by measuring twelve months backward from the start date of the employee's last FMLA leave.

10.27 Notice

The employee is to give verbal or written notice to his/her supervisor at least thirty (30) days prior to the date on which leave is to begin or if thirty (30) days notice cannot be given as much notice as practical.

If an employee fails to give thirty (30) days notice for a foreseeable leave with no reasonable explanation for the delay, the leave may be denied until thirty (30) days after the employee provides notice. To the extent possible, planned medical treatment should be scheduled so that it will not unduly disrupt QCTV's operations.

10.28 Medical Certification

The employee may be required to provide medical certification to support a request for leave because of the serious health condition of a child, spouse, parent or the

employee. A "Certification of Physician or Practitioner" form can be obtained from the QCTV Executive Director.

The form is to be completed by the attending physician or practitioner and submitted to QCTV Executive Director within ten (10) days after requested, or as soon as is reasonably practicable.

QCTV may require a second (or third) opinion at QCTV's expense. If required, QCTV will select a health care provider not regularly associated with QCTV.

10.29 Recertification

Recertification may be required if the employee requests an extension of the original length approved by QCTV or if the employee's circumstances change. Recertification may also be required if there is a question as to the validity of the certification or if the employee is unable to return to work due to the serious health condition.

10.30 Intermittent Leave

Leave requested because of a serious health condition of either a family member or the employee may be taken intermittently or on a reduced schedule if medically necessary. All requests for intermittent leave will be evaluated on a case-by-case basis.

QCTV may require the employee to transfer temporarily to an alternative position, with equivalent pay and benefits that better accommodates the intermittent leave than the employee's regular position.

10.31 Fitness for Duty

QCTV may require a medical certificate attesting to the employee's fitness for duty prior to return to work. The fitness for duty report must be based on the particular health condition(s) for which the leave was approved and must address whether the employee can perform the essential functions of his/her regular job.

QCTV Executive Director may consult with a physician or other expert to determine reasonable accommodations for any employee who is a "qualified disabled" employee under the ADA (Americans with Disabilities Act). If a fitness for duty certification is required, QCTV may deny reinstatement until it is provided.

10.32 Job Protection

Employees returning from Family and Medical Leave will be reinstated in their former position or a position equivalent in pay, benefits and other terms and conditions of employment.

An employee's reinstatement rights are the same as they would have been had the employee not been on leave. Thus, if an employee's position would have been

eliminated or an employee would have been terminated but for the leave, the employee would not have the right to be reinstated upon return from leave.

10.33 Effect on Benefits

An employee granted leave under this policy will continue to be covered under QCTV's group health and dental insurance plan under the same conditions and at the same level of QCTV contribution as would have been provided had they been continuously employed during the leave period. If there are changes in QCTV's contribution levels while the employee is on leave, those changes will take place as if the employee were still on the job. The employee will be required to continue payment of the employee portion of group insurance coverage. QCTV may choose to continue QCTV's portion if administratively more convenient.

Arrangements for payment of the employee's portion of premiums must be made by the employee with QCTV. If an employee's contribution is more than thirty (30) days late, QCTV may terminate the employee's insurance coverage (subject to COBRA requirements).

10.34 Use of Accrued Paid Leave or Compensatory Time During Family and Medical Leave

During the Family and Medical Leave, employees must use accrued annual leave and compensatory time prior to taking an unpaid leave unless their medical condition/injury is covered by worker's compensation or the absence qualifies under the state Parental Leave law (see Parental Leave Policy).

FMLA leave counts as continued service for purposes of retirement and/or pension plans.

10.35 Records Retention

Records on FMLA leave will generally be kept with normal payroll records except that any medical record will be maintained separately as a confidential medical record in accordance with the law.

10.36 Failure to Return from FMLA Leave

Employees who cannot return from an approved FMLA leave at the end of the approved leave period may request an extension (up to the maximum of twelve (12) weeks allowed under FMLA). If the twelve (12) FMLA weeks have already been used, the employee can request to go on a regular unpaid leave of absence. If approved, before unpaid leave begins the employee must use any accrued compensatory time, or annual leave that remains. If the leave is approved and unpaid, the employee will be required to pay the full cost of all group insurance, as provided under COBRA, in order to continue coverage.

If the unpaid leave of absence is not approved or the employee fails to request additional leave, the employee will be considered to have voluntarily resigned. If circumstances beyond the employee's control prevented the employee from

requesting additional leave, a retroactive leave request may be allowed, subject to QCTV Executive Director's approval.

If an employee fails to return from an FMLA leave and is determined to have voluntarily quit as described above, QCTV may seek reimbursement from the employee for the portion of the insurance premiums paid by QCTV on behalf of that employee during the period of leave.

10.37 Light Duty/Modified Duty Assignment

This policy is to establish guidelines for temporary assignment of work to temporarily disabled employees who are medically unable to perform their regular work duties. Light duty is evaluated by QCTV Executive Director on a case-by-case basis. This policy does not guarantee assignment to light duty. Any light duty/modified work assignment may be discontinued at any time.

Section 11 SEXUAL HARASSMENT PREVENTION

11.1 General

QCTV is committed to creating and maintaining a work place free of harassment and discrimination. Such harassment is a violation of Title VII of the Civil Rights Act of 1964 and the Minnesota Human Rights Act.

In keeping with this commitment, QCTV maintains a strict policy prohibiting unlawful harassment, including sexual harassment. This policy prohibits harassment in any form, including verbal and physical harassment.

This policy statement is intended to make all employees sensitive to the matter of sexual harassment, to express QCTV's strong disapproval of unlawful sexual harassment, to advise employees against this behavior and to inform them of their rights and obligations. The most effective way to address any sexual harassment issue is to bring it to the attention of management.

11.2 Definitions

To provide employees with a better understanding of what constitutes sexual harassment, the definition, based on Minnesota Statute § 363.01, subdivision 41, is provided: sexual harassment includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact, or other verbal or physical conduct or communication of a sexual nature, when:

- Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- Submitting to or rejecting the conduct is used as the basis for an employment decision affecting an individual's employment; or
- Such conduct has the purpose or result of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Examples of inappropriate conduct include but are not limited to: unwanted physical contact; unwelcome sexual jokes or comments; sexually explicit posters or pinups; repeated and unwelcome requests for dates or sexual favors; sexual gestures or any indication, expressed or implied, that job security or any other condition of employment depends on submission to or rejection of unwelcome sexual requests or behavior. In summary, sexual harassment is the unwanted, unwelcome and repeated action of an individual against another individual, using sexual overtones as a means of creating stress.

11.3 Expectations

QCTV recognizes the need to educate its employees on the subject of sexual harassment and stands committed to providing information and training. All employees are expected to treat each other and the general public with respect and to assist in fostering an environment that is free from unwanted harassment. Violations of this policy may result in discipline, including possible termination. Each situation will be evaluated on a case-by-case basis.

Employees who feel that they have been victims of sexual harassment, or employees who are aware of such harassment, should immediately report their concerns to any of the following:

- Immediate Supervisor;
- QCTV Executive Director;
- Quad Cities Cable Commission member.

In addition to notifying one of the above persons and stating the nature of the harassment, the employee is also encouraged to take the following steps:

- Make it clear to the harasser that the conduct is unwelcome and document that conversation;
- Document the occurrences of harassment;
- Submit the documented complaints to your supervisor, QCTV Executive Director, or any member of the Quad Cities Cable Communications Commission. Employees are strongly encouraged to put the complaint in writing.
- Document any further harassment or reprisals that occur after the initial complaint is made.

QCTV urges that conduct which is viewed as offensive be reported immediately to allow for corrective action to be taken through education and immediate counseling, if appropriate.

Management has the obligation to provide an environment free of sexual harassment. QCTV is obligated to prevent and correct unlawful harassment in a manner which does not abridge the rights of the accused. To accomplish this task, the cooperation of all employees is required.

QCTV will take action to correct any and all reported harassment to the extent evidence is available to verify the alleged harassment and any related retaliation. All allegations will be investigated. Strict confidentiality is not possible in all cases of sexual harassment as the accused has the right to answer charges made against them; particularly if discipline is a possible outcome. Reasonable efforts will be made to respect the confidentiality of the individuals involved, to the extent possible.

Any employee who makes a false complaint or provides false information during an investigation may be subject to disciplinary action, up to and including termination.

11.4 Retaliation

QCTV will not tolerate retaliation or intimidation directed towards anyone who makes a complaint. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment. Any individual who retaliates against a person who testifies, assists, or participates in an investigation may be subject to disciplinary action up to and including termination.

Section 12 SEPARATION FROM SERVICE

12.1 Resignations

Employees wishing to leave QCTV service in good standing must provide a written resignation notice to their supervisor, at least ten (10) working days before leaving. Exempt employees must give thirty (30) calendar days notice. The written resignation must state the effective date of the employee's resignation.

Failure to comply with this procedure may be cause for denying the employee's severance pay and any future employment with QCTV.

12.2 Severance Pay

Employees who leave the employ of QCTV in good standing by retirement or resignation will receive pay for 100% of unused accrued annual leave up to the allowable maximum of 280 hours.

Section 13 DISCIPLINE

13.1 General Policy

Supervisors are responsible for maintaining compliance with QCTV standards of employee conduct. The objective of this policy is to establish a standard disciplinary process for employees of QCTV. QCTV employees will be subject to disciplinary action for failure to fulfill their duties and responsibilities at the level required, including observance of work rules and standards of conduct and applicable QCTV policies.

Discipline will be administered in a non-discriminatory manner. An employee who believes that discipline applied was either unjust or disproportionate to the offense

committed may pursue a remedy through the grievance procedures established in QCTV's personnel policies. The supervisor and/or QCTV Executive Director will investigate any allegation on which disciplinary action might be based before any disciplinary action is taken.

13.2 No Contract Language Established

This policy is not to be construed as contractual terms and is intended to serve only as a guide for employment discipline.

13.3 Process

QCTV may elect to use progressive discipline with any employee. There may be circumstances that warrant deviation from the suggested order or where progressive discipline is not appropriate. Nothing in these personnel policies implies that any QCTV employee has a property right to the job he/she performs.

Documentation of disciplinary action taken will be placed in the employee's personnel file with a copy provided to the employee.

The following are descriptions of the types of disciplinary actions:

13.4 Oral Reprimand

This measure will be used where informal discussions with the employee's supervisor have not resolved the matter. All supervisors have the ability to issue oral reprimands without prior approval.

Oral reprimands are normally given for first infractions on minor offenses to clarify expectations and put the employee on notice that the performance or behavior needs to change, and what the change must be. The supervisor will document the oral reprimand including date(s) and a summary of discussion and corrective action needed.

13.5 Written Reprimand

A written reprimand is more serious and may follow an oral reprimand when the problem is not corrected or the behavior has not consistently improved in a reasonable period of time. Serious infractions may require skipping either the oral or written reprimand, or both. Written reprimands are issued by the supervisor with prior approval from QCTV Executive Director.

A written reprimand will: (1) state what did happen; (2) state what should have happened; (3) identify the policy, directive or performance expectation that was not followed; (4) provide history, if any, on the issue; (5) state goals, including timetables, and expectations for the future; and (6) indicate consequences of recurrence.

Employees will be given a copy of the reprimand to sign acknowledging its receipt. Employees' signatures do not mean that they agree with the reprimand. Written reprimands will be placed in the employee's personnel file.

13.6 Suspension With or Without Pay

QCTV Executive Director may suspend an employee without pay for disciplinary reasons. Suspension without pay may be followed with immediate dismissal as deemed appropriate by QCTV Council, except in the case of veterans. Qualified veterans will not be suspended without pay in conjunction with a termination.

The employee will be notified in writing of the reason for the suspension either prior to the suspension or shortly thereafter. A copy of the letter of suspension will be placed in the employee's personnel file.

An employee may be suspended or placed on involuntary leave of absence pending an investigation of an allegation involving that employee. The leave may be with or without pay depending on a number of factors including the nature of the allegations. If the allegation is proven false after the investigation, the relevant written documents will be removed from the employee's personnel file and the employee will receive any compensation and benefits due had the suspension not taken place.

13.7 Demotion and/or Transfer

An employee may be demoted or transferred if attempts at resolving an issue have failed and QCTV Executive Director determines a demotion or transfer to be the best solution to the problem. The employee must be qualified for the position to which they are being demoted or transferred. QCTV Council must approve this action.

13.8 Salary

An employee's salary increase may be withheld or the salary may be decreased due to performance deficiencies.

13.9 Dismissal

QCTV Executive Director, with the approval of the Quad Cities Cable Communications Commission, may dismiss an employee for substandard work performance, serious misconduct, or behavior not in keeping with QCTV standards.

If the disciplinary action involves the removal of a qualified veteran, the appropriate hearing notice will be provided and all rights will be afforded the veteran in accordance with Minnesota law.

Section 14 GRIEVANCE PROCEDURE

Any dispute between an employee and QCTV relative to the application, meaning or interpretation of these personnel policies will be settled in the following manner:

Step 1: The employee must present the grievance in writing, stating the nature of the grievance, the facts on which it is based, the provision or provisions of the personnel policies allegedly violated and the remedy requested, to the proper supervisor within twenty-one (21) days after the alleged violation or dispute has occurred. The supervisor will respond to the employee in writing within seven (7) calendar days.

Step 2: If the grievance has not been settled in accordance with Step 1, it must be presented in writing, stating the nature of the grievance, the facts on which it is based, the provision or provisions of the Personnel Policies allegedly violated, and the remedy requested, by the employee to QCTV Executive Director within seven (7) days after the supervisor's response is due. QCTV Executive Director or his/her designee will respond to the employee in writing within seven (7) calendar days. The decision of QCTV Executive Director is final.

14.1 Waiver

If a grievance is not presented within the time limits set forth above, it will be considered "waived." If a grievance is not appealed to the next step in the specified time limit or any agreed extension thereof, it will be considered settled on the basis of QCTV's last answer. If QCTV does not answer a grievance or an appeal within the specified time limits, the employee may elect to treat the grievance as denied at that step and immediately appeal the grievance to the next step. The time limit in each step may be extended by mutual agreement of QCTV and the employee without prejudice to either party.

The following actions are not givable:

- Performance evaluations;
- Pay increases or lack thereof; and
- Merit pay awards.

The above list is not meant to be all inclusive or exhaustive.

Section 15 EMPLOYEE EDUCATION AND TRAINING

QCTV promotes staff development as an essential, ongoing function needed to maintain and improve cost effective quality service to residents. The purposes for staff development are to ensure that employees develop and maintain the knowledge and skills necessary for effective job performance and to provide employees with an opportunity for job enrichment and mobility.

15.1 Policy

QCTV will pay for the costs of an employee's participation in training and attendance at professional conferences, provided that attendance is approved *in advance* under the following criteria and procedures:

15.2 Job-Related Training and Conferences

The subject matter of the training session or conference is directly job-related and relevant to the performance of the employee's work responsibilities. Responsibilities outlined in the job description, annual work program requirements and training goals and objectives that have been developed for the employee will be considered in determining if the request is job-related.

CLE or similar courses taken by an employee in order to maintain licensing or other professional accreditation will not be eligible for payment under this policy unless the subject matter relates directly to the employee's duties, even though the employee may be required to maintain such licensing or accreditation as a condition of employment with QCTV.

The supervisor and QCTV Executive Director are responsible for determining job-relatedness and approving or disapproving training and conference attendance.

15.3 Request for Participation in Training and Conferences

The request for participation in a training session or conference must be submitted in writing to the employee's supervisor. All requests must include an estimate of the total cost (training session, travel, meals, etc.) and a statement of how the education or training is related to the performance of the employee's work responsibilities with QCTV.

15.4 Out of State Travel

Attendance at training or conferences out of state is approved only if the training or conference is not available locally. All requests for out of state travel are reviewed for approval/disapproval by QCTV Executive Director.

15.5 Compensation for Travel and Training Time

Time spent traveling to and from, as well as time spent attending a training session or conference, will be compensated in accordance with the federal Fair Labor Standards Act.

Travel and other related training expenses will be reimbursed subject to the employee providing necessary receipts and appropriate documentation.

Expenses for meals, including sales tax and gratuity, will be reimbursed according to this policy. No reimbursement will be made for alcoholic beverages. QCTV uses the per diem rates from www.gsa.gov/perdiem

A full reimbursement, over the maximum defined, may be authorized if a lower cost meal is not available when attending banquets, training sessions, or meetings of professional organizations.

15.6 Memberships and Dues

The purpose of memberships to various professional organizations must be directly related to the betterment of the services of QCTV. Normally, one QCTV membership per agency, as determined by QCTV Executive Director is allowed, providing funds are available.

Upon separation of employment, individual memberships remain with QCTV and are transferred to another employee by the supervisor.

15.7 Tuition Reimbursement

To be considered for tuition reimbursement the fulltime employee must be in good standing and have been employed by QCTV for at least one year. All requests for tuition reimbursement will be considered on a case-by-case basis by the QCTV Executive Director, with final approval/disapproval provided by the Quad Cities Cable Communications Commission.

Courses taken for credit at an approved educational institution must meet the following criteria to be approved for reimbursement:

- Courses must be directly related to the employee's present position (whether required for a degree program or not); OR
- Courses must be directly related to a reasonable promotional opportunity in the same field of work as present position (whether part of a degree program or not).

QCTV will pay the cost of tuition upon successful completion (C grade or better; "pass" in a pass/fail course) of the approved course. Employees must reimburse QCTV if they voluntarily leave employment within twelve (12) months of receiving tuition reimbursement from QCTV.

Section 16 OUTSIDE EMPLOYMENT

The potential for conflicts of interest is lessened when individuals employed by QCTV regard QCTV as their primary employment responsibility. All outside employment is to be reported to the employee's immediate supervisor. If a potential conflict exists based on this policy or any other consideration, the supervisor will consult with QCTV Executive Director. Any QCTV employee accepting employment in an outside position that is determined by QCTV Executive Director to be in conflict with the employee's QCTV job will be required to resign from the outside employment or may be subject to discipline up to and including termination.

For the purpose of this policy, outside employment refers to any non-QCTV employment or consulting work for which an employee receives compensation, except for compensation received in conjunction with military service or holding a political office or an appointment to a government board or commission that is compatible with QCTV employment. The following is to be considered when determining if outside employment is acceptable:

- Outside employment must not interfere with a full-time or part-time employee's availability to work.
- Outside employment must not interfere with the employee's ability to fulfill the essential requirements of his/her position.
- The employee must not use QCTV equipment, resources or staff in the course of the outside employment.
- The employee must not violate any QCTV personnel policies as a result of outside employment.
- The employee must not receive compensation from another individual or employer for services performed during hours for which he/she is also being compensated by QCTV. Work performed for others while on approved annual leave or compensatory time is not a violation of policy unless that work creates the appearance of a conflict of interest.
- No employee will work for another employer, or for his/her own business, while using paid annual leave from QCTV for those same hours.

QCTV employees are not permitted to accept outside employment that creates either the appearance of or the potential for a conflict with the development, administration or implementation of policies, programs, services or any other operational aspect of QCTV.

Section 17 DRUG FREE WORKPLACE

In accordance with Federal Law, QCTV has adopted the following policy on drugs in the workplace:

- Employees are expected and required to report to work on time and in appropriate mental and physical condition. It is QCTV's intent and obligation to provide a drug-free, safe and secure work environment.
- The unlawful manufacture, distribution, possession, or use of a controlled substance on QCTV property or while conducting QCTV business is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.
- QCTV recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use their health insurance plans, as appropriate.

- Employees must, as a condition of employment, abide by the terms of this policy and must report any conviction under a criminal drug statute for violations occurring on or off work premises while conducting QCTV business. A report of the conviction must be made within five (5) days after the conviction as required by the Drug-Free Workplace Act of 1988.

Section 18 QCTV DRIVING POLICY

This policy applies to all employees who drive a vehicle on QCTV business at least once per month, whether driving a city-owned vehicle or their own personal vehicle. It also applies to employees who drive less frequently but whose ability to drive is essential to their job due to the emergency nature of the job. QCTV expects all employees who are required to drive as part of their job to drive safely and legally while on QCTV business and to maintain a good driving record.

QCTV will examine driving records once per year for all employees who are covered by this policy to determine compliance with this policy. Employees who lose their driver's license or receive restrictions on their license are required to notify their immediate supervisor on the first work day after any temporary, pending or permanent action is taken on their license and to keep their supervisor informed of any changes thereafter.

QCTV will determine appropriate action on a case-by-case basis.

Section 19 CELLULAR PHONE USE

This policy is intended to define acceptable and unacceptable uses of cellular telephones. Its application is to insure that cellular phone usage is consistent with the best interests of QCTV without unnecessary restriction of employees in the conduct of their duties. This policy will be implemented to prevent the improper use or abuse of cellular phones and to ensure that QCTV employees exercise the highest standards of propriety in their use.

19.1 General Policy

A supervisor may authorize an employee to use his/her own personal phone for QCTV business and be provided a taxable stipend to be determined by the QCTV Executive Director. An employee will not be reimbursed for business-related use of a private cell phone without prior authorization from his/her supervisor. Supervisors may also prohibit employees from carrying their own personal cell phones during working hours if it interferes with the performance of their job duties.

19.2 Procedures

It is the objective of QCTV to prevent and correct any abuse or misuse of cellular telephones through the application of this policy. Employees who abuse or misuse such telephones may be subject to disciplinary action.

19.3 Responsibility

QCTV Executive Director, or designee, will have primary responsibility for implementation and coordination of this policy. All supervisors will be responsible for enforcement within their departments.

Section 20 SAFETY

The health and safety of each employee of QCTV and the prevention of occupational injuries and illnesses are of primary importance to QCTV. To the greatest degree possible, management will maintain an environment free from unnecessary hazards and will establish safety policies and procedures for each department. Adherence to these policies is the responsibility of each employee. Overall administration of this policy is the responsibility of each supervisor.

20.1 Reporting Accidents and Illnesses

Both Minnesota Worker's Compensation laws and the state and federal Occupational Safety and Health Acts require that all on the job injuries and illnesses be reported as soon as possible by the employee, or on behalf of the injured or ill employee, to his/her supervisor. The employee's immediate supervisor is required to complete a First Report of Injury and any other forms that may be necessary related to an injury or illness on the job.

20.2 Safety Equipment/Gear

Where safety equipment is required by federal, state, or local rules and regulations, it is a condition of employment that such equipment be worn by the employee.

20.3 Unsafe Behavior

Supervisors are authorized to send an employee home immediately when the employee's behavior violates QCTV's personnel policies, department policies, or creates a potential health or safety issue for the employee or others.

Section 21 Acknowledgement of Receipt of the Personnel Policy

ACKNOWLEDGEMENT OF RECEIPT OF THE PERSONNEL POLICY

I acknowledge that I have received a copy of the Quad Cities Cable Communications Commission Personnel Policy. I understand that this document contains important information regarding QCCCC general personnel policies and my privileges and obligations as an employee. I will familiarize myself with the personnel policy and I understand that I am governed by its contents. I further understand that the personnel policy is not an employment contract and that QCCCC may change, rescind or add to any policies, benefits, or practices at its sole discretion with or without prior notice.

Employee's Signature

Date

Employee's Name (typed or printed)

Witness' Signature

Date

Witness' Name (typed or printed)

QCCCC Agenda Item

5.2 Technology Acceptable Use Policy

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Technology Acceptable Use Policy

Attached you will find a proposed technology acceptable use policy for the organization.

The policy is based on model language from the League of Minnesota Cities and aligns with member cities' IT policies. There is no current policy in place. Personnel attorney Scott Lepak reviewed the policy and is in support of moving the policy forward for commission action.

Action Considerations:

Approve as presented.

Delay pending further review.

Modify the policy.

**Quad Cities
Cable Communications
Commission**

(dba) QCTV

**Digital Use Policy & User Guidelines
2014**

A joint powers agreement to operate a cable television franchise and local programming organization on behalf of the member cities: Andover, Anoka, Champlin, Ramsey.

Introduction

Digital Resources are strategic assets of the QCTV and must be treated and managed as valuable resources. QCTV provides various computer resources to its employees for the purpose of assisting them in the performance of their job-related duties. QCTV also permits incidental access to QCTV resources for personal use. This Digital Use policy documents expectations for appropriate use of QCTV assets and is established to achieve the following:

1. To establish appropriate and acceptable practices regarding the use of information resources.
2. To ensure compliance with applicable State law and other rules and regulations regarding the management of information resources.
3. To educate individuals who may use information resources with respect to their responsibilities associated with computer resource use.

This Digital Use policy includes: Ownership, Acceptable Use, Incidental Use, Software, Printers, E-Mail & Internet Use, Mobile Devices, Passwords, Computer Problems, and Enforcement , Auditing & Reporting.

Ownership

Electronic files created, sent, received, or stored on Information Resources owned, leased, administered, or otherwise under the custody and control of QCTV are the property of QCTV and employee use of these files is neither personal nor private. QCTV management or their designee may access all such files at any time without knowledge of the user or owner. QCTV management reserves the right to monitor and/or log all employee use of QCTV Digital Resources with or without prior notice. **There should be no expectation of privacy.**

Acceptable Use Requirements

1. Users must report any weaknesses in QCTV computer security to the appropriate security staff. Weaknesses in computer security include unexpected software or system behavior, which may result in unintentional disclosure of information or exposure to security threats.
2. Users must report any incidents of possible misuse or violation of this Acceptable Use Policy.
3. Users must not attempt to access any data, documents, email correspondence, or programs contained on QCTV systems for which they do not have authorization.
4. Systems administrators and authorized users must not divulge remote connection information or other access points to QCTV computer resources to anyone without proper authorization.

5. Users must not share their account(s), passwords, Personal Identification Numbers (PIN), Security Tokens (i.e. Smartcard), or similar information or devices used for identification and authorization purposes.
6. Users must not make unauthorized copies of copyrighted or QCTV owned software or media assets owned, leased or created by QCTV.
7. Users must not use non-standard shareware or freeware software without the appropriate QCTV Executive Director approval.
8. Users must not purposely engage in activity that may harass, threaten or abuse others or intentionally access, create, store or transmit material which QCTV may deem to be offensive, indecent or obscene, or that is illegal according to local, state or federal law.
9. Users must not engage in activity that may degrade the performance of QCTV digital resources; deprive an authorized user access to QCTV resources; obtain extra resources beyond those allocated; or circumvent QCTV computer security measures.
10. Users must not download, install or run security programs or utilities such as password cracking programs, packet sniffers, or port scanners that reveal or exploit weaknesses in the security of a QCTV computer resources.
11. QCTV digital resources must not be used for personal benefit, political activity, unsolicited advertising, unauthorized fund raising, or for the solicitation of any activity that is prohibited by any local, state or federal law.
12. Access to the Internet from QCTV owned computers which are used from a remote location must adhere to all the policies. Employees must not allow family members or other non-employees to access nonpublic accessible QCTV computer systems.
13. Any security issues discovered must be reported to the Technology Manager and the Executive Director for follow-up investigation.
14. Users may not alter their system's configuration or take other steps to defeat virus protection devices or systems.
15. Unauthorized hardware may not be attached to QCTV equipment.

Incidental Use

Incidental personal use at QCTV means:

1. Incidental personal use of electronic mail, Internet access, fax machines, printers, and copiers is restricted to QCTV approved users only and does not include family members or others not affiliated with QCTV .
2. Incidental use must not result in direct costs to QCTV, cause legal action against, or cause embarrassment to QCTV.
3. Incidental use must not interfere with the normal performance of an employee's work duties.
4. Storage of personal email messages, voice messages, files and documents within QCTV 's computer resources must be nominal. There is no expectation of privacy.
5. QCTV management will resolve incidental use questions and issues using these guidelines in collaboration with QCTV 's Technology Manager and Executive Director.
6. Personal files may not contain copyright material such as mp3 files, videos or photos.
7. Personal video production on QCTV equipment must not be commercial in nature. You may not use QCTV equipment to do a job for another company or for personal gain.
8. There should be no personal use of QCTV resources during working hours.

Software

1. Only approved software may be used. All software will be installed by QCTV Technology staff.
2. Software downloaded from the Internet, freeware, shareware or otherwise obtained may not be installed on QCTV equipment without the prior written approval of the Executive Director or Technology Manager.
3. Personal software may not be installed on QCTV equipment.
4. Games, screen savers, toolbars, clipart, music and video that have not been specifically approved by the Technology Department are prohibited.
5. The Technology Department, without notice, may remove all unauthorized programs or software, equipment, downloads, or other resources if they could harm systems or technology performance.

Printers

1. Printers are to be used for documents that are relevant to the day-to-day conduct of business at QCTV. QCTV printers should not be used to print personal documents.
2. If you print something, please pick it up in a timely fashion. If you no longer want it, please dispose of it appropriately.
3. If you come across an unclaimed print job, please stack it neatly. All unclaimed print jobs will be discarded at end of day
4. Make efforts to limit paper usage by taking advantage of duplex printing and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).
5. Avoid printing large files, as this puts a drain on network resources and interferes with the ability of others to use the printer.
6. If printing a job in excess of 25 pages, please be at the printer to collect it when it comes out to ensure adequate paper supply for the job and that the output tray is not overfull (i.e. you may need to remove some of the output before the print job is finished). Large print jobs should be evaluated for cost. It may be more cost effective to have them printed outside the company.
7. Avoid printing e-mail messages. This is wasteful. Instead, use the folders and archiving functionality in your e-mail application to organize and view your messages.
8. Avoid re-using paper in laser printers, as this can lead to paper jams and other problems with the machine.
9. Many printers do not support certain paper types, including vellum, transparencies, adhesive labels, tracing paper, card stock, or thicker paper. If you need to use any of the paper types, consult with the Technology Manager to find out which machines can handle these specialty print jobs.
10. Color printing is typically not required by general business users. Because of the high cost of color printing avoid printing in color when monochrome will do.
11. If you encounter a physical problem with the printer (paper jam, out of toner, etc.) and are not "trained" in how to fix the problem, please do not try. Instead, report the problem to the Technology Department or ask a trained co-worker for help.
12. Report any malfunction of any printing device to Technical Manager as soon as possible.

E-Mail & Internet Use

Account Activation/Termination

E-mail accounts will be assigned by QCTV management. E-mail access at QCTV is controlled through individual accounts and passwords. It is the responsibility of the employee to protect the confidentiality of their account and password information.

E-mail access will be deactivated when an employee is terminated from employment with QCTV. QCTV is under no obligation to store or forward the contents of an individual's e-mail inbox/outbox after the term of their employment has ceased.

General Expectations of End Users

1. QCTV often delivers official communications via e-mail. As a result, employees of QCTV with e-mail accounts are expected to check their e-mail in a consistent and timely manner so that they are aware of important company announcements and updates, as well as for fulfilling business and role-oriented tasks.
2. E-mail users are responsible for mailbox management, including organization and cleaning. If a user subscribes to a mailing list, he or she must be aware of how to unsubscribe from the list, and is responsible for doing so in the event that their current e-mail address changes. Storage size limitations may be imposed as necessary.
3. E-mail users are expected to remember that e-mail sent from the company's e-mail accounts reflects on the company. Please comply with normal standards of professional and personal courtesy and conduct.

Appropriate Use

Individuals at QCTV are encouraged to use e-mail and Internet access to further the goals and objectives of QCTV. The types of activities that are encouraged include:

1. Communicating with fellow employees, business partners of QCTV, and clients within the context of an individual's assigned responsibilities.
2. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities.
3. Participating in educational or professional development activities.

Inappropriate Use

QCTV's e-mail system and Internet connection are not to be used for purposes that could be reasonably expected to strain storage or bandwidth (e.g. e-mailing large attachments instead of pointing to a location on a shared drive). Individual use will not interfere with other employee's professional use of QCTV's e-mail system and Internet connection. Use at QCTV will comply with all applicable laws, all QCTV policies, and all QCTV contracts.

The following activities are examples of inappropriate use of QCTV's e-mail system and Internet connection, and are strictly prohibited:

1. Use for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, soliciting for illegal pyramid schemes, and computer tampering (e.g. spreading of computer viruses).
2. Use that in any way that violates QCTV's policies, rules, or guidelines.
3. Viewing, copying, altering, or deletion of e-mail accounts or files belonging to QCTV or another individual without authorized permission.
4. Sending of unreasonably large attachments.
5. Opening attachments from unknown or unsigned sources. Attachments are the primary source of computer viruses and should be treated with utmost caution.
6. Sharing account passwords with another person, or attempting to obtain another person's account password. E-mail accounts are only to be used by the registered user.
7. Excessive personal use of QCTV e-mail and Internet connection resources. QCTV allows limited personal use for communication with family and friends, independent learning, and public service so long as it does not interfere with staff productivity, pre-empt any business activity, or consume more than a trivial amount of resources. QCTV prohibits personal use of its e-mail systems and services for unsolicited mass mailings, non-QCTV commercial activity, political campaigning, dissemination of chain letters, and use by non-employees. Uploading and downloading of files for personal use, access to pornographic sites, gaming and competitive commercial activity is strictly prohibited.
8. Individuals may not establish company computers as participants in any peer-to-peer network, unless approved by management.
9. Individuals will only use QCTV approved services for voice and video communication over the Internet.
10. Transmission of non-business audio, graphic or video files.

11. Instant messaging is strictly prohibited (i.e. AOL instant messaging). * See texting under Mobile Devices.
12. Participation in any Internet chat room, unless the topic area is related to company business, is prohibited.

Monitoring and Confidentiality

1. The e-mail systems and services used at QCTV are owned by the company, and are therefore its property. This gives QCTV the right to monitor any and all traffic passing through its system. This monitoring may include, but is not limited to, inadvertent reading by the Technology Department staff during the normal course of managing the e-mail system, review by legal council during the e-mail discovery phase of litigation, observation by management in cases of suspected abuse or to monitor employee use.
2. In addition, archival and backup copies of e-mail messages may exist, despite end-user deletion, in compliance with QCTV's records retention policy. The goals of these backup and archiving procedures are to ensure system reliability, prevent business data loss, meet regulatory and litigation needs, and to provide business intelligence.
3. Backup copies exist primarily to restore service in case of failure. Archival copies are designed for quick and accurate access by company delegates for a variety of management and legal needs. Both backups and archives are governed by the company's document retention policies.
4. If QCTV discovers or has good reason to suspect activities that do not comply with applicable laws or this policy, e-mail records may be retrieved and used to document the activity in accordance with due process.
5. Use extreme caution when communicating confidential or sensitive information via e-mail or the Internet. Keep in mind that all messages sent outside of QCTV become the property of the receiver. A good rule is to not communicate anything that you wouldn't feel comfortable being made public. Demonstrate particular care when using the "Reply" or "Reply All" command during e-mail correspondence to ensure the resulting message is not delivered to unintended recipients.

Reporting Misuse

Any allegations of misuse should be promptly reported to the Technology Manager and Executive Director. If you receive an offensive e-mail, do not forward, delete, or reply to the message. Instead, report it.

Social Media

1. Employees must distinguish between the use of social media (i.e. Facebook, Twitter, etc.) for company versus personal use. When using social media to support company business in accordance with job duties, individuals should clearly identify themselves as connected with the company.
2. Personal use of social media by company staff - whether about the company or not, and whether positive or negative - will reflect on the company as a whole. Personal use of social media should not violate any company policies already in place. (i.e. harassment, intimidation, etc.)
3. Employees are prohibited from using personal social media during working hours.

Remote Access

Certain employees may be given the ability to access QCTV computer systems from remote locations or from home, using either personal equipment or city-owned equipment.

Remote access is limited to staff classified as exempt and who frequently work independently on company business. Non-exempt staff may be given temporary access from time to time as needed, but only with the approval of their supervisor and the Technology Department.

Employees with remote access privileges will be given specific instructions from the Technology Department about how to protect city equipment and information resources. If you have any questions about remote access to the city's network, check with the Technology Department.

Mobile Devices

The purpose of this mobile device policy is to define standards, procedures, and restrictions for end users who have legitimate business uses for connecting mobile devices to QCTV's network and data.

The overriding goal of this policy is to protect the integrity of the confidential client and business data that resides within QCTV's technology infrastructure, including internal and external cloud services. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it could potentially be accessed by unsanctioned resources. A breach of this type could result in loss of information, damage to critical applications, loss of revenue, and

damage to the QCTV public image. Therefore, all users employing a mobile device connected to QCTV's network, and/or capable of backing up, storing, or otherwise accessing corporate data of any type, must adhere to company-defined processes for doing so.

This mobile device policy applies, but is not limited to, all devices and accompanying media that fit the following classifications:

- Smartphones
- Other mobile/cellular phones
- Tablets
- E-readers
- Portable media devices
- Portable gaming devices
- Laptop/notebook/ultrabook computers
- Wearable computing devices
- Any other mobile device capable of storing corporate data and connecting to a network

In order to maintain security and manageability all devices must be approved by the Technology Manager. This applies to any mobile hardware that is used to access corporate resources, whether the device is owned by the user or by the organization.

This mobile policy applies to all QCTV employees, including full and part-time staff, contractors, freelancers, and other agents who use a mobile device to access, store, back up, or relocate any organization or client-specific data. Such access to this confidential data is a privilege, not a right, and forms the basis of the trust QCTV has built with its member cities, community partners and other constituents. Consequently, employment at QCTV does not automatically guarantee the initial or ongoing ability to use these devices to gain access to QCTV networks and information.

Addition of new hardware, software, and/or related components to provide additional mobile device connectivity will be managed at the sole discretion of the Technology Department.

Non-sanctioned use of mobile devices to back up, store, and otherwise access any enterprise-related data is strictly forbidden.

This mobile policy is complementary to any other policies dealing specifically with data access, data storage, data movement, and connectivity of devices to any element of the QCTV network.

Security

1. Employees using mobile devices and related software for network and data access will, without exception, use secure data management procedures. **All mobile devices must be protected by a strong password**; a PIN is not sufficient. All data stored on the device must be encrypted using **strong encryption**. Employees agree never to disclose their passwords to anyone.
2. All users of mobile devices **must employ reasonable physical security measures**. End users are expected to secure all such devices against being lost or stolen, whether or not they are actually in use and/or being carried.
3. Any non-corporate computers used to synchronize or back up data on mobile devices will have installed **up-to-date anti-virus and anti-malware software deemed necessary** by QCTV's Technology Department.
4. Passwords and other confidential data, as defined by QCTV are **not to be stored unencrypted** on mobile devices.
5. Any mobile device that is being used to store QCTV data must **adhere to the authentication requirements** of QCTV. In addition, all hardware security configurations must be pre-approved by QCTV's Technology Department and Executive Director before any enterprise data-carrying device can be connected to the corporate network.
6. The Technology Department and Executive Director will manage security policies, network, application, and data access centrally using whatever technology solutions it deems suitable. **Any attempt to contravene or bypass that security implementation will be deemed an intrusion attempt** and will become a performance issue with the employee or contractor.
7. Employees, contractors, and temporary staff will follow all QCTV sanctioned data removal procedures to permanently erase company specific data from such devices once its use is no longer required. **QCTV will completely wipe devices of all corporate and personal data upon termination of employment or contractor status.**
8. **In the event of a lost or stolen mobile device, it is incumbent on the user to report the incident to QCTV immediately. The device will be remotely wiped** of all (corporate and personal) data and locked to prevent access by anyone other than the Technology Department. If the device is recovered, it can be submitted to the Technology Department for re-provisioning. **The remote wipe will destroy all data on the device, whether it is related to company business or personal.** The user understands that personal data may be erased in the rare event of a security breach and must agree to this before connecting the device to corporate resources.

9. Usage of a mobile device to capture images, video, or audio, whether native to the device or through third-party applications, is prohibited within the workplace.
10. Applications that have not been approved by the Technology Department are not to be used within the workplace or in conjunction with corporate data.
11. Texting for business purposes is not permitted.

Hardware & Support

1. QCTV reserves the right, through policy enforcement and any other means it deems necessary, to limit the ability of end users to transfer data to and from specific resources on the enterprise network.
2. Users will make no modifications to the hardware or software that change the nature of the device in a significant way (e.g. replacing or overriding the operating system, jailbreaking, rooting) without the express approval of QCTV's Technology Department and Executive Director.
3. The Technology Department will support the connection of mobile devices to corporate resources. On personally owned devices, the Technology Department will **not** support hardware issues or non-corporate applications.

Organizational Protocol

1. The Technology Department can and will establish audit trails, which will be accessed, published, and used without notice. Such trails will be able to track the attachment of an external device to the corporate network, and the resulting reports may be used for investigation of possible breaches and/or misuse. **The end user agrees to and accepts that his or her access and/or connection to QCTV's networks may be monitored to record dates, times, duration of access, etc. in order to identify unusual usage patterns or other suspicious activity. The status of the device, including tracking application presence or usage, jailbreak detection, data usage, operating system version may also be monitored.** This monitoring is necessary in order to identify accounts/computers that may have been compromised by external parties or users who are not complying with QCTV's policies.
2. The end user agrees to **immediately report** to QCTV's Technology Department and Executive Director **any incident or suspected incidents of unauthorized data access**, data loss, and/or disclosure of company resources, databases, networks, etc.
3. QCTV will not reimburse employees if they choose to purchase their own mobile devices. Users will not be allowed to expense mobile network usage costs.

Passwords & Physical Security of Equipment

1. Passwords must be at least 8 characters long and include a combination of upper case, lower case, at least one number and a special character (i.e. \$%^&).
2. Passwords must be changed quarterly.
3. Lock your workstation if you will be away from your desk for more than 5 minutes.
4. Company equipment should never be left unattended.

Notice of Computer Problems

Employees are responsible for notifying the Technology Department about computer problems or odd computer behavior. Employees should err on the side of caution when reporting issues because small problems may indicate a more serious network or computer system issue.

Enforcement, Auditing & Reporting

1. Violation of this policy may result in disciplinary action that may include termination for employees and temporaries; termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers. Additionally, individuals are subject to loss of QCTV digital resource access privileges, civil, and criminal prosecution.
2. QCTV Management is responsible for the periodic auditing and reporting of compliance with this policy. QCTV Management will be responsible for defining the format and frequency of the reporting requirements.
3. Exceptions to this policy will be considered only when the requested exception is documented in writing and submitted to the QCTV Technology Manager and Executive Director.

Public Wi-Fi

Access to the public Wi-Fi connection provided at QCTV and at City Hall locations is governed by the above Acceptable Use Requirements.

Employee Declaration

I have read and understand the above **Quad Cities Cable Communications Commission Digital Use Policy & User Guidelines**, and agree to adhere to the rules outlined therein. Non compliance may result in disciplinary action including termination.

Employee Signature

Date

QCCCC Agenda Item

5.3.1 Capital Assets Depreciation Schedule

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Capital Assets – Depreciation Schedule

Below you will find a proposed revised depreciation schedule statement for the organization.

The current schedule is 5-10 years straight-line depreciation. In creating a comprehensive inventory database in 2013 and upon review of past capital depreciation practices, staff recommends the depreciation schedule be modified to 3-10 years straight-line depreciation. Staff consulted HLB Tautges-Redpath auditors and they concur with the recommendation.

Property, plant and equipment of the Commission is depreciated using the straight-line method over the following estimated useful lives.

<i>Furniture, fixtures and equipment</i>	<i>3-10 years</i>
<i>Building</i>	<i>39 years</i>

Action Considerations:

Approve as presented.

Delay pending further review.

Modify the proposed depreciation schedule.

QCCCC Agenda Item

5.3.2 Capital Budget Adjustment

February 12, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Capital Budget Adjustment – Active Directory

Capital budget adjustment background: The draft 5-year capital plan budgeted \$1,833 for three years for network server maintenance (2014-2016). This maintenance item was budgeted with the plan of implementing the active directory network solution with 2013 operating funds approved by the commission. This project was deferred pending the outcome of the organizational assessment report. We have now completed network server planning with the proposed organizational structure in mind and would like to order equipment prior to the implementation of the hiring process. The goal is to bring on each employee with file sharing credentials, network security, cloud based email and office software, and eventually implement back up data storage off site. This project moves QCTV to less dependency on Marketplace Plus (a company owned and operated by QCTV employee Scott Flynn).

Adjustment request: Allocate \$4,000 of the 2014 capital budget for edit suites upgrades to network servers. This results in a total 2014 capital budget for network servers of \$5,833.

QCTV needs to move to a comprehensive network solution for security purposes. After studying the various options it was found that implementing Microsoft Active Directory would address the current needs along with providing for future growth. This will require investment in a Server (computer), server software (Microsoft Server 2012) and an appropriate number of user licenses (15).

We have also determined that moving QCTV e-mail to the Microsoft cloud-based Exchange Server will provide the level of integration and security QCTV now requires. For the full time staff this would also include a Microsoft Office subscription. The current Office version being used is 7 years old and needs to be updated. Microsoft is moving from selling software to annual license agreements using cloud-based delivery.

There will also be an annual operating cost of \$2,520.00 for cloud-based e-mail and Microsoft Office subscriptions of which there is \$5,000 budgeted.

Cost Breakdown

Active Directory Server & Software - one time expense

Hardware	Cost	Software	Cost
Server (Computer)	\$1,505.00	Microsoft Server 2012	\$699.00
NAS/Network Address Storage 16 TB, expandable to 32 TB	\$1,806.00	(15) User Licenses	\$450.00
Total:	\$3,311.00		\$1,149.00
		Grand Total:	\$4,460.00

Annual Subscription Operating Cost

Subscription Based Services	Unit Cost	Total Cost
(10) Microsoft Office 365 including e-mail	\$180.00/year	\$1,800.00
(15) Microsoft Exchange e-mail only accounts	\$48.00/year	\$720.00
	Grand Total	\$2,520.00

Capital Budget Adjustment Comparison

Network Servers - Adjusted

Item	2014	2015	2016	2017	2018	Total
Security Cam System	2,000.00				2,000.00	4,000.00
Servers/Email				2,400.00		2,400.00
Routers/Network/Firebox		1,800.00	3,000.00		3,000.00	7,800.00
Printers/Scanners	2,000.00		500.00		2,000.00	4,500.00
Network Area Storage	1,833.00	1,833.00	1,833.00		1,833.00	7,332.00
Reallocate for Active Directory	4,000.00					
Offsite Backup				1,400.00		1,400.00
UPS (10)	800.00	800.00	800.00	800.00	800.00	4,000.00
Disc Duplicator		5,000.00			5,000.00	10,000.00
Total	10,633	9,433	6,133	4,600	14,633	41,432

Edit Suites - Adjusted

Item	2014	2015	2016	2017	2018	Total
Computers (3)	3,500.00	3,500.00		3,500.00	3,500.00	14,000
Accessories	1,666.00	1,666.00		1,666.00	1,666.00	6,664
Monitors	1,000.00	1,000.00		1,000.00	1,000.00	4,000
Speakers/Mics/Headsets	550.00	550.00		550.00	550.00	2,200
UPS (3)	333.00	333.00	166.00	333.00	333.00	1,498
Portable Hard Drives (24)	1,450.00	1,450.00	1,450.00	1,450.00	1,450.00	7,250
Reallocate to Network Servers	-4,000.00					
Total	4,499	8,499	1,616	8,499	8,499	35,612

Action Considerations:

Approve as presented. Allocate \$4,000 of the 2014 capital budget for edit suites upgrades to network servers. This results in a total 2014 capital budget for network servers of \$5,833.

Delay pending further review.

QCCCC Agenda Item
5.4 Monthly Stats Report

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Statistical Report

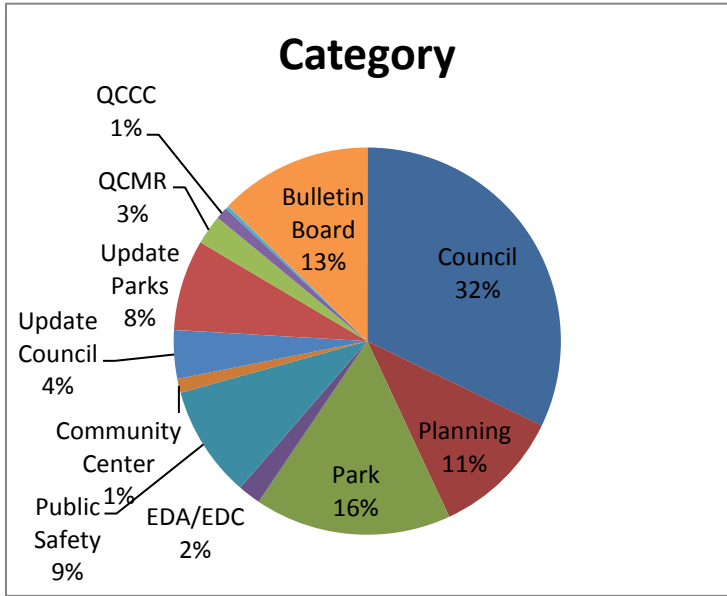
Attached you will find the January program statistical reports.

Action Requested: None.

Andover Channel & Web Statistics

January 2014

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 2134	New Shows: 8	Total Hours: 94:47	Total Hits: 462
Total Time: 649:13	New Time 3:31	Saturation 12.7%	
Saturation: 87.3%	All Shows 25		
	All Time: 9:21		

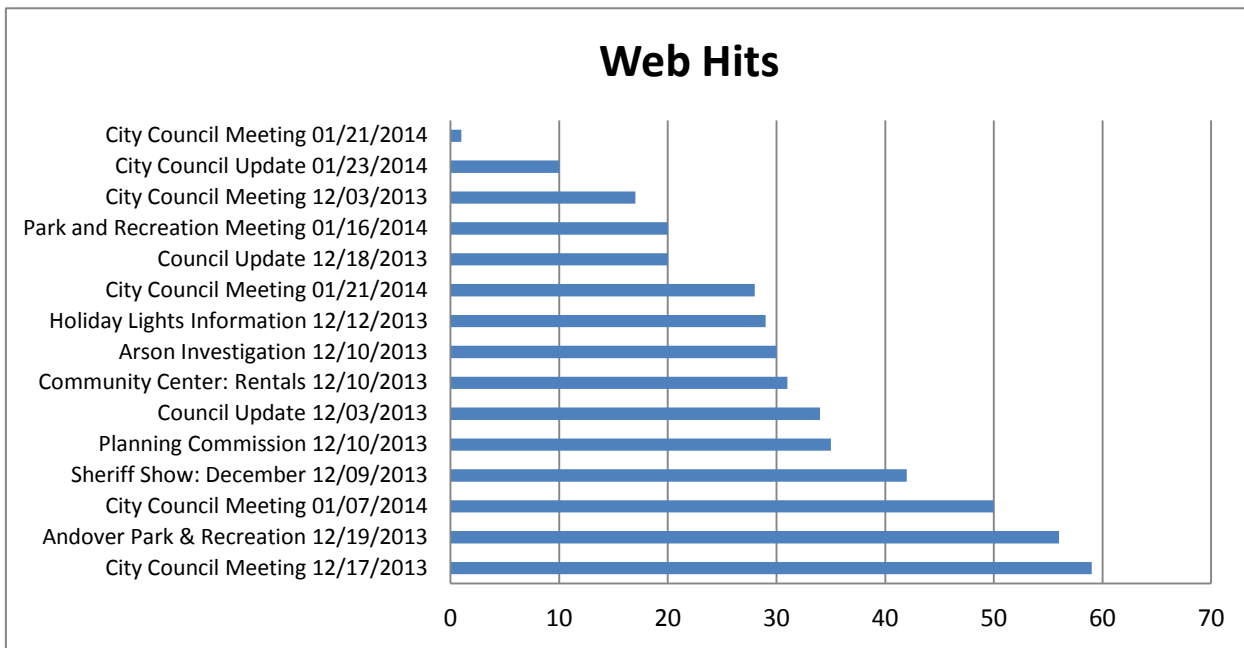


Channel Up Time 97.95%

Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	1.75%	13:01
Power Out:	0.3%	2:16

Shared With Multiple Cities

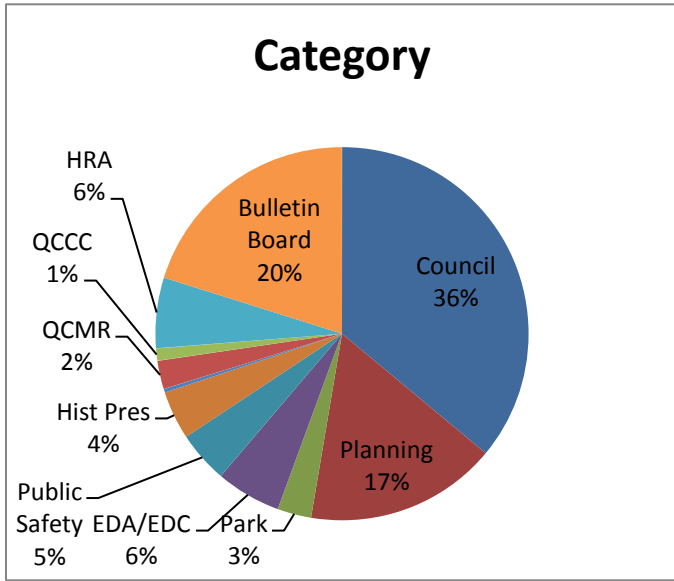
Date	Content	Duration
12/10/2013	Arson Update	0:02:27
12/6/2013	Sheriff Show	0:11:30
11/6/2013	Public Safety Talk	0:30:13
1/17/2014	QCMR	0:12:54
12/13/2013	QCMR	0:14:48
1/22/2014	QCCC	0:51:33
12/19/2013	QCCC	0:18:08



Anoka Channel & Web Statistics

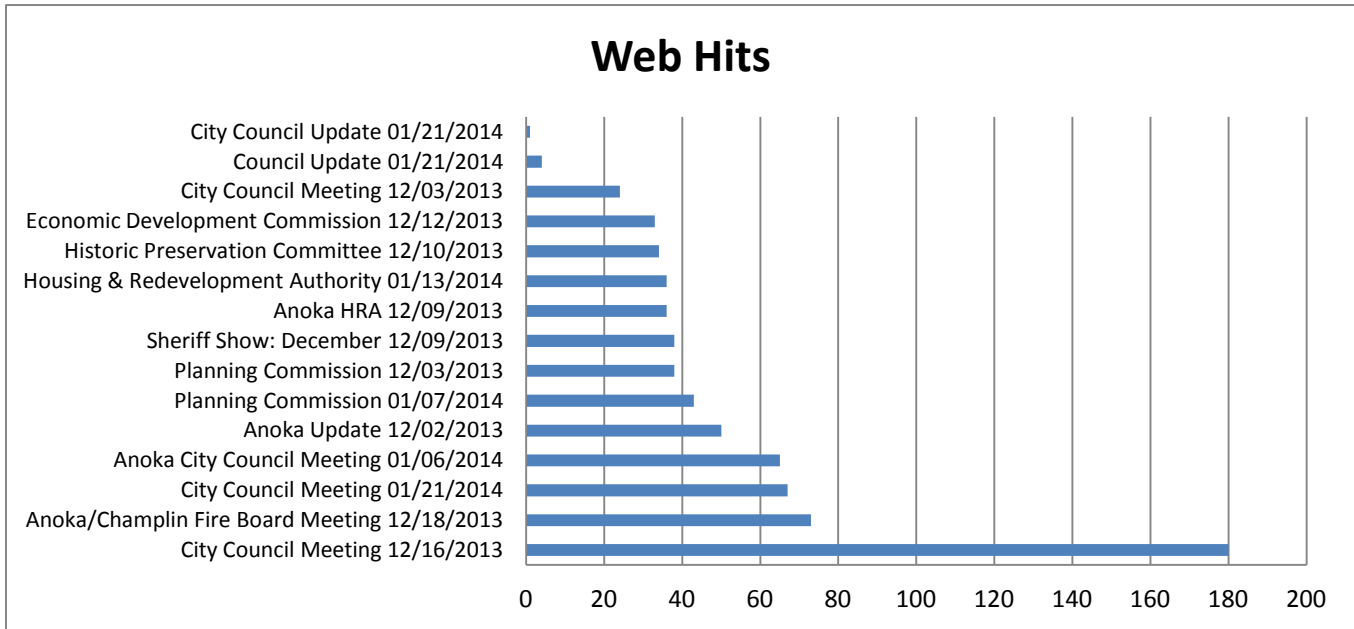
January 2014

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 896	New Shows: 7	Total Hours: 149:50	Total Hits: 722
Total Time: 594:10	New Time: 7:13	Saturation: 20.1%	
Saturation: 79.9%	All Shows: 21		
	All Time: 16:16		



Channel Up Time: 99.25%		
Issues	Percentage	Hours
Scheduling:	0	0
File:	0	0
Server:	0.18%	1:22
Power Out:	0.3%	2:16

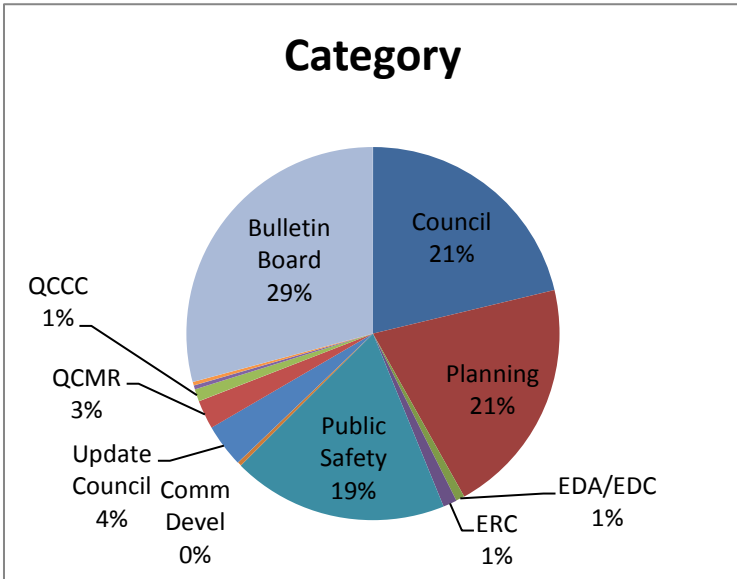
Shared with multiple cities		
12/18/2013	Anoka Champlin Fire Brd	0:18:40
12/5/2013	Sheriff Show	0:11:30
11/6/2013	Public Safety Talk	0:30:13
1/17/2014	QCMR	0:12:54
12/13/2013	QCMR	0:14:48
1/22/2014	QCCC	0:51:33
12/19/2013	QCCC	0:18:08



Champlin Channel & Web Statistics

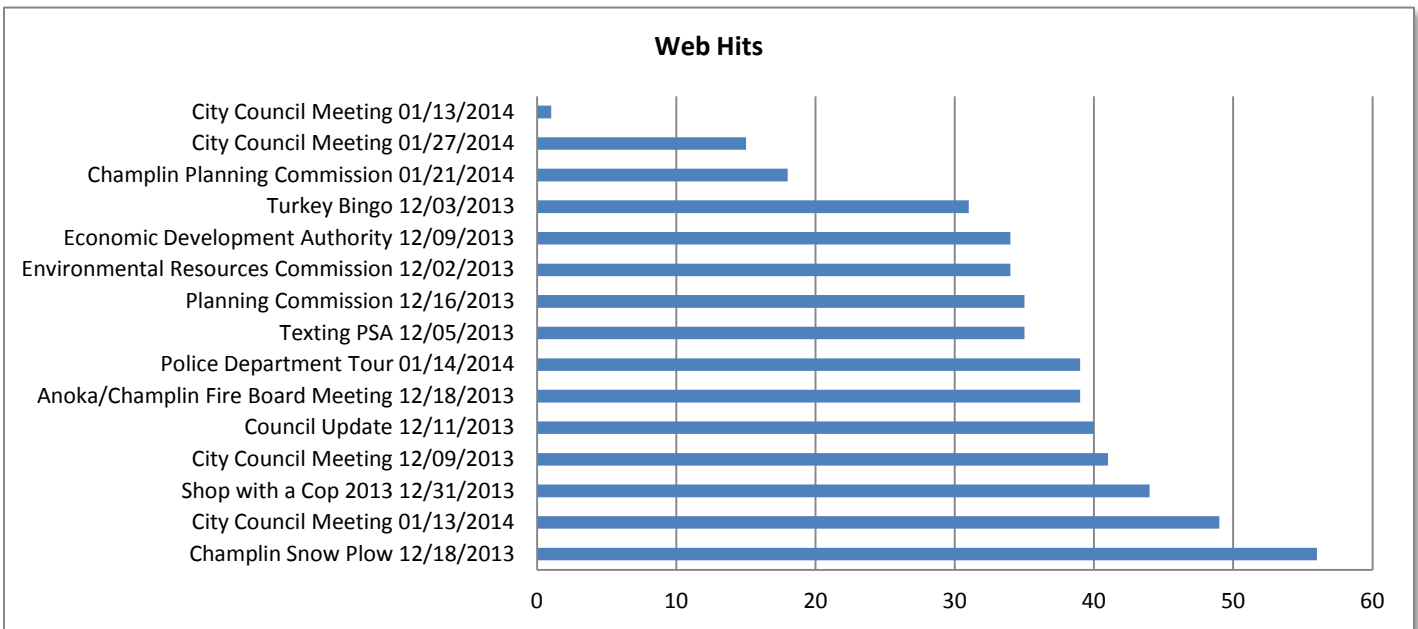
January 2014

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 1510	New Shows: 7	Total Hours: 217:05	Total Hits: 511
Total Time: 526:55	New Time: 1:58	Saturation: 29.2%	
Saturation: 70.8 %	All Shows: 23		
	All Time: 6:05		



Channel Uptime 99.32%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	.038%	00:18
Power Out:	0.3%	2:16

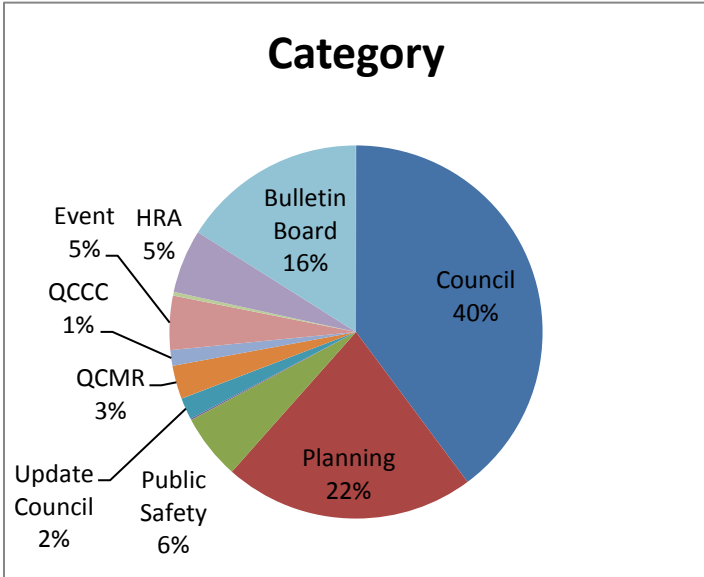
Shared With Multiple Cities		
12/18/2013	Anoka Champ Fire Brd	0:18:40
11/6/2013	Public Safety Talk	0:30:13
1/17/2014	QCCM	0:12:54
12/13/2013	QCCM	0:14:48
1/22/2014	QCCC	0:51:33
12/19/2013	QCCC	0:18:08



Ramsey Channel & Web Statistics

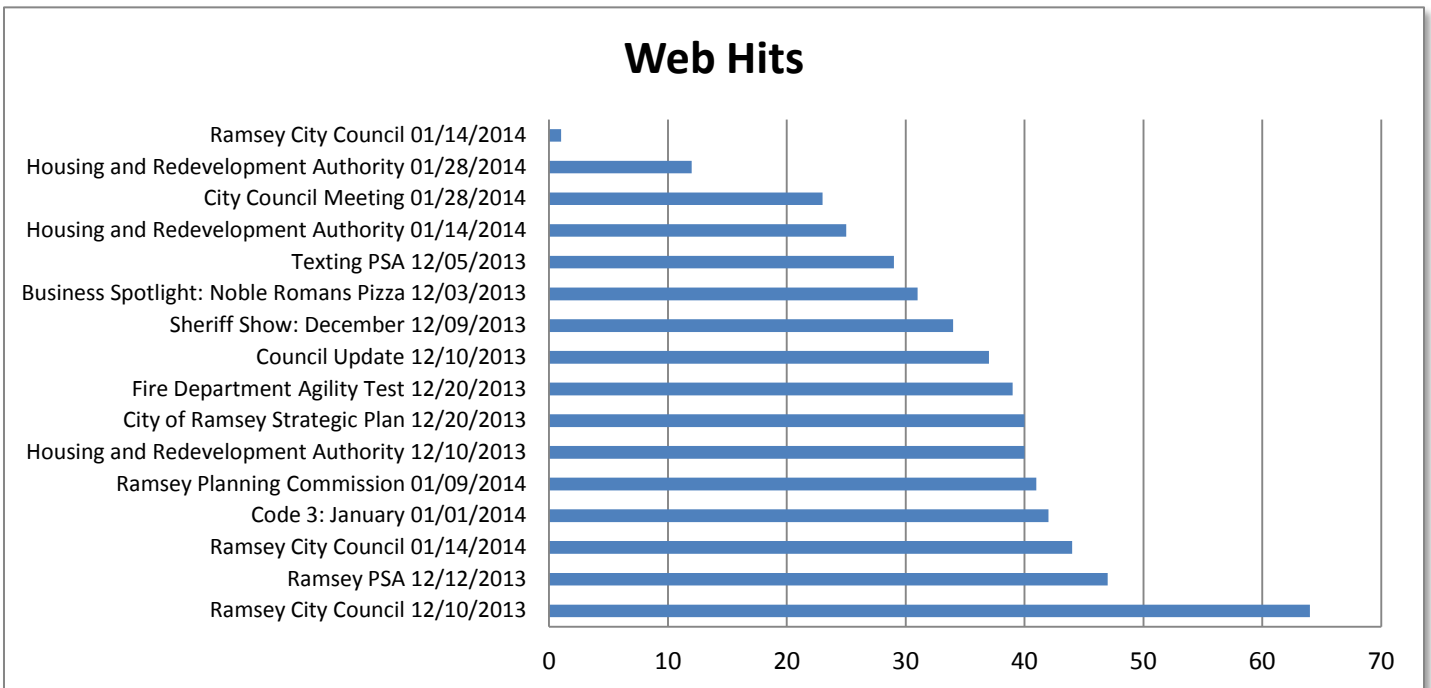
January 2014

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 888	New Shows: 9	Total Hours: 119:23	Total Hits: 549
Total Time: 624:37	New Time: 9:08	Saturation: 16.1%	
Saturation: 83.9%	All Shows: 22		
	All Time: 15:02		



Channel Uptime 99.47%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0.23%	1:46
Power Out:	0.3%	2:16

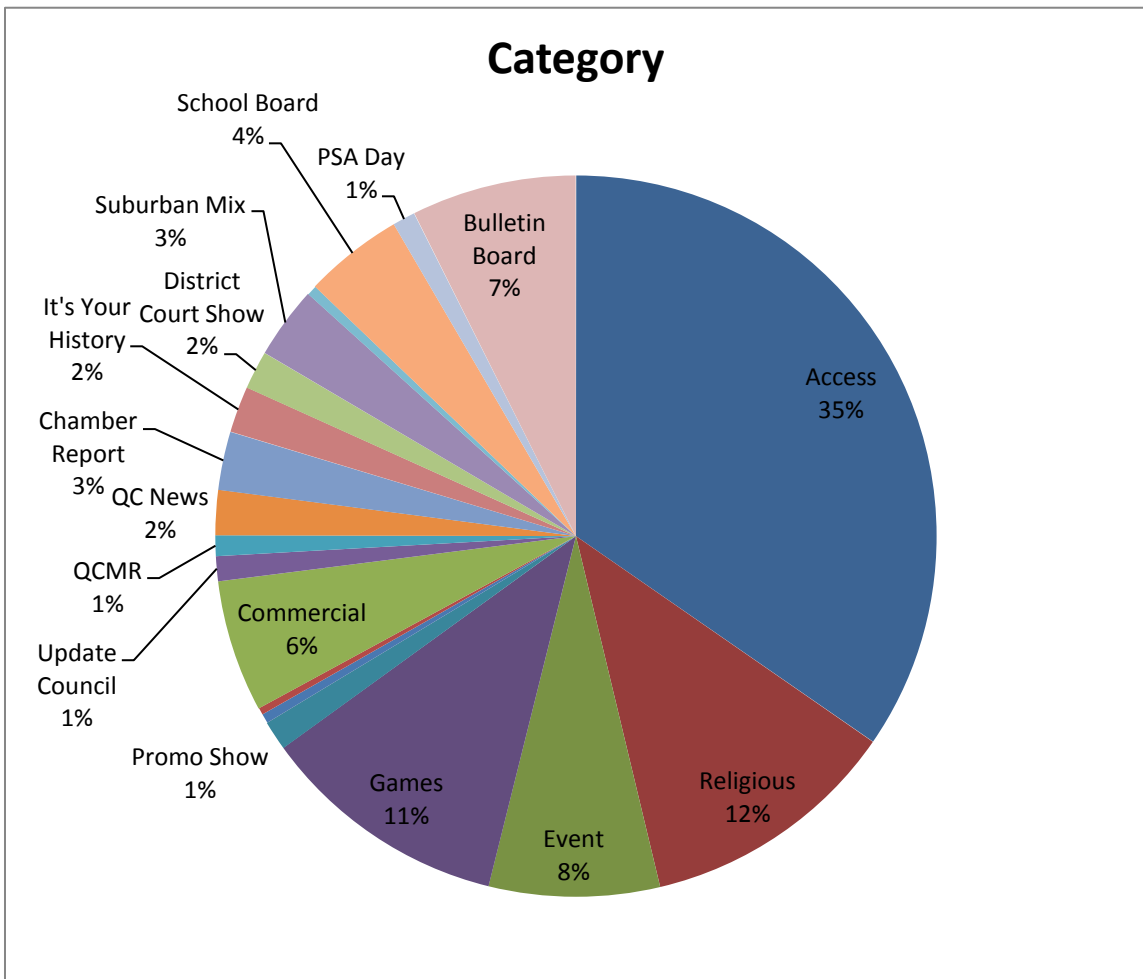
Shared with Multiple Cities		
12/5/2013	Sheriff Show	0:11:30
11/6/2013	Public Safety	0:30:13
1/17/2014	QCMR	0:12:54
12/13/2013	QCMR	0:14:48
1/22/2014	QCCC	0:51:33
12/19/2013	QCCC	0:18:08



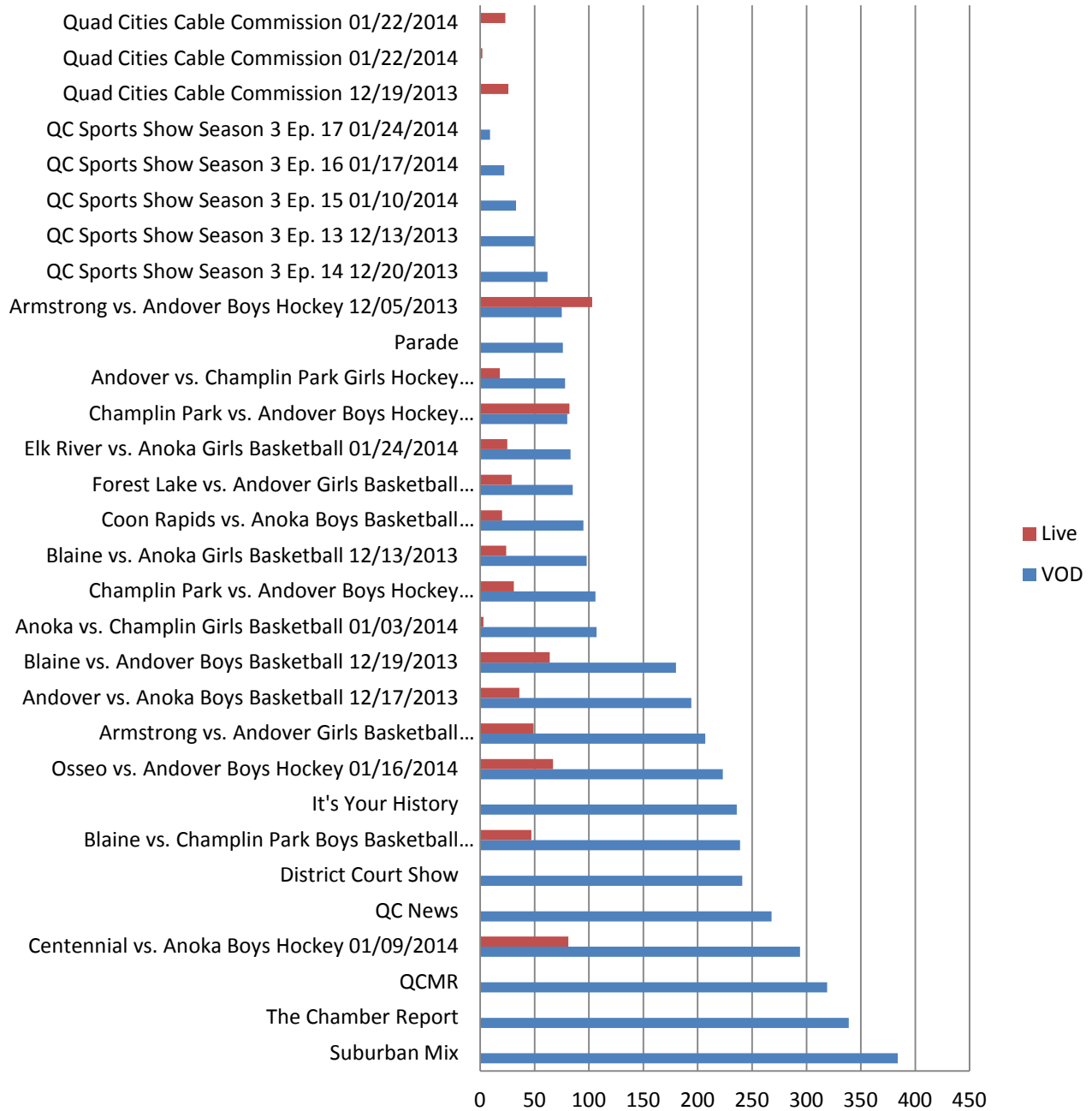
Community Channel 15 January 2014

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	2035	New Shows:	98	Total Hours:	55:02	Total VOD Hits:	4183
Total Time:	688:58	New Time:	69:48	Saturation:	7.4 %	Total Live:	730
Saturation:	92.6%	All Shows:	185				
		All Time:	107:05				

Channel Uptime 98.08%		
Issues	Percentage	Hours
Scheduling	0	0
File:	1.62%	12:06
Server:	0%	0
Power Out:	0.3%	2:16



Web Hits

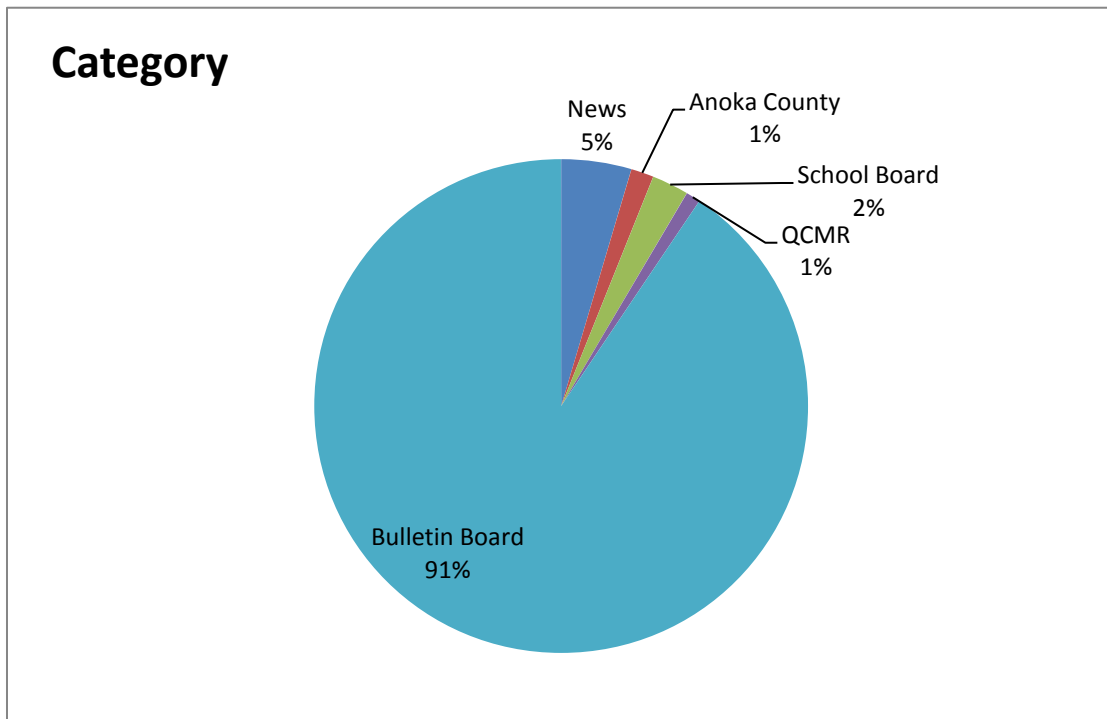


Community Channel 19

January 2014

Playback:		Shows:		Bulletin Board:	
Total Runs:	185	New Shows:	10	Total Hours:	673:51
Total Time:	70:09	New Time:	5:34	Saturation:	90.6%
Saturation:	9.4%	All Shows:	15		
		All Time:	8:46		

Channel Uptime 99.7%		
Issues	Percentage	Hours
Scheduling	0	0
File:	0	0
Server:	0	0
Power Out:	0.3%	2:16



QCCCC Agenda Item

5.5 Programming Reports

February 10, 2014

To: Commissioners

From: Karen George, Executive Director

Subject: Programming Reports (January)

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: Thursday, February 06, 2014
RE: January 2014

ISD 11 •

During the month of January, we recorded two school board meetings at the Sandburg building.

In late-January the school district communicated with us that they had purchased equipment, allowing them the ability to program Educational Channel 18. On February 4, testing will begin on the new equipment, giving them complete control of the channel.

In February we are scheduled to record one school board meeting.

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 January, we had a total of 158 bulletin boards that played. There were 34 new community and city event bulletin boards, 79 bulletin board slides containing city agenda information, and 12 that carried over from December to January. 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). So we are up 7 from last month.

Additional Programming •

We have been approached by the Sheriff's office and the Anoka County attorney to record one of their Community Forums to Discuss Heroin. This is an informational program that they are taking on the road to parents all over Anoka County. We will play this program on our Community Channel 15 and make it available for purchase.

We have, also, been contacted by the ABC League of Woman Voters (LWV) to record an information forum given by County Attorney, Tony Palumbo on the topic of Elder Abuse. The forum is to take place at the Andover City Hall. Last year LWV asked us to record a forum on the topic of Anoka County Roads, which was also held at Andover City Hall.

Andover

During the month of January we had 10 new programs, with a total of 4 hours and 21 minutes.

Meetings:

City Council (07/07)

Park and Recreation Meeting (01/16)

Planning Commission Meeting (No)

Cable Commission (01/22)

City Council (01/21)

New Programming:

1. Council Update
 - Councilmember Mike Knight reviews the January 7 and January 21 meetings with City Administrator Jim Dickinson.
2. Quad Cities Municipal Report: *(featured stories)*
 - New Fixit Program
 - North Suburban Home Improvement Show
3. Carbon Monoxide & Smoke Alarms
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
4. Understanding Snow Emergencies
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
5. Save your Mailbox
 - Dave Berkowitz explains how a little maintenance can save your mailbox
6. Where's the Fire Hydrant?
 - Fire Chief, Dan Winkel explains how important it is to remove the snow around your fire hydrant

What we are working on:

Sheriff Show

Winter Jacket Drive

Polar Plunge

Spring Parks Project

Winter Recreation Activities

Arbor Day

Anoka

During the month of January we had 9 new programs, with a total of 8 hours and 3 minutes.

Meetings:

City Council (01/06)

City Council (01/21)

Planning Commission Meeting (01/07)

Cable Commission (01/22)

Housing and Redevelopment (01/13)

New Programming

1. Quad Cities Municipal Report: *(featured stories)*
 - Castle Field Update
 - Outdoor Recreation
2. Council Update
 - Councilmember Carl Anderson came in to review the meeting of January 21
3. Carbon Monoxide & Smoke Alarms
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
4. Understanding Snow Emergencies
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach

What we are working on

Garfield Improvement Street Project

Advance Anoka

Mayors Trail Ride

Senior Center Promo

Castle Field Fundraiser

Champlin

During the month of January we had 10 new programs, with a total of 3 hours and 1 minute.

Meetings:

Environmental Resource Commission (No)

Planning Commission (01/22)

City Council (01/13)

Cable Commission (01/22)

Park and Recreation (No)

City Council (01/27)

New Programming

1. Public Safety Building Tour
 - Chief Dave Kolb gave an in-depth tour of the public safety building amenities
2. Quad Cities Municipal Report: *(featured stories)*
 - Mill Pond
 - Shop with a Cop
3. Mill Pond Update
 - Todd Tuominen gives an update on the Elm Creek Dam at the Mill Pond
4. Park and Recreation Department Spring Update
5. Carbon Monoxide & Smoke Alarms
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
6. Understanding Snow Emergencies
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach

What we are working on

City Wide Garage Sale

Community Forum to Discuss Heroin

Winter Survival

New Fire Truck

Ramsey

During the month of January we had 11 new programs, with a total of 4 hours and 21 minutes.

Meetings:

Planning Commission (No)	Park and Recreation Meeting (01/16)
City Council Meeting (01/08)	Cable Commission (01/22)
Housing and Redevelopment Authority (01/08)	City Council Meeting (01/21)

New Programming

1. CODE 3
 - Reviews the new Crime Mapping software
2. Quad Cities Municipal Report: (*featured stories*)
 - Ice Skating locations
 - Shovel out your Fire Hydrant
3. Carbon Monoxide & Smoke Alarms
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
4. Understanding Snow Emergencies
 - ECHO-TV is a co-production of Minnesota's Emergency, Community and Health Outreach
5. Ramsey Resident (video version)
 - Inaugural edition of the new update format featuring a video version on many of the articles in the current *Ramsey Resident* print version

What we are working on:

Mayor's Trail Ride	CODE 3
Warning Sirens	New Fire Marshall Interview
Tree Book	New land broker for COR

TO: Board of Directors
FROM: Bruce Chaffee, Sports Director
DATE: February 4, 2014

Finally, January is done. What a tough month it's been. The cold weather has really wreaked havoc on the sports' calendar. We've had 4 cancellations of games due to the bad weather.

Programming Totals (January):

- 3 - Girls Basketball Games
- 3 - Boys Hockey Games
- 2 - Boys Basketball Games

Totals Hours of New Programming (January):

12.76 hours of new programming.

For the record: 2 girls' hockey games, 1 boys' hockey game, and 1 boys' basketball game were cancelled in January. The reason in bringing this up is to point to the effect it had on my variety in game coverage. No girls' hockey got covered in January. One of my main goals in the beginning of the season is to cover each sport equally across the board. There may be a game or two difference in the end after the playoffs, but at the beginning of the season every sport is scheduled equally. Cancellations, on the other hand, really can mess up that balance.

In all my years, I have never had so many games cancelled in a calendar year. Since last spring, 13 games have been postponed due to the weather. **13!** That is over 10% of my schedule, definitely outside the margin of error. I can recall one or two, but never more than that. That leads me to the ultimate question; why do we still live here?

Now that we've turn the page on the month, hopefully things will go smoothly in February. Because of arena availabilities, all the teams' playoffs are starting a week earlier than normal. For the first time ever, the regular season of all winter sports ends on February 28. The playoff calendar at this point is still pretty vague in what QCTV will be covering. The MSHSL publishes a winter activities guide listing all the possible dates, times, and places for playoff games. Along with that info, telephone numbers of the contact people are included with those schedules. Guess what? The MSHSL has yet to publish that information. So, I am still in the lurch on exactly what my possible dates of games may be. Keep tuned in.

Sports Production Schedule

January 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																						
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All games are subject to change.

Sports Production Schedule

February 2014

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday																																																																																											
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All games are subject to change.

MEMORANDUM

TO: Commission Directors
FROM: Terry W. Lovaas, Community Affairs Director / Creative Services Director
DATE: February 20, 2014

Community Affairs

Ongoing programming:

<i>The History Show</i>	Barb Thurston
<i>The District Court Show</i>	Reproduction Law
<i>The Chamber Report</i>	Preparing for 2014 / Gala / Member Profiles
<i>Suburban Mix</i>	Curling / New Life to Leftovers / Car Care / Musician Kevin James
<i>QC NEWS</i>	2 new episodes
<i>Updates</i>	1 update was produced for Anoka

Programming Totals:

We produced 8 new programs for a total of 5 hours.

January 2013 Community Events:

State of the Markets January 28th

February 2014 Community Events:

State of the Cities (February 11th)

March 2014 Community Events:

Mayors' Prayer Breakfast (March 21st)

Creative Services

Ad Sales:

Bruce Bomier (ERC) paid his invoice for \$4,000. He said he was very satisfied with our production services and would certainly consider using us again for future projects. I will be in touch with him to see what other projects he might have coming up.

Simonson's Salon returned with their annual Valentine's Day two-week flight (\$150). I have informed Simonson's that we will be going to a one-month minimum for their future flights at the \$300 rate.

PSA Day (Ramsey)

In January, we had several dates set aside for taping PSAs for the city of Ramsey. On January 16th, Patrick Brama taped several segments in our studio. He was able to complete four different PSAs as well as having a sample of what he wanted other people to do when it was their turn. This was a wonderful tool in that it helped ease people's anxiety about being on camera and also gave them a concrete example of what to do. On January 22nd, we went to Ramsey City Hall and recorded most of the rest of PSAs (one person's schedule didn't allow for him to participate so we captured his PSA on January 29th). For the most part, the taping couldn't have gone any better. While people were still a bit nervous, everyone did a fine job of identifying who they were, what department they worked in, what their responsibilities were and how to contact them with comments or questions.

Once edited, these short videos will make an excellent addition to Ramsey's website and on their channel 16.

Personal:

After 30+ years of working in community television, I have announced my retirement. My last day of work will be March 28th, 2014.

I have truly enjoyed my 9.5 years at QCTV. In my position as Community Affairs Director / Creative Services Director, I have met some very remarkable people. Whether from our area businesses, our local governments or the various social and civic organizations I crossed paths with, I have been impressed by their commitments to improve these communities and make lives better for the people in them.

I have also had the real privilege of working with some of the finest people in this business. They never ceased to amaze me with their considerable expertise, their passion for what they do and their willingness to help whenever and wherever needed. I will miss them.

MEMORANDUM

TO: QCTV Board of Directors
FROM: Scott Flynn, Head Tech
DATE: February 5, 2014

Projects and Events

As the tech department becomes more involved in the account aspect of the technology we bring into QCTV, depreciations has become the current project. The Tech Department has been going through the database of inventory to provide a more accurate and updated depreciation list for the auditors. Furthermore, all new assets acquired by QCTV will be immediately tagged with purchase information and life spans, some of which is already determined in our five year capital improvement plan. This will allow us to report annually with an updated depreciation list, along with any profits or losses as equipment may fail early, or if there is any discontinued equipment that is sold on bid. As specified in the policy, we will be calculating as a straight line depreciation, starting with a half year deprecation on year one. The policy currently specifies a depreciation life of five to ten years. However some of the equipment as a more realistic life of three or four. Karen has included a request to make this change to the policy.

A few years back when QCTV deployed internet in the City Hall control rooms, the accounts were setup as a bulk account with Comcast. Little over a year ago, this bulk account was verified with Comcast as QCTV was auditing its own accounts payable. Over the last six months, as a couple of our member cities have been upgrading or adding Comcast service of their own, along with QCTV requesting service on our cable modems, the bulk account had been effected. We started noticing late last year additional bills, incorrect service and billing addresses, equipment being attached to incorrect accounts, and late notices. All this was happening while the original bulk account has not changed in price. This had caused to dig into the billing issue and decide if a bulk account was no longer the best option. While the bulk account made it easy for payment, it was rare we could find any Comcast representatives that could accurately determine the sub accounts on it. Working with Comcast, we have removed the bulk account, separated the bills, accounted for all equipment and paired them to the correct account numbers, and set all billing addresses to QCTV's office.

We have had the same Toshiba PBX phone system, with an upgrade half way through, for almost as long as I have worked at QCTV. While the system has served us well, it was lacking on some of the robust and flexible features of today's voice over IP phone systems. This past month, QCTV has upgrade to a new VoIP phone solution from our partner Comcast. Some of the new productivity features include: voicemail to email, follow me phone calls, and a smart phone app to control our own extension and voicemail. The new administration web portal also allows easy changes to the system.

Steve Ulrich, Karen George and I have been working on the staff Digital Use Policy. Using samples from our member Cities, the League of Minnesota Cities, and other sources, we have compiled a draft that has went to Karen. It's been an interesting project. It has given us an

opportunity to see where we can improve things, where weaknesses are in our current deployment, and what security policies we can put in place to help us keep a secure and productive network.

Playback Channel Uptime

Channel uptime this month is at 97.95% to 99.7%. You will find this information in the channel statistics included in your packet.

City/District Tech Services Report

Eight issues have been logged for the month of January.

Andover had one issue reported. On January 6, one of the mics was reported to working intermittently. After some adjustments, this issue was corrected.

Anoka had two issues reported. On January 6, during an equipment check, it was found that the video signal was too hot. Adjustments were made to the wiring to correct this issue. On January 7, the Inet was found to be down. Comcast was contacted to make repairs.

Three issues were logged for Champlin. On January 13 and on January 27, the computers did not have internet access. In both cases, the cable modem required a reboot. Also on January 27, the dais monitors did not have power. The city's electrician was contacted and this issue was resolved.

Ramsey had one issue. The Joytech switcher (used to monitor recorders) was found non-responsive during an equipment check on January 28. The unit was rebooted.

The School District had one issue logged. On January 13, Camera 3 was found during an equipment check to not be controllable or send back video. The School District was notified of this issue.

Tech Department Work Stats

Attached to the end of this report is the Tech Department Work Stats for January 2014. This month, the tech department had 25% for community, 6% for government related support, 1% for sports and 58% for organization wide support. By category, the majority of work was tech related at 30% followed by playback related at 27%.

Web Statistics

The qctv.org website had 176,679 total hits for pages and videos for the month of January. With our web streaming, the top three spots for government hits was taken by Anoka with 180 hits for the City Council Meeting of 12/18, over 60 hits for the 12/10 Ramsey City Council Meeting and almost 60 hits for the 12/17 Andover City Council Meeting. Suburban Mix had over 375 hits.

Complete web streaming statistics are attached to your packet.

Social Media Promotions

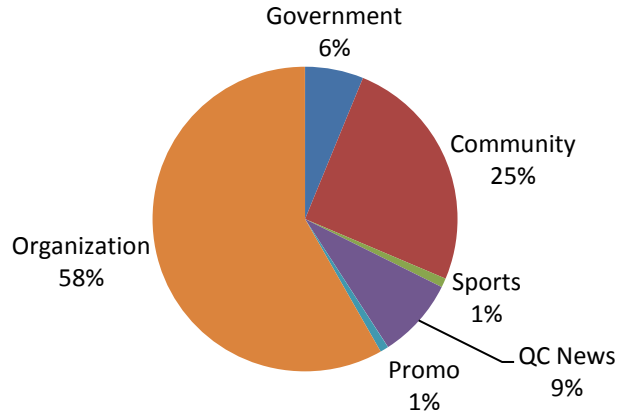
With the changes in staff for the Tech Department. we have been training in department heads to post on Twitter, Facebook, and YouTube to alert the community of new and interesting videos, features, and happenings that their departments have been working on.

Currently there are 193 followers on @qctv Twitter account, up 9 since last month. Currently our @qctvbb twitter account is at 70 followers. On Facebook, our total followers are 215. QCTV YouTube account had 315 minutes of view time and 167 total views. QCTVsports YouTube account had 725 minutes of view time and 276 total views.

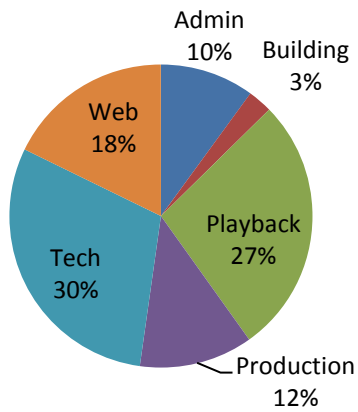
Tech Department Work Stats

January 2014

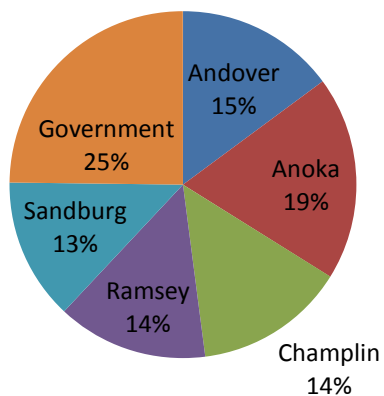
By Department



By Category



Government Breakdown



MEMORANDUM

To: Board of Directors
From: Tim Rick, Media Producer
Date: February 4, 2014

The bulk of this report will be on the QCTV graphics I've recently finished, am working on and will soon be starting. I'm in the process of working on the following six items.

- 1) Design and create new 10' set pieces for all four cities
- 2) Send out a second set of emails to winter sports head coaches to gauge interest in an end of the year highlight video
- 3) New District Court & new The Chamber Show opens

It was decided that I would start creating a new studio set for the city of Ramsey first and then continue on to the other three cities. However, finding photographs that captured the image of Ramsey while also being of high quality was met with dead ends. So my attention turned to the other three cities and finding someone who may have such photographs. My luck would change one Saturday afternoon when my wife and I attended a local craft show at the Anoka Armory. There I met local Andover photographer named Dave Knapp and grabbed a business card to contact him later. His photographs are stunning and would work great for our new set pieces. You can find his work at the following url <http://www.captureminnesota.com/users/dkknapp>.

I've contacted Mr. Knapp and briefly discussed the possibility of using a select few of his photographs for use in our sets and in turn giving him credit following each show that uses them. We are still in the process of hammering out those details. I would suggest that each city have a database of photographs that capture the feel of their cities. I would also suggest contacting a local photographer that has the experience and skill set to capture great images, perhaps Dave Knapp would be a good choice.

A new QCTV Generic Pop Up was designed and is in the process of being printed at Fastsigns of Blaine. It will be exciting to see how our producers implement it in future segments whether in the studio or on location.

I also complete a number of customer transfer orders that have kept me busy. In fact, the last one I finished up was the largest number of VHS-C tapes to DVD transfer I've done in the last 8 years. In total the customer had 64 VHS-C tapes and they combined to fill 24 DVDs, it was rewarding to finish it.

Tim Rick
QCTV Media Producer