

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

January 21, 2016, 11:00 AM

**Agenda**

- 1. Call to Order**
- 2. Roll Call**
- 3. Approval of Agenda**
- 4. Administrative Reports**
  - 4.1. Secretary
    - 4.1.1. Approval of the December 17, 2015, work session minutes.
    - 4.1.2. Approval of the December 17, 2015, commission minutes.
  - 4.2. Treasurer
    - 4.2.1. November Financial Reports
  - 4.3. Executive Director
  - 4.4. Commission Organization
- 5. General Business**
  - 5.1. Designate Depository
  - 5.2. Technical Audit Follow-Up
- 6. Adjourn**

## **MINUTES OF THE WORK SESSION OF DECEMBER 17, 2015**

### **CALL TO ORDER – 1**

Chair Heitkamp called the meeting to order at 9:30 a.m. at the Anoka City Hall.

### **ROLL CALL– 2**

Commissioners present were: Bret Heitkamp, Eric Johnson, Greg Lee, Carl Anderson, Kurt Ulrich, John LeTourneau (arrived at 10:57 a.m.), Jim Dickinson, and Julie Trude.

Commissioners absent: None.

Others present included Karen George, Executive Director; Bob Vose, Commission Attorney; Steve Ulrich, Technology Director; Karly Werner, Comcast Director of Government Affairs; and Mike LeTourneau, Comcast Network Engineer.

### **APPROVAL OF AGENDA – 3**

Motion was made by Ulrich and seconded by Trude to approve the agenda as presented.

**7 ayes – 0 nays. Motion carried.**

### **TOPIC FOR DISCUSS – 4**

#### **4.1 Technical Audit**

Ms. George provided a brief summary of the information contained in the Commission packet and the technical audit report.

Mr. Vose explained the two components of the technical audit report which, noting that one focuses on the subscriber network while the other focuses on I-Net. He stated that if there is not a plan to address the I-Net violations he would view that as a series of Franchise violations.

Karly Werner stated that Comcast has reviewed the report and takes the audit seriously. She stressed the importance of the practices and procedures in place today and how the system is updated. She stated that after receipt of the audit Comcast did a review and found some of the issues to already be corrected.

Mike LeTourneau stated that there were some code violations in regard to bonding and noted that Comcast completes preventative maintenance, which assists in identifying issues. He stated that because of the timeframe of when the audit took place there were drops that were made in winter that would be buried in the spring, and had been buried when Comcast reviewed the areas identified in the audit. He noted that once thaw occurs in April it takes about one month for Comcast to catch up on the cable that needs to be buried. He stated that in rare cases grounding can occur on the inside and that is why the grounding was not identified outside in the audit. He stated that in the past the grounding used to occur with the cold water, which has since been disallowed, but noted that in some instances you still may see that as the home has installation before that time and hasn't required service since that time.

Ms. Werner provided a spreadsheet with the homes identified with problems through the CBG audit and provided additional information on the color coding Comcast has done including items that have already been addressed and items that Comcast does not agree with. She explained how the CBG numbers are calculated based on the sample they survey and noted that if there is incorrect information reported by CBG that can skew the audit results because of the sampling and multiplication calculation they use.

Mr. LeTourneau noted that some addresses also include scheduled dates for maintenance.

Ms. Werner referenced the issue identified by CBG in regard to open pedestals and explained that can be in regard to the winter drops that have not yet been buried and the inspections that were being done for the X1 upgrades. She noted that upon re-inspection of the audit issues identified many of the pedestals had been secured.

Commissioner Trude asked for additional clarification on the different shaped boxes and the type of equipment that is contained. She noted that in her neighborhood the rectangle boxes are not secured and asked if that could present a safety hazard.

Mr. LeTourneau provided additional information on the different boxes/pedestals, noting that there would not be a safety hazard if someone were to touch the inside of the box. He provided additional information on winter drops that occur

and noted that for multiple dwelling locations where drops have been made over the winter it would not be possible to lock the pedestal.

Mr. Vose stated that this information is helpful to see that Comcast is addressing the issues identified. He recognized that a sample was done of subscribers and asked if there is a systemic way to ensure that the problems are fixed at other locations other than the locations identified in the report.

Ms. Werner stated that there are systems and policies in place that would handle that type of review. She stated that things are always happening and therefore the rate would never be at 100 percent.

Chair Heitkamp stated that there is a difference between not reaching at 100 percent and having 25 percent of the addresses sampled failing. He stated that perhaps the system for review should be further reviewed to ensure that the problems are being addressed.

Mr. Vose stated that if Comcast has completed this review on the sampled addresses it would be helpful to have similar information on other addresses Comcast corrects in the next six months to show that the issues are being addressed on a larger scale.

Ms. Werner stated that Comcast would be happy to do that, but noted that it would be burdensome to alert the Commission every time a pedestal was touched or a drop is buried. She stated that perhaps she can review the type of information that would be helpful and manageable for both sides.

Mr. Vose agreed that as a utility-type provider, 100 percent compliance is not attainable but 25 percent failure rate is not acceptable either. He stated that it would be helpful to have the industry standards for bonded and unbonded.

Commissioner Johnson stated that he is not interested in the minutia. He provided an example of FedEx that aims for a 100 percent success rate because even at a one percent failure rate that would impact 80,000 customers. He stated that he would be more interested in the industry standard for Comcast. He recognized that Comcast is bringing in an additional 400 customer service representatives in order to provide a better customer service experience. He stated that he would like to hear less about the number of drops and more about what Comcast is doing to achieve the highest rate of correctness and how customers are handled. He asked how customers can be more proactive in reporting issues, such as unburied cables.

Ms. Werner referenced the 25 percent rate mentioned in the report and thought that it was important to explain that the actual rate is not 25 percent and that Comcast takes a lot of pride in the network.

Mr. LeTourneau stated that he is a customer service champion for the Comcast organization and stated that the organization is aware of their reputation in the area of customer service and is taking that seriously. He stated that they are taking the third party overseas jobs away and bringing those into the states. He stated that locally they are hiring 5,500 representatives in St. Paul to assist in customer service. He stated that the maintenance system metrics are based on measures, which are hard to attain, and noted that many of the items noted in the report are cosmetic and does not affect the service of the customer. He stated that his department works on a daily basis to ensure that the system works correctly.

Commissioner Dickinson recognized that many of the issues identified in the report are in new construction areas and asked if that has to do with different contractors used in different cities.

Mr. LeTourneau explained that in the new construction developments grading is done towards the end of the construction that effects some of the utility burying. He stated that in those cases the plant is damaged before the customer even moves into the home. He noted that the system alerts its staff, sometimes even before the customer is aware, of outages so that they can address the issue as soon as possible. He stated that the contractors are very reliable.

Commissioner Dickinson stated that he does not receive calls on gas and electric but does receive calls regarding phone and cable because of the use of pedestals.

Mr. LeTourneau stated that Comcast is still viewed as cable when in reality they are also providing internet, telephone and security services. He stated that Comcast now has more fiber cable in the ground and as more fiber is installed in the ground in the next ten years there will be less pedestals on the ground.

Commissioner Ulrich stated that it is clear the Comcast is making an investment in customer service and asked if the service metrics could be shared with the Commission, including estimated times for service.

Mr. LeTourneau stated that Comcast is among the best in class among the industry. He stated that for network maintenance there is a Top Gun award and the Twin Cities market has achieved that award five months in a row.

Ms. Werner stated that Comcast is committed to the customer experience being the number one product, but recognized that will take some time. She stated that Comcast is implementing new elements each quarter in order to achieve that goal and noted that she would continue to keep Ms. George and Mr. Vose informed of those changes. She noted that the announcement of the new

customer jobs was a first step and advised that the bills will be the next item to be changed to a better format which is based on a bill used by other companies in the industry that receive the lowest amount of complaints.

Mr. Vose summarized the discussion and stated that he believes that Comcast takes this seriously and the Commission will continue to receive information in order to better understand and track the service metrics. He stated that they will draft a letter requesting the information from Comcast in order to generally understand the system and what is done. He transitioned the I-Net and stated that the report states that the I-Net is 30 plus years old and is beginning to fail, which will continue to deteriorate. He stated that the I-Net is an important feature to QCTV and its communities.

Ms. Werner stated that she has read hundreds of CBG reports, which all state that the I-Net needs to be reconstructed but did not hear from the Commission directly on what is needed.

Mr. Vose stated that the judgement is that the report says what he just said and the report suggests some ways in which the issues could be addressed. He stated that he would like Comcast to acknowledge the issue and make a proposal to QCTV on what they would like to do to address that issue, similar to what was done on the subscriber network. He stated that the issue is time sensitive and after the proposal from Comcast is received a discussion could occur. He stated that if an agreement cannot be reached there would be issues regarding violations.

Ms. Werner stated that she would like to work with staff in order to gain additional information. She acknowledged that the I-Net is old and noted that usually those things are done through renewal but noted that because that renewal did not happen in that way with QCTV that issue still needs to be addressed. She noted that there are alternatives to rebuilding the entire system that can be reviewed.

Mr. Vose stated that his judgement is that the Franchise states that the I-Net will be provided and work all of the time and that is the view of the organization. He stated that if Comcast would like to propose something different that should be done relatively quickly. He stated that another company is coming into town and the organization will have additional options to consider.

Ms. Werner stated that Comcast will review the Franchise and the Franchise of the competitor in order to further discuss the issue.

Commissioner Ulrich asked if a timeline should be placed on the information being returned, such as 30 days.

Chair Heitkamp stated it would begin with a letter that identifies the items and places a timeline on the specific expectations. He stated that he is not comfortable with some of the responses from Comcast and was hoping that some of those issues could be addressed further in the letter to Comcast, which Comcast could then respond to. He confirmed the consensus of the Commission to authorize staff to draft the letter.

Commissioner Trude noted that two of the member cities specifically are having problems with the I-Net and that should be addressed.

Chair Heitkamp stated that in all the organizations some sort of random sampling is done and it is known what that random sample represents. He stated that Comcast should be commended that the service is reliable and is there but noted that the cosmetic issues exist. He stated that if Comcast is a champion and award winning he is unsure what that would mean for the industry. He noted that 25 percent failure is a big flag in any industry. He stated that the Commission wants to ensure that there is a focus on the issues and that timelines are set to address those issues.

Commissioner Trude stated that the grounding stood out to her on the report as that is not a cosmetic issue. She stated that perhaps that could be added to building inspection checklists when member city staff is out on site visits as that is an important issue and could be an opportunity where the organizations work together.

Mr. LeTourneau noted that you will still come across instances where the old practices were used to install if that installation occurred 15 to 20 years ago and noted that there have been significant upgrades since that time. He stated that there is a Last Tech Out program where things like that are inspected.

Chair Heitkamp thanked the representatives from Comcast for attending.

Ms. Werner and Mr. LeTourneau left the meeting.

Ms. George thanked the Commission for their good policy direction and stated that they will work to get the letter out in the next week or so. She stated that the I-Net cannot handle the HD signal. She stated that because the Franchise extension was done rather than a re-negotiation, the I-Net is an important factor. She stated that she has already notified Comcast that they would like to trigger the HD service for channel 15, which is why the I-Net issues have arisen.

Mr. Vose stated that the organizations that have gone through negotiations with Comcast have seen that Comcast is no longer providing the I-Net and if the organization requires the I-Net, Comcast will charge for that service.

Ms. George explained that there are two networks, the subscriber network and the I-Net network, noting that the I-Net is declining. She stated that staff has reviewed alternative options that would require capital investments but would like to see what Comcast proposes. She stated that the guidance from the Commission will clearly communicate to Comcast the need for a timely proposal.

Mr. Vose stated that in the report it is clear that the I-Net is not working and through the renewal Comcast does have the obligation of the I-Net. He stated that the organization would like to have a response from Comcast prior to the Franchise Agreements with Century Link going forward to City Councils for approval.

#### **4.2 Century Link**

Mr. Vose stated that Century Link has applied for Franchise Agreements with all four member cities and staff is negotiating deal terms at this point. He stated that Century Link is doing the deployment in three phases throughout the metro, noting that this area is in the last part of the first phase. He is unsure of the timeline of the phases but stated that Century Link is talking about phase two beginning next year. He stated that the Commission should be clear about what the issue is, which is that the State law requires that Franchise fees and support for community programming should have general similarity between the Franchises. He noted that in Saint Paul the requirements for buildout were different for Century Link than they are for Comcast but noted that Comcast did not sue in the cities that have gone forward thus far. He stated that the Commission would not have liability as Century Link would handle that area but noted that he does not anticipate that Comcast would sue in this market since they have not in other cities. He stated that staff continues to negotiate on items with Century Link and provided a summary of the issues that have been agreed upon thus far.

Ms. George summarized some of the differences, noting that all of the communities will be able to see the broadcasts from all member cities as the cities will have different channel assignments.

Mr. Vose continued to provide a summary of the negotiations thus far with Century Link.

Commissioner LeTourneau arrived at 10:57 a.m.

Commissioner Ulrich stated that perhaps there would be an option to cost-share the I-Net between Comcast and Century Link.

Mr. Vose stated that could be considered but noted that the responsibility at this time falls on Comcast and staff would like to wait to hear the response from



Comcast on their recommendation on how they are going to fix their I-Net problems.

Chair Heitkamp commended staff for their negotiations thus far and their continued efforts.

**ADJOURN – 5**

Time of adjournment 11:00 a.m.

Respectfully submitted,

Reviewed for approval,

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

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Karen George  
Executive Director

## MINUTES OF THE REGULAR MEETING OF DECEMBER 17, 2015

### CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 11:06 a.m. at the Anoka City Hall.

### ROLL CALL– 2

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

Commissioners absent and excused: None.

Others present included Karen George, Executive Director.

### APPROVAL OF AGENDA – 3

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

**8 ayes – 0 nays. Motion carried.**

### ADMINISTRATIVE REPORTS – 4

#### 4.1 Secretary

##### 4.1.1. Approval of meeting minutes from November 19, 2015

Commissioner Trude noted on page two, under Item 4.3, the second sentence of the second paragraph, it should state, "...~~among~~ along..."

Motion was made by Trude and seconded by Ulrich to approve the November 19, 2015 minutes as amended.

**8 ayes – 0 nays. Motion carried.**

## **4.2 Treasurer**

### **4.2.1. October Financial Reports**

Commissioner Dickinson provided a brief update noting that additional revenue will be received in November and December.

Motion was made by Ulrich and seconded by LeTourneau to accept the October Financial Reports.

**8 ayes – 0 nays. Motion carried.**

## **4.3 Executive Director**

Ms. George reported that the new QCTV website has been launched and highlighted some of the new features. She stated that there is an online store for video purchases, which will become active in the future and will be a source of revenue. She noted that she will continue to provide updates on implementation as it continues. She referenced the subscriber survey noting that she will speak with the consultant today regarding one additional question and noted that the item will come in under the Commission approved budget. She noted that the programming reports have been corrected and therefore there were multiple months of reports included in the packet for the Commission to review.

Commissioner Dickinson stated that one issue was identified with Andover on the technical report and commended Mr. Ulrich for his quick response in order to ensure that the presentation could continue at the Council meeting that night.

## **GENERAL BUSINESS – 5**

### **5.1 Personnel Policy**

Ms. George stated referenced Item 13.9, which the Commission had previously identified and noted that legal counsel did review that language. She noted that the revised copy of the policy was provided in the packet for review.

Commissioner Trude stated that she hoped that there would be more interaction from the legal counsel on Item 13.9, noting the open-ended vague statement, and asked if he had comment on that statement.

Ms. George stated that there was a discussion regarding the suggestion and the opinion of counsel was that it would be better to keep that item vague rather than try to specify the QCTV standards. She noted that a memorandum could be provided to Commissioner Trude from the legal counsel on that matter.

Commissioner Trude stated that there is also no reference to the personnel manual.

Ms. George clarified that the personnel policy is the manual.

Commissioner Trude stated if the document was endorsed by legal counsel, it should be assumed that he was not concerned with those items.

Ms. George noted that she would follow up with legal counsel to have a memorandum drafted regarding those specific concerns.

Chair Heitkamp stated that he is hearing that it was the opinion of the legal counsel was that he prefers the broad language and therefore would support the policy revisions, contingent upon the memorandum from legal counsel.

Commissioner Ulrich stated that if the QCTV standards are referenced there should be standards somewhere articulated in the documents and policies.

Ms. George stated that her intent would be to circle back with Attorney Lepak to have written documentation included and seek his advice on creating a standards document.

Motion was made by Dickinson and seconded by Ulrich to approve the Personnel Policy revisions, contingent upon the memorandum from legal counsel.

**8 ayes – 0 nays. Motion carried.**

## **5.2 QCTV Organizational Chart**

Ms. George stated that the Commission had asked her to review the organizational chart after implementation of the restructuring in 2013 and 2014. She stated that she has made some minor recommendations for amendment in order to remain flexible and current, noting that the amendments have been reviewed by the Personnel Committee on two occasions. She noted that names of current employees were provided in order to provide that information to the Commission.

Commissioner Dickinson stated that this was utilized to build the 2016 budget.

Commissioner Trude stated that in the future it would be helpful to have a visual guide for the audience at home to follow along.

Motion was made by Ulrich and seconded by Johnson to approve the staffing structure as presented including the revised job descriptions and, where applicable, wage scale changes.

**8 ayes – 0 nays. Motion carried.**

### **5.3 2016 Budget**

Ms. George stated that the 2016 operating budget was included in the Commission packet and noted that a three year history is now available for the Commission to review, which was not available prior to the restructuring.

Commissioner Dickinson stated that the Budget Committee reviewed the document line item by line item in order to ensure that the items are included in the right area, which also provides the organization with historical information needed for comparison and future planning purposes. He stated that the Committee discussed the capital improvement payouts that have been done and would recommend remaining with the planned 2017 payout date. He noted that the information can be discussed in 2016 so that member cities can include the payout in their 2017 budget process. He stated that the organization is becoming more efficient year after year and recommended approval of the budget.

Commissioner Johnson stated that he is not a big proponent of some of the capital items planned for the building in 2016, 2017 and 2018. He stated that it would be better to plan those improvements further out and instead budget more for maintenance. He believed that there should be technical investments, especially with the Century Link negotiations, before investing further in the building itself.

Chair Heitkamp asked for additional information on the calculation that was used to determine the reserves.

Commissioner Dickinson provided additional information on the ratio used to determine the reserves. He agreed that the capital improvements for the building will be reviewed further, noting that those items are placeholders and will be discussed further. He believed a better definition of reserves should be identified in the future. He stated that the organization now has good history and the reduced budget is sustainable, therefore better planning can be done going forward.

Ms. George stated that the 2016 capital is a preview as staff is operating under a five-year plan approved by the Commission. She noted that action is not required for the plan today but the item was included in order for the Board to have that information. She stated that she has spoken with other organizations

in order to further discuss the reserve formula they use, noting that those organizations use an assignment and is something similar that QCTV could do.

Commissioner Trude stated that she appreciates the comments made thus far and the forward thinking in regard to building maintenance and the flexible capital improvement plan. She agreed that perhaps the timeline could be extended due to the technical updates that will be needed at member city halls.

Motion was made by Trude and seconded by Ulrich to approve and adopt the 2016 operating budget.

**8 ayes – 0 nays. Motion carried.**

#### **5.4 Public Purpose Policy**

Ms. George stated that the Public Purpose Policy is before the Commission as the audit identified that the organization did not have a policy of this nature in place. She noted that the policy could be modified as needed going forward.

Commissioner Dickinson stated that he would suggest approval of the policy as a starting point with direction for future updates throughout the course of the next year.

Ms. George agreed with Commissioner Dickinson.

Motion was made by Trude and seconded by Dickinson to approve the Public Purpose Policy as presented.

**8 ayes – 0 nays. Motion carried.**

#### **5.5 Vehicle Equipment Cabinetry**

Ms. George stated that there was a lot of investment in equipment for the truck and they want to ensure that the equipment is maintained and in good order. She stated that they have looked for readymade items but were not able to find something that would work and therefore custom cabinetry work is proposed in the amount of \$2,000. She noted that the funds would come from the available budgeted funds for the capital improvements to the mobile van.

Motion was made by Ulrich and seconded by Dickinson to approve the custom cabinet work, at a cost not to exceed \$2,000 to be funded by the 2015 Capital Fund, for the mobile production truck.

**8 ayes – 0 nays. Motion carried.**

**ADJOURN – 6**

Time of adjournment 11:41 a.m.

Respectfully submitted,

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

Reviewed for approval,

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Karen George  
Executive Director

**Quad Cities Communications Commission**  
**Balance Sheet Summary**  
As of November 30, 2015

	<b>Total</b>
<b>ASSETS</b>	
<b>Current Assets</b>	
Bank Accounts - QCTV	1,448,303.63
- PayPay acct	689.16
- US Bank Reserve	5,000.00
- Petty Cash	250.00
Accounts Receivable	0.00
Other current assets	6,846.00
<b>Total Current Assets</b>	<b>\$ 1,461,088.79</b>
<b>Fixed Assets</b>	0.00
<b>TOTAL ASSETS</b>	<b>\$ 1,461,088.79</b>
 <b>LIABILITIES AND EQUITY</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts Payable	10,781.86
Other Current Liabilities	300.10
<b>Total Current Liabilities</b>	<b>\$ 11,081.96</b>
Equity	1,450,006.83
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 1,461,088.79</b>



**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2015 - FY15 P&L**  
 January - December 2015

	Nov 2015				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
<b>Income</b>								
Duplication Revenue	272.73	208.00	64.73	131.12%	2,767.20	2,500.00	267.20	110.69%
Equipment Grant		4,583.00	(4,583.00)	0.00%	0.00	55,000.00	(55,000.00)	0.00%
Franchise Fees	255,327.74	72,854.00	182,473.74	350.46%	782,874.09	874,248.00	(91,373.91)	89.55%
Interest Income	17.80	8.00	9.80	222.50%	189.50	100.00	89.50	189.50%
Miscellaneous Income		416.00	(416.00)	0.00%	56,658.13	5,000.00	51,658.13	1133.16%
PEG Fee	127,664.01	36,427.00	91,237.01	350.47%	393,111.61	437,125.00	(44,013.39)	89.93%
<b>Total Income</b>	<b>383,282.28</b>	<b>114,496.00</b>	<b>268,786.28</b>	<b>334.76%</b>	<b>1,235,600.53</b>	<b>1,373,973.00</b>	<b>(138,372.47)</b>	<b>89.93%</b>
<b>Expenses</b>								
Accounting / HR Services	39.95	1,500.00	(1,460.05)	2.66%	10,965.19	18,000.00	(7,034.81)	60.92%
Ads/Promos/Sponsorships	360.00	570.00	(210.00)	63.16%	5,957.76	6,850.00	(892.24)	86.97%
Andover Capital Equipment	43.50	416.00	(372.50)	10.46%	4,026.87	5,000.00	(973.13)	80.54%
Announcers Fees	580.00	833.00	(253.00)	69.63%	5,405.00	10,000.00	(4,595.00)	54.05%
Anoka Capital Equipment	153.79	416.00	(262.21)	36.97%	4,814.93	5,000.00	(185.07)	96.30%
Audit		1,083.00	(1,083.00)	0.00%	12,750.00	13,000.00	(250.00)	98.08%
AV Equip / Repair / Supply / Software	2,182.31	2,000.00	182.31	109.12%	18,182.08	24,000.00	(5,817.92)	75.76%
Bank Fees / CC Fees		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Brand Apparel		166.00	(166.00)	0.00%	0.00	2,000.00	(2,000.00)	0.00%
Building - Cleaning	439.29	500.00	(60.71)	87.86%	4,871.34	6,000.00	(1,128.66)	81.19%
Building - Insurance		241.00	(241.00)	0.00%	2,098.00	2,900.00	(802.00)	72.34%
Building - Maintenance	822.54	583.00	239.54	141.09%	6,890.30	7,000.00	(109.70)	98.43%
Building - Supplies	217.54	250.00	(32.46)	87.02%	1,357.10	3,000.00	(1,642.90)	45.24%
Car Allowance	250.00	250.00	0.00	100.00%	2,750.00	3,000.00	(250.00)	91.67%
Cell Phone - Allowance	435.00	555.00	(120.00)	78.38%	4,705.00	6,660.00	(1,955.00)	70.65%
Champlin Capital Equipment	29.71	416.00	(386.29)	7.14%	3,218.75	5,000.00	(1,781.25)	64.38%
City Sewer & Water	312.41	291.00	21.41	107.36%	2,255.55	3,500.00	(1,244.45)	64.44%
Commission Expense		291.00	(291.00)	0.00%	3,478.90	3,500.00	(21.10)	99.40%
Computer Equip / Repair / Supply / Software	6,363.38	3,111.00	3,252.38	204.54%	27,765.66	37,340.00	(9,574.34)	74.36%
Consulting Services	5,000.00	4,166.00	834.00	120.02%	34,185.32	50,000.00	(15,814.68)	68.37%
Contingency Fund		2,166.00	(2,166.00)	0.00%	0.00	26,000.00	(26,000.00)	0.00%
Duplication Expenses	98.34	208.00	(109.66)	47.28%	360.09	2,500.00	(2,139.91)	14.40%
Electric Service	989.96	1,500.00	(510.04)	66.00%	12,724.97	18,000.00	(5,275.03)	70.69%
Emp / Comm Appreciation		208.00	(208.00)	0.00%	77.14	2,500.00	(2,422.86)	3.09%

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2015 - FY15 P&L**  
 January - December 2015

	Nov 2015				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Federal Unempl Expense	21.94	125.00	(103.06)	17.55%	671.63	1,500.00	(828.37)	44.78%
Health Insurance	5,379.55	5,634.00	(254.45)	95.48%	58,084.88	67,609.00	(9,524.12)	85.91%
Insurance - Deductibles		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Insurance - Liability / Bonds		580.00	(580.00)	0.00%	5,929.00	6,964.00	(1,035.00)	85.14%
Lawn Service		416.00	(416.00)	0.00%	4,060.81	5,000.00	(939.19)	81.22%
Legal Fees		2,500.00	(2,500.00)	0.00%	17,624.95	30,000.00	(12,375.05)	58.75%
Legislative Lobbying		138.00	(138.00)	0.00%	0.00	1,660.00	(1,660.00)	0.00%
Licenses and Permits		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Meals		83.00	(83.00)	0.00%	663.50	1,000.00	(336.50)	66.35%
Memberships - NATOA / Others		456.00	(456.00)	0.00%	1,358.00	5,480.00	(4,122.00)	24.78%
Mileage	605.25	500.00	105.25	121.05%	5,542.85	6,000.00	(457.15)	92.38%
Miscellaneous Expenses		83.00	(83.00)	0.00%	(76.41)	1,000.00	(1,076.41)	-7.64%
Natural Gas	86.49	291.00	(204.51)	29.72%	2,275.06	3,500.00	(1,224.94)	65.00%
Office Supplies / Equipment	1,276.10	833.00	443.10	153.19%	5,838.49	10,000.00	(4,161.51)	58.38%
Parking Lot Maintenance		416.00	(416.00)	0.00%	0.00	5,000.00	(5,000.00)	0.00%
Payroll Expenses (ADP)	352.60	433.00	(80.40)	81.43%	4,617.70	5,200.00	(582.30)	88.80%
PERA	2,729.23	3,609.00	(879.77)	75.62%	30,048.03	43,317.00	(13,268.97)	69.37%
Postage		83.00	(83.00)	0.00%	1,165.66	1,000.00	165.66	116.57%
Printing / Copy Services		166.00	(166.00)	0.00%	172.38	2,000.00	(1,827.62)	8.62%
Professional Development		1,425.00	(1,425.00)	0.00%	8,360.12	17,100.00	(8,739.88)	48.89%
Publications		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Ramsey Capital Equipment	20.31	416.00	(395.69)	4.88%	3,421.71	5,000.00	(1,578.29)	68.43%
Sales Tax		166.00	(166.00)	0.00%	262.00	2,000.00	(1,738.00)	13.10%
Secretary Services	133.00	150.00	(17.00)	88.67%	1,798.40	1,800.00	(1.60)	99.91%
Snow Plowing Service		416.00	(416.00)	0.00%	1,497.50	5,000.00	(3,502.50)	29.95%
SS/Medicare Expense	2,916.26	4,087.00	(1,170.74)	71.35%	32,246.33	49,055.00	(16,808.67)	65.74%
State Unemploy Exp		416.00	(416.00)	0.00%	227.32	5,000.00	(4,772.68)	4.55%
STD / LTD / Life Insurance	375.75	504.00	(128.25)	74.55%	5,681.80	6,054.00	(372.20)	93.85%
Studio Sets	67.14	166.00	(98.86)	40.45%	4,467.55	2,000.00	2,467.55	223.38%
Subscription Services	55.00	0.00	55.00		495.00	0.00	495.00	
Temp Staff Services		416.00	(416.00)	0.00%	0.00	5,000.00	(5,000.00)	0.00%
Vehicle - Equipment / Repair	1,434.77	1,416.00	18.77	101.33%	9,384.34	17,000.00	(7,615.66)	55.20%
Vehicle - Insurance		250.00	(250.00)	0.00%	2,767.00	3,000.00	(233.00)	92.23%

**Quad Cities Communications Commission**  
**Budget vs. Actuals: Budget 2015 - FY15 P&L**  
 January - December 2015

	Nov 2015				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Vehicle - Maintenance / Gas	266.96	666.00	(399.04)	40.08%	2,299.39	8,000.00	(5,700.61)	28.74%
Wages - Full-time	34,480.40	45,853.00	(11,372.60)	75.20%	381,535.22	550,246.00	(168,710.78)	69.34%
Wages - Part-time	4,890.50	7,581.00	(2,690.50)	64.51%	41,993.78	90,979.00	(48,985.22)	46.16%
Waste Removal	83.06	166.00	(82.94)	50.04%	913.66	2,000.00	(1,086.34)	45.68%
Web / VOD / Int / CaTV / Phone	542.69	1,333.00	(790.31)	40.71%	11,825.65	16,000.00	(4,174.35)	73.91%
Work Comp Insurance	(217.00)	208.00	(425.00)	-104.33%	3,251.00	2,500.00	751.00	130.04%
<b>Total Expenses</b>	<b>73,817.72</b>	<b>103,907.00</b>	<b>(30,089.28)</b>	<b>71.04%</b>	<b>819,244.25</b>	<b>1,247,214.00</b>	<b>(427,969.75)</b>	<b>65.69%</b>
<b>Revenues over Expenditures</b>	<b>309,464.56</b>	<b>10,589.00</b>			<b>416,356.28</b>	<b>126,759.00</b>		

ZCIP - Network Servers	100,186.70
ZCIP - Studio	48.34
ZCIP - Truck	360,294.95
<b>Total Capital Improvement Expenditures</b>	<b>460,529.99</b>

**QCTV Bank Reconciliation**  
**November 2015**

Beginning Balance - 4M Statement	1,147,670.74
Less: Cleared Checks/Withdrawals	(69,322.86)
Plus: 4M Fund Interest	17.80
Plus: Bank Deposits/Credits	387,039.11
Bank Balance	<b>\$1,465,404.79</b>
Book Balance	1,465,404.79
Adjusted Book Balance	<b>1,465,404.79</b>
Difference:	<b>\$0.00</b>

Completed by:     MK

## Quad Cities Communications Commission Reconciliation Report

Quad Cities Commission, Period Ending **11/30/2015**

Reconciled on: 12/16/2015 (any changes to transactions after this date aren't reflected on this report)

Reconciled by: Lee Brezinka

### Summary

Statement Beginning Balance	1,147,670.74
Checks and Payments cleared	-69,322.86
Deposits and Other Credits cleared	+387,056.91
Statement Ending Balance	<b>1,465,404.79</b>
Uncleared transactions as of 11/30/2015	-17,201.16
Register Balance as of 11/30/2015	1,448,203.63
Uncleared transactions after 11/30/2015	-10,283.88
Register Balance as of 12/16/2015	1,437,919.75

### Details

#### Checks and Payments cleared

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
09/29/2015	Bill Payment	11003	James Dickinson	-80.00
10/23/2015	Bill Payment	11036	AV Solutions, Inc.	-232.50
10/28/2015	Bill Payment	11041	Comcast Cable	-20.31
10/28/2015	Bill Payment	11042	ECM Publisher	-56.00
10/28/2015	Bill Payment	11043	Greenery Enterprises, Inc	-530.92
10/28/2015	Bill Payment	11046	Joe G. Ruhland	-150.00
10/28/2015	Bill Payment	11047	Kennedy & Graven, Chartered	-680.00
10/28/2015	Bill Payment	11048	MCEA	-280.00
10/28/2015	Bill Payment	11049	Preferred One Insurance Co.	-5,507.75
10/28/2015	Bill Payment	11050	The Lincoln National Life Ins. Co.	-648.27
10/30/2015	Bill Payment	W/D	Minnesota State Retirement System	-300.00
10/30/2015	Journal	10C - 2015MK		-180.05
11/10/2015	Bill Payment	11051	ACE Solid Waste, Inc.	-83.06
11/10/2015	Bill Payment	11053	AVS Inc.	-1,606.33
11/10/2015	Bill Payment	11055	CenterPoint Energy	-86.49
11/10/2015	Bill Payment	11057	Comcast 2	-452.30
11/10/2015	Bill Payment	11058	Comcast Cable	-334.66
11/10/2015	Bill Payment	11059	ECM Publisher	-898.85
11/10/2015	Bill Payment	11060	Huebsch	-332.95
11/10/2015	Bill Payment	11061	Job Foundation/Tech Dump	-75.00
11/10/2015	Bill Payment	11062	Joe G. Ruhland	-150.00
11/10/2015	Bill Payment	11063	Kiser Construction	-300.00
11/10/2015	Bill Payment	11064	Market Place Plus, LLC	-404.95
11/10/2015	Bill Payment	11065	Monarch Pest Control	-112.64
11/10/2015	Bill Payment	11066	Pete C. Andersen	-225.00
11/10/2015	Bill Payment	11067	Presto Graphics	-64.17
11/10/2015	Bill Payment	11068	Timesavers	-133.00
11/10/2015	Bill Payment	11069	Trans Alarm	-376.83
11/10/2015	Bill Payment	11070	U.S. Bank Corporate	-865.29
11/10/2015	Bill Payment	11071	Xcel Energy	-955.79
11/13/2015	Bill Payment	W/D	Minnesota State Retirement System	-300.00
11/13/2015	Bill Payment	W/D	PERA	-2,577.59
11/13/2015	Journal	11A - 2015MK		-175.05
11/13/2015	Journal	11A - 2015MK		-5,468.91
11/13/2015	Journal	11A - 2015MK		-14,753.33
11/23/2015	Bill Payment	11074	City of Andover	-734.70
11/23/2015	Bill Payment	11075	City of Champlin	-312.41

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
11/23/2015	Bill Payment	11078	Lindstrom Cleaning & Construction, Inc.	-6,977.81
11/27/2015	Bill Payment	W/D	Minnesota State Retirement System	-300.00
11/27/2015	Bill Payment	W/D	PERA	-2,516.99
11/27/2015	Journal	11B - 2015MK		-13,859.13
11/27/2015	Journal	11B - 2015MK		-5,223.83
Total				-69,322.86

## Deposits and Other Credits cleared

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
10/29/2015	Deposit		Jacolyn Sjodin	45.00
11/04/2015	Deposit		Terry Lovaas	226.86
11/10/2015	Deposit		Robert Lyngen	15.00
11/10/2015	Deposit		Donna Wesp	30.00
11/10/2015	Deposit		Michael Brey	15.00
11/10/2015	Deposit		paypal	3,498.50
11/10/2015	Deposit		League of MN Cities Insurance Trust	217.00
11/10/2015	Deposit		Comcast	45,854.58
11/10/2015	Deposit		Comcast	80,825.45
11/10/2015	Deposit		Comcast	68,486.38
11/10/2015	Deposit		Comcast	60,161.33
11/10/2015	Deposit		Comcast	22,927.24
11/10/2015	Deposit		Comcast	40,412.80
11/10/2015	Deposit		Comcast	34,243.24
11/10/2015	Deposit		Comcast	30,080.73
11/30/2015	Journal	11C - 2015MK		17.80
Total				387,056.91

## Additional Information

## Uncleared Checks and Payments as of 11/30/2015

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
07/16/2013	Bill Payment	10010	City of Anoka	-125.00
08/21/2015	Bill Payment	10962	Anoka Area Chamber of Commerce	-100.00
09/29/2015	Bill Payment	11008	Kurtis G. Ulrich	-80.00
10/28/2015	Bill Payment	11045	James Childs	-200.00
11/10/2015	Bill Payment	11052	Anoka Area Chamber of Commerce	-20.00
11/10/2015	Bill Payment	11054	Bert Nijssen	-240.00
11/10/2015	Bill Payment	11056	Cielo Cleaning Company	-439.29
11/23/2015	Bill Payment	11072	Amazon	-7,662.93
11/23/2015	Bill Payment	11073	B&H Photo-Video	-624.00
11/23/2015	Bill Payment	11076	Joe G. Ruhland	-75.00
11/23/2015	Bill Payment	11077	Kennedy & Graven, Chartered	-680.00
11/23/2015	Bill Payment	11079	The Lincoln National Life Ins. Co.	-602.61
11/27/2015	Journal	11B - 2015MK		-177.55
11/30/2015	Bill Payment	11080	Jon L. Murphy	-1,174.78
11/30/2015	Bill Payment	11081	BizzyWeb, LLC	-5,000.00
Total				-17,201.16

## Uncleared Checks and Payments after 11/30/2015

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
12/04/2015	Bill Payment	11082	Alpha Video & Audio Inc.	-295.00
12/04/2015	Bill Payment	11083	B&H Photo-Video	-1,415.30
12/04/2015	Bill Payment	11084	Comcast Cable	-224.12
12/04/2015	Bill Payment	11085	Holiday Station	-165.78
12/04/2015	Bill Payment	11086	Huebsch	-33.07

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
12/04/2015	Bill Payment	11087	Joe G. Ruhland	-190.00
12/04/2015	Bill Payment	11088	Markertek Video Supply	-627.75
12/04/2015	Bill Payment	11089	Pete C. Andersen	-75.00
12/04/2015	Bill Payment	11090	Timesavers	-133.00
12/04/2015	Bill Payment	11091	Verizon Wireless	-70.08
12/04/2015	Bill Payment	11092	Xcel Energy	-989.96
12/11/2015	Bill Payment	W/D	Minnesota State Retirement System	-300.00
12/11/2015	Bill Payment	W/D	PERA	-2,368.00
12/11/2015	Bill Payment	11093	ACE Solid Waste, Inc.	-85.97
12/11/2015	Bill Payment	11094	Cielo Cleaning Company	-439.29
12/11/2015	Bill Payment	11095	Creative Forms & Concepts	-72.76
12/11/2015	Bill Payment	11096	David S. Washburn	-115.00
12/11/2015	Bill Payment	11097	Greenery Enterprises, Inc	-257.50
12/11/2015	Bill Payment	11098	Joe G. Ruhland	-75.00
12/11/2015	Bill Payment	11099	Preferred One Insurance Co.	-5,533.57
12/11/2015	Bill Payment	11100	U.S. Bank Corporate	-1,254.23
Total				-14,720.38

## Uncleared Deposits and Other Credits after 11/30/2015

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
12/09/2015	Deposit		Terrell Yeager	17.50
12/15/2015	Deposit		League of MN Cities	4,419.00
Total				4,436.50

## QCCCC Agenda Item

### 4.3 Executive Director's Report

**January 6, 2016**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Executive Director's Report

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#### **Subscriber Survey update**

The subscriber survey questionnaire was modified based on commissioner input and the non-disclosure agreement between Comcast and the Morris Leatherman Company was executed. Comcast is to deliver the subscriber data to Morris Leatherman Company and it is expected the survey will be in the field early January.

#### **Personnel Policy implemented**

The revised personnel policy has been communicated to staff and new acknowledgement signatures are in process. Personnel attorney Scott Lepak has provided language for the QCTV standards referenced in the policy that commissioners requested more details on. This is scheduled to be reviewed by the personnel committee.

#### **Public Purpose Policy implemented**

The public purpose policy was distributed and discussed with management staff. It will be distributed and reviewed at the scheduled staff meeting.

#### **2015 Audit in process**

Staff has provided requires documents to the auditing firm Redpath and Company with onsite audit scheduled for April 5.

#### **2016 Kick-Off staff meeting**

The QCTV staff is scheduled to meet for review of 2015 and strategic planning for 2016.

#### **Staff updates**

Upon approval of the commission at the December meeting, the following employees were notified of the new positions and they started on January 4:

Matt Overstreet – Producer FT

Leslie Sauer-Smith – Producer FT



Jim Reynolds – Technology Support Specialist  
Lisa Monserud – Digital Media Specialist

Please join me in congratulating them on their new roles here at QCTV.

**Replacement of Cargo Van**

Staff is working with the City of Champlin to purchase a cargo van on the state contract. Estimated completion is March 1, 2016.

**Monthly reports**

Attached to this agenda item are the operations and technology updates. The December statistical reports are attached.

**Action Requested:** None.

## QCCCC Agenda Item

### 4.3.1 Operations Report

**January 12, 2016**

**To:** Karen George, Executive Director

**From:** Katherine Lenaburg, Operations Manager

**Subject: Operations Update**

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QCTV worked with the League of Women Voters to produce a Candidates Forum for the Special election of Minnesota Senate District 35. Two candidates are on the Republican Party primary ballot- Andy Apilowski and Jim Abeler. The DFL candidate, Roger Johnson will also be on the primary ballot. The candidate for the Legal Marijuana Now party is Zachary Phelps. He will be on the Special Election ballot only.

Two holiday programs were produced. One was "QCTV Holiday Music Special" that featured local music groups and another was a presentation of "The Nutcracker" at Northern Starz Theatre in Ramsey.

A pilot program called "The Grid" was produced. This show features entertainment options in our area. A new episode of "The Local Show" was produced that features non-profit groups and individuals who are doing good things in our community.

December programming yielded several mobile van productions including several high school sports games. QCTV also worked with CTV North Suburbs to do a joint live broadcast of the U.S. Women's Hockey Hall of Fame Game at the University of Minnesota. QCTV's Taylor Johnson directed the game and it went very well. We also produced several feature stories that played at half time called "In the Game" which features interviews with coaches and athletes. We also produced a half time show that features clips of all of our QCTV programs.

QCTV produced a show with the Anoka County Master Gardeners called "There's an App for that" that features a presentation on new and exciting garden apps.

A program called "Beyond the Yellow Ribbon" was produced that featured a Proclamation Ceremony in Champlin when the city was named a Yellow Ribbon City.

QCTV also produced city meetings in our four cities as well as District 11 School Board meeting and the cable commission meeting.

Regular monthly shows included new episodes of “News and Views”, “The Chamber Report”, and “The District Court Show”. We also completed “It’s Your History” and “The Sheriff’s Show”.

One new promo on QCTV was produced this month and the program on The Yellow Tree Theatre in Osseo was completed.

**Action: None**

## QCCCC Agenda Item

### 4.3.2 Technology Report

**January 4, 2016**

**To:** Karen George, Executive Director

**From:** Steve Ulrich

**Subject:** December 2015 Technology Report

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#### **Equipment Issues:**

##### **QCTV Equipment**

- Continue with LiveU testing. This provides a clean signal in either SD or HD format from the mobile production truck back to the studio.
- Update CableCast software with latest release which resolved a problem with the channel reports.
- Investigate a problem with HD streaming on the Community channel.
- Could not receive e-mail – all users. This was due to BizzyWeb changing the MX record associated with qctv.org. Once this record was restored to reflect the correct data the e-mail problem was resolved.
- Phone not working (Cory's) due to it not receiving an IP address. Reconfiguring resolved the problem.

##### **City Issues**

- Andover Chambers – document camera not showing up on program feed. VGA to composite converter had failed.

#### **Comcast Issues:**

- i-Net failed between Anoka City Hall and Studio. Contacted Comcast. Now resolved.

### **Web Site:**

- Launched new web site. Updated content. Worked with BizzyWeb to resolve a number of programming issues. In excess of 60 hours spent in this activity. The main unresolved issue at the end of December was the listing of video on demand programming. The web site was not updating in a timely fashion nor reflecting the videos accurately.
- Google Analytics were not added in by BizzyWeb until January 5 which prevented us from capturing any statistical information.

### **December Projects:**

- Construct console for truck controllers.
- Continued work on new equipment checkout program.
- Complete budget process.

### **Programming:**

It was decided at the end of November that more QCTV produced sports programs should be played. This was implemented at the beginning of December and an associated number of access programs had their play times reduced.

### **January Planned Projects:**

- Studio camera wiring.
- Web site refinement.

### **Ongoing Projects:**

- NAS file maintenance.
- Equipment documentation.
- Database maintenance

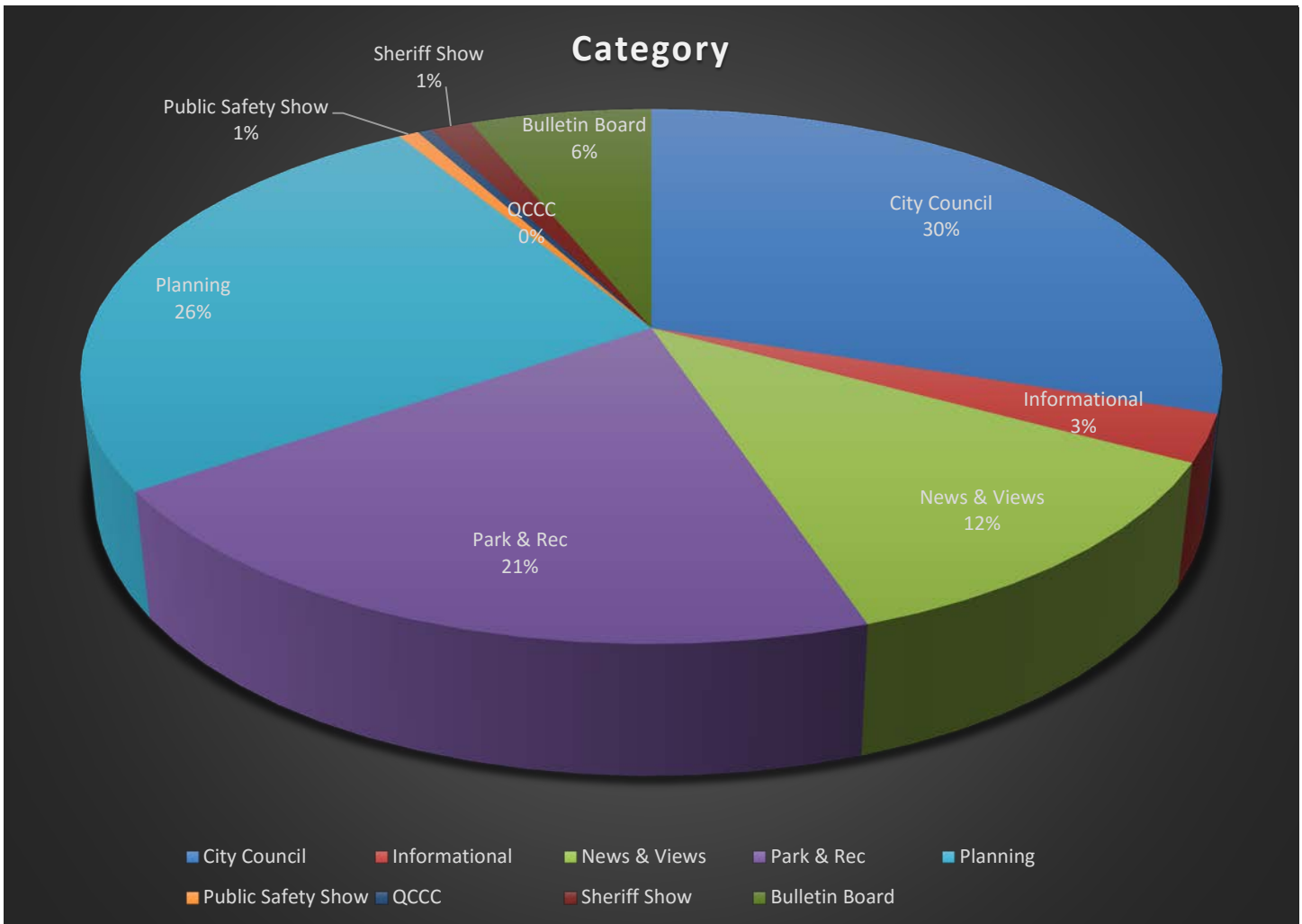
**Action:** None.

# Andover Channel & Web Statistics

## December 2015

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 757	New Shows: 8	Total Hours: 45.62	Total Hits: n.a..
Total Time: 698.38	New Time: 8.13	Saturation: 6.1%	
Saturation: 93.9%	All Shows: 17	<b>New Andover: 63</b>	
	All Time: 15.0	<b>New All Cities: 305</b>	

Shared With Multiple Cities		
12/1/2015	News and Views December 2015	1.0000
10/2/2015	Public Safety Talk Oct	0.5000
11/19/2015	QCCC 11-19-2015	0.7325
12/17/2015	QCCC 12-17-2015	0.5961
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
10/9/2015	The Sheriff Show Oct - Nov	0.4958



## Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Andover City Council 11-17-2015	11/17/2015	City Council	2.0478	3	6.1433
Andover City Council 12-1-2015	12/2/2015	City Council	1.3175	65	85.6375
Andover City Council 12-15-2015	12/16/2015	City Council	1.9683	67	131.8783
Andover Kelsey Round Lake Open House	11/4/2015	Informational	0.1333	157	20.9333
Andover News & Views December 2015	12/2/2015	News & Views	0.2431	92	22.3611
Andover News & Views November 2015	11/4/2015	News & Views	0.2850	5	1.4250
Andover Park and Rec 12-17-2015	12/17/2015	Park & Rec	0.9511	52	49.4578
Andover Park and Recreation 11-19-2015	11/19/2015	Park & Rec	1.2786	81	103.5675
Andover Planning 11-10-2015	11/11/2015	Planning	1.3692	34	46.5517
Andover Planning 12-8-2015	12/8/2015	Planning	1.5561	94	146.2744
Meet Kevin Starr	7/17/2014	Informational	0.0328	6	0.1967
News and Views December 2015 **	12/1/2015	News & Views	1.0000	65	65.0000
Public Safety Talk Oct **	10/2/2015	Public Safety Show	0.5000	10	5.0000
QCCC 11-19-2015 **	11/19/2015	QCCC	0.7325	4	2.9300
QCCC 12-17-2015 **	12/17/2015	QCCC	0.5961	1	0.5961
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	6	2.9917
The Sheriff Show Oct - Nov **	10/9/2015	Sheriff Show	0.4958	15	7.4375
			15.0058	757	698.3819

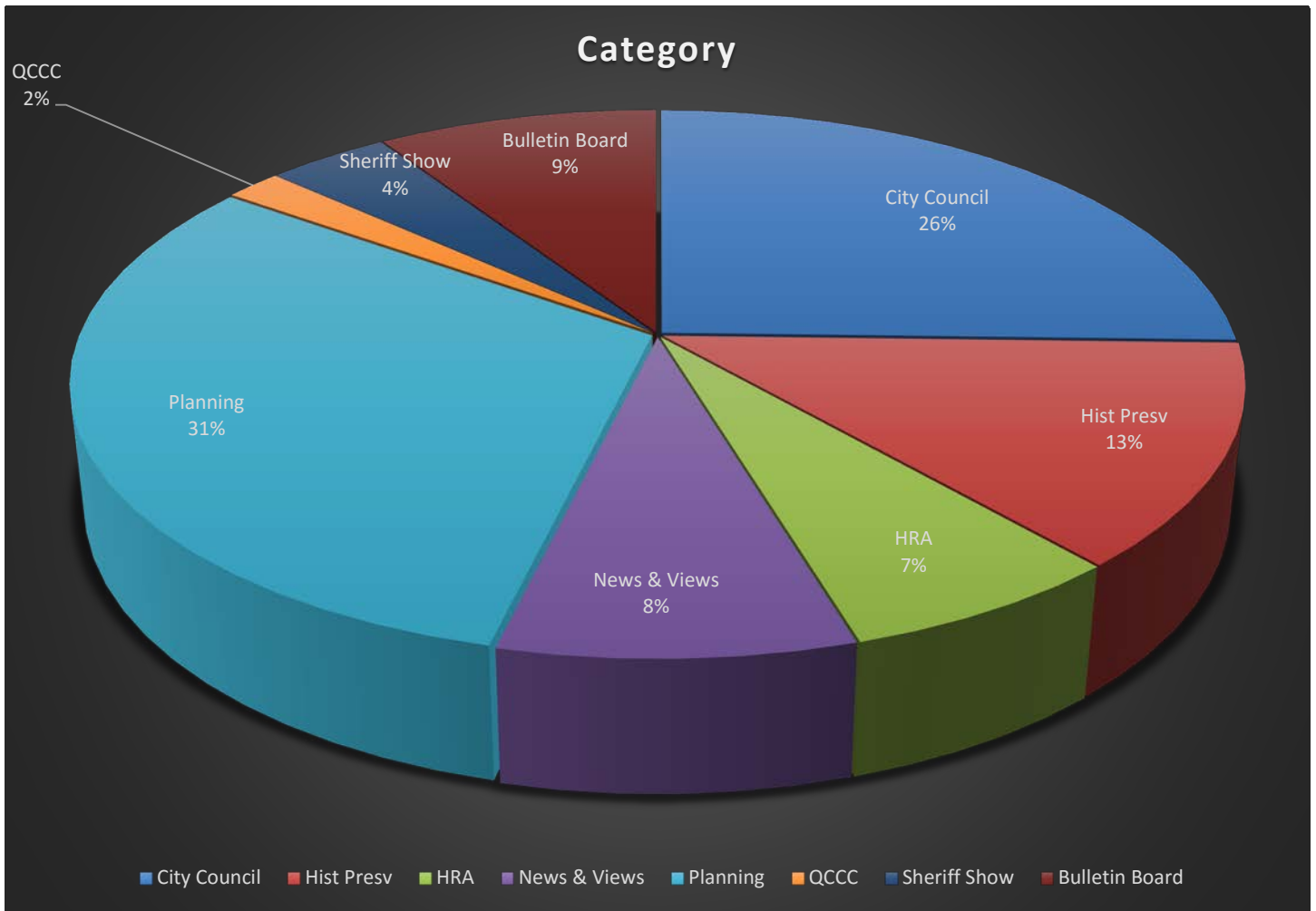
<b>Total Programming Hours:</b>	<b>698.3819</b>
<b>Total Bulletin Board Hours:</b>	<b>45.6181</b>
<b>Total Runs:</b>	<b>757</b>
<b>December Total Time:</b>	<b>744</b>
<b>Web Hits:</b>	<b>n.a.</b>

# Anoka Channel & Web Statistics

## December 2015

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs	519	New Shows	8	Total Hours	68.76	Total Hits:	n.a.
Total Time:	675.24	New Time:	9.21	Saturation:	9.3%		
Saturation:	90.7 %	All Shows:	16	<b>New Anoka:</b>	<b>68</b>		
		All Time:	14.92	<b>New All Cities:</b>	<b>305</b>		

Shared With Multiple Cities		
12/1/2015	News and Views December 2015	1.0000
10/2/2015	Public Safety Talk Oct	0.5000
11/19/2015	QCCC 11-19-2015	0.7325
12/17/2015	QCCC 12-17-2015	0.5961
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
10/9/2015	The Sheriff Show Oct - Nov	0.4958





## Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Anoka City Council 11-16-2015	11/16/2015	City Council	1.5147	29	43.9269
Anoka City Council 12-21-2015	12/21/2015	City Council	1.8500	22	40.7000
Anoka City Council 12-7-2015	12/7/2015	City Council	1.9658	53	104.1892
Anoka Heritage Committee 11-10-2015	11/10/2015	Hist Presv	1.2697	77	97.7686
Anoka HRA 11-09-2015	11/9/2015	HRA	0.8092	7	5.6642
Anoka HRA 12-14-2015	12/15/2015	HRA	0.7975	56	44.6600
Anoka New & Views December 2015	12/2/2015	News & Views	0.2594	31	8.0428
Anoka News & Views November 2015	11/4/2015	News & Views	0.2944	1	0.2944
Anoka Planning Commission 12-1-2015	12/1/2015	Planning	2.2439	103	231.1206
Anoka PSA Day	3/10/2015	Informational	0.0986	2	0.1972
News and Views December 2015 **	12/1/2015	News & Views	1.0000	54	54.0000
Public Safety Talk Oct **	10/2/2015	Public Safety Show	0.5000	2	1.0000
QCCC 11-19-2015 **	11/19/2015	QCCC	0.7325	5	3.6625
QCCC 12-17-2015 **	12/17/2015	QCCC	0.5961	17	10.1339
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	48	23.9333
The Sheriff Show Oct - Nov **	10/9/2015	Sheriff Show	0.4958	12	5.9500
** Shared With Multiple Cities			14.9264	519	675.2436

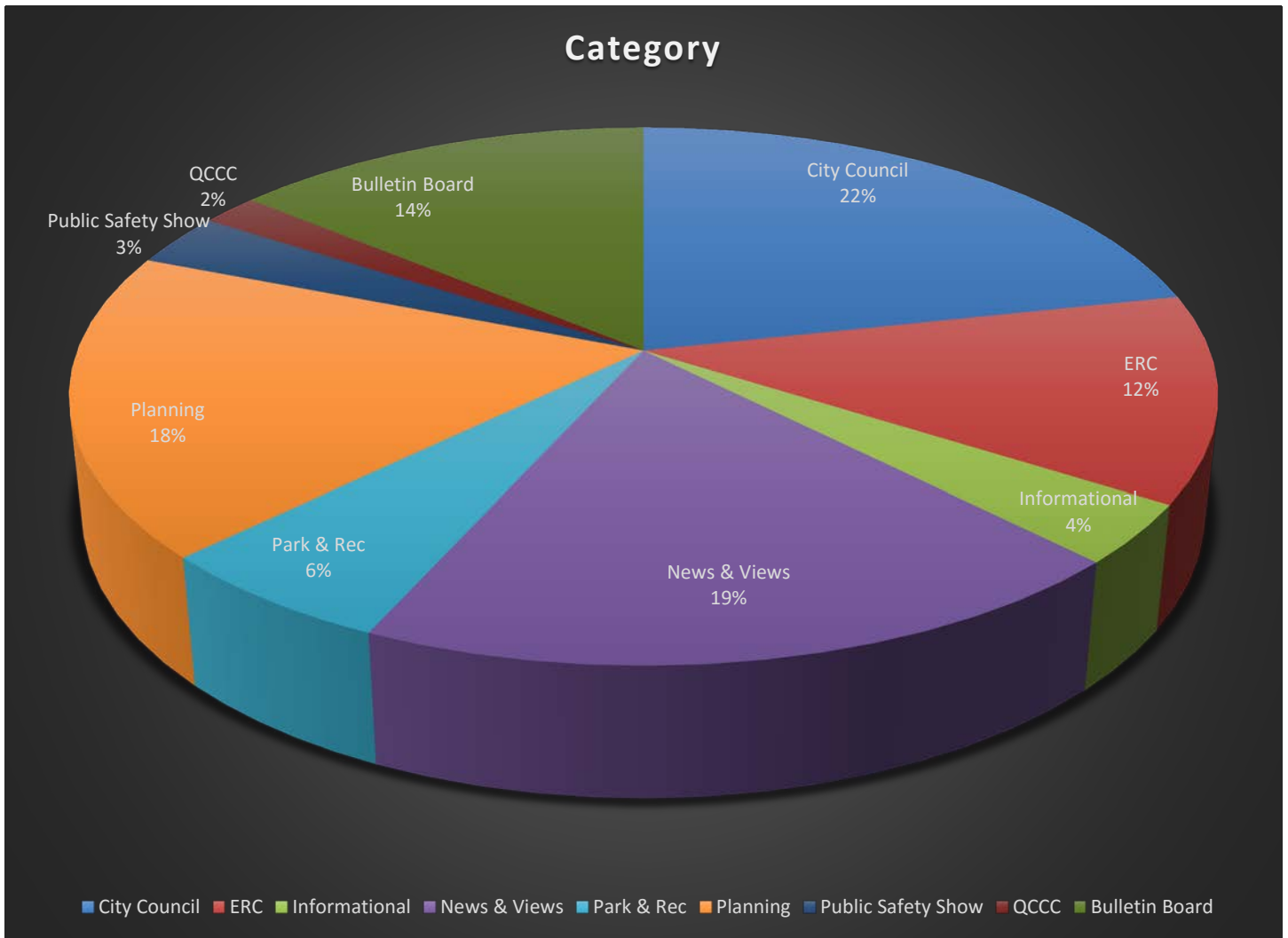
<b>Total Programming Hours:</b>	<b>675.2436</b>
<b>Total Bulletin Board Hours:</b>	<b>68.7564</b>
<b>Total Runs:</b>	<b>519</b>
<b>December Total Hours:</b>	<b>744</b>
<b>Web Hits:</b>	<b>n.a.</b>

# Champlin Channel & Web Statistics

## December 2015

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	1525	New Shows:	8	Total Hours:	103.78	Total Hits:	n.a.
Total Time:	640.22	New Time:	4.5	Saturation:	14%		
Saturation:	86 %	All Shows:	17	<b>New Champlin:</b>	<b>48</b>		
		All Time:	9.29	<b>New All Cities:</b>	<b>305</b>		

Shared With Multiple Cities		
12/1/2015	News and Views December 2015	1.0000
10/6/2015	News and Views October	1.0000
10/2/2015	Public Safety Talk Oct	0.5000
11/19/2015	QCCC 11-19-2015	0.7325
12/17/2015	QCCC 12-17-2015	0.5961
10/9/2015	The Sheriff Show Oct - Nov	0.4958



## Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Beyond The Yellow Ribbon - City of Champlin	11/10/2015	Informational	0.0828	322	26.6544
Champlin City Council 11-23-2015	11/23/2015	City Council	0.5747	104	59.7711
Champlin City Council 12-14-2015	12/15/2015	City Council	0.8464	119	100.7203
Champlin ERC Meeting 12-7-2015	12/7/2015	ERC	0.7156	129	92.3067
Champlin News & Views December 2015	12/2/2015	News & Views	0.2283	320	73.0667
Champlin News & Views November 2015	11/4/2015	News & Views	0.2144	10	2.1444
Champlin Park and Rec 12-1-2015	12/1/2015	Park & Rec	0.2019	209	42.2064
Champlin Park and Recreation 11-03-2015	11/3/2015	Park & Rec	0.3806	6	2.2833
Champlin Planning 12-21-2015	12/21/2015	Planning	0.8286	30	24.8583
Champlin Planning Commission 11-16-2015	11/16/2015	Planning	0.8103	137	111.0081
Environmental Resources Commission Champlin	12/10/2015	ERC	0.0833	1	0.0833
News and Views December 2015 **	12/1/2015	News & Views	1.0000	57	57.0000
News and Views October **	10/6/2015	News & Views	1.0000	10	10.0000
Public Safety Talk Oct **	10/2/2015	Public Safety	0.5000	47	23.5000
QCCC 11-19-2015	11/19/2015	QCCC	0.7325	3	2.1975
QCCC 12-17-2015 **	12/17/2015	QCCC	0.5961	20	11.9222
The Sheriff Show Oct - Nov **	10/9/2015	Sheriff Show	0.4958	1	0.4958
** Shared With Multiple Cities			9.2914	1525	640.2186

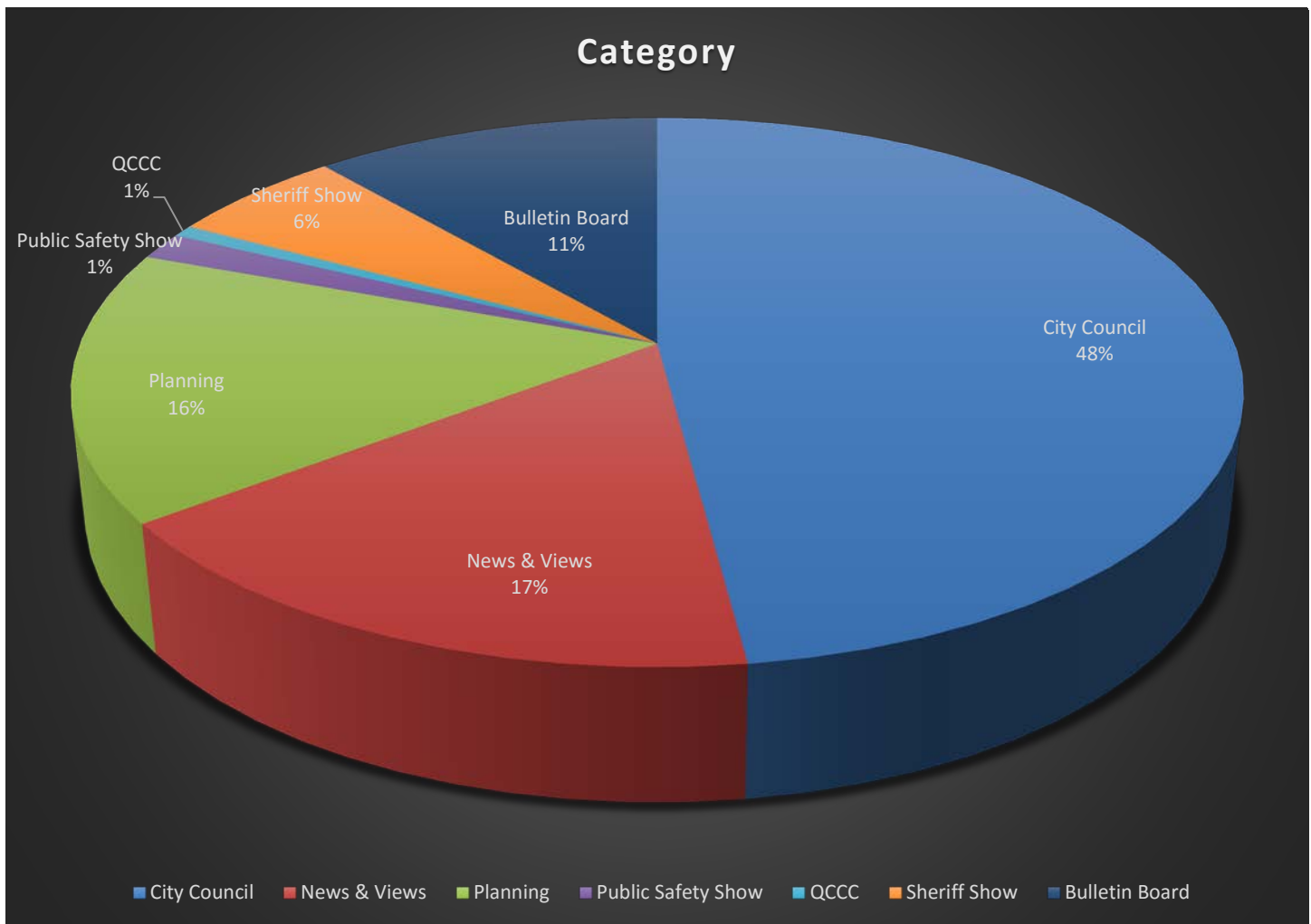
<b>Total Programming Hours:</b>	640.2189
<b>Total Bulletin Board Hours:</b>	103.7811
<b>Total Runs:</b>	1525
<b>December Total Time:</b>	744
<b>Web Hits:</b>	n.a.

# Ramsey Channel & Web Statistics

## December 2015

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 938	New Shows: 5	Total Hours: 84.44	Total Hits: n.a.
Total Time: 659.56	New Time: 3.66	Saturation: 11.4%	
Saturation: 88.6%	All Shows: 11	<b>New Ramsey: 50</b>	
	All Time: 8.62	<b>New All Cities: 305</b>	

Shared With Multiple Cities		
10/2/2015	Public Safety Talk Oct	0.5000
11/19/2015	QCCC 11-19-2015	0.7325
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
10/9/2015	The Sheriff Show Oct - Nov	0.4958
12/1/2015	News and Views December 2015	1.0000



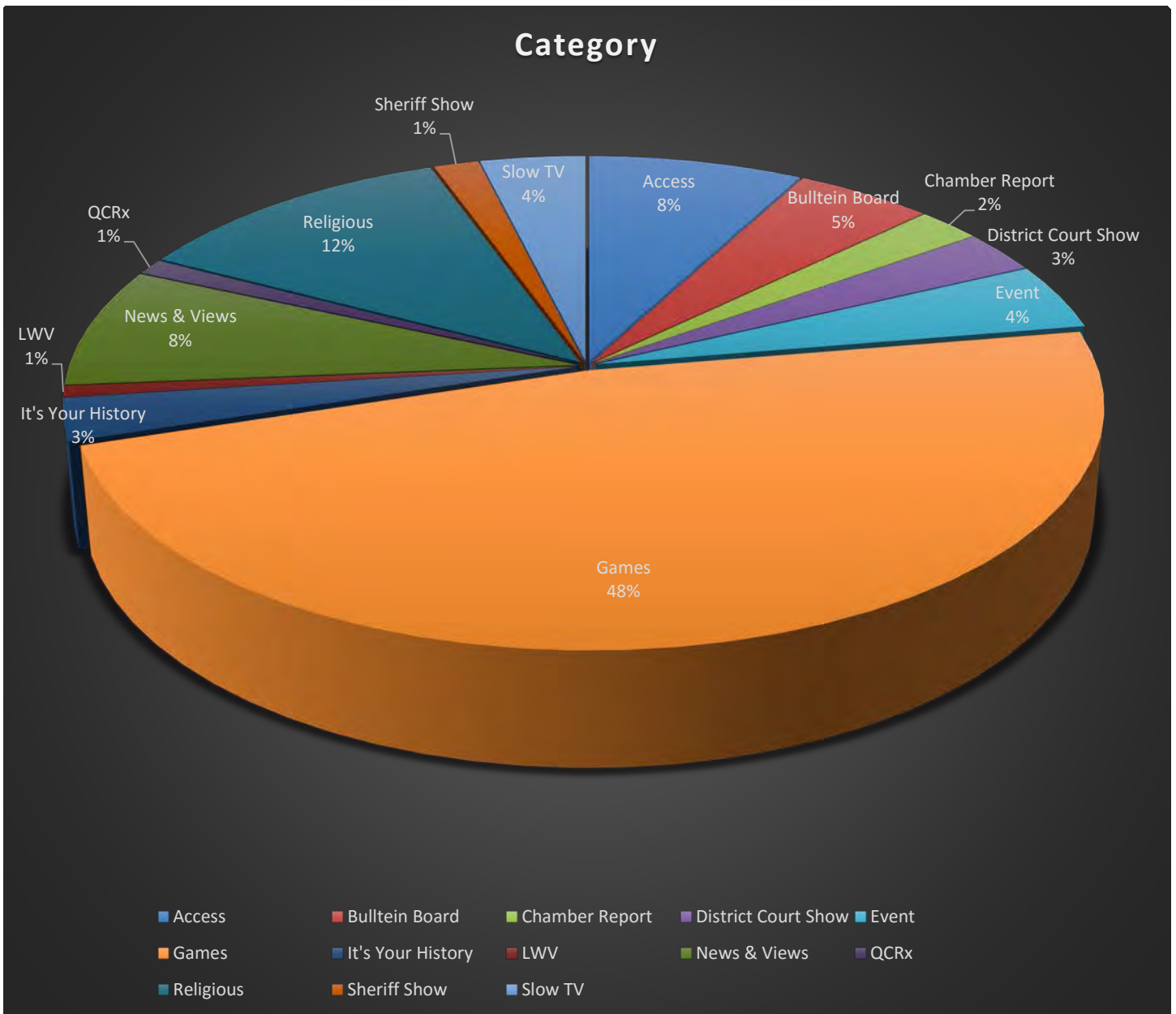
## Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Ramsey City Council 11-24-2015	11/24/2015	City Council	1.1567	59	68.2433
Ramsey City Council 12-8-2015	12/8/2015	City Council	1.5339	188	288.3711
News and Views December 2015 **	12/1/2015	News & Views	1.0000	64	64.0000
Ramsey News & Views December 2015	12/2/2015	News & Views	0.2367	207	48.9900
Ramsey News & Views November 2015	11/4/2015	News & Views	0.2533	45	11.4000
Ramsey Planning 12-3-2015	12/3/2015	Planning	0.3881	245	95.0736
Ramsey Planning Commission 11-12-2015	11/12/2015	Planning	1.8217	13	23.6817
Public Safety Talk Oct **	10/2/2015	Public Safety Show	0.5000	24	12.0000
QCCC 11-19-2015 **	11/19/2015	QCCC	0.7325	7	5.1275
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	10	4.9861
The Sheriff Show Oct - Nov **	10/9/2015	Sheriff Show	0.4958	76	37.6833
** Shared With Multiple Cities			8.6172	938	659.5567

<b>Total Programming Hours:</b>	<b>659.5567</b>
<b>Total Bulletin Board Hours:</b>	<b>84.4433</b>
<b>Total Runs:</b>	<b>938</b>
<b>December Total Time:</b>	<b>744</b>
<b>Web Hits:</b>	<b>n.a.</b>

# Community Channel December 2015

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	1084	New Shows	49	Total Hours	36.14	Total Web Hits: n.a.	
Total Time:	707.86	New Time:	46.86	Saturation:	5%		
Saturation:	95%	All Shows:	133	<b>New Bulletins</b>	<b>38</b>		
		All Time:	85.74	<b>All Bulletins</b>	<b>305</b>		



- Detail available upon request

# December 2015 YouTube Statistics

**Total Views:** 1792  
**Minutes Watched:** 11658

## Detail

Video	Watch Time	Views	Avg View
Anoka County Sheriff Show: January - February 2016	4134	549	7.53
Antique Appraisal with Mark F Moran	2248	174	12.92
It's Your History - Anoka State Hospital	895	122	7.33
Rebel Classic Marching Bands 2014	668	165	4.05
It's Your History - Fridley Tornado	646	81	7.97
It's Your History - The 1st Minnesota Infantry of the Civil War	402	53	7.58
Local show HD 12 22 2015	377	64	5.88
Public Safety Show October HD Matt	376	33	11.39
The Chamber Report December	259	52	4.99
Champlin Park Cluster Band Concert	232	73	3.18
League of Women Voters - Upper Mississippi River	209	19	11.02
Anoka County Sheriff Show – March & April 2015	193	40	4.84
Sheriff Show Dec 2014/Jan 2015	136	22	6.17
Anoka County Sheriff Show – August & September 2015	109	25	4.35
Anoka County Sheriff Show - Oct & Nov 2015	82	11	7.44
News and Views December	77	43	1.78
It's Your History - Archeology in Anoka County	63	13	4.85
Anoka County Sheriff, James Stuart - Law Enforcement Memorial Speech	48	15	3.2
Thank You Berry Much The Story of the Bauer Farm	47	12	3.93
Anoka County Sheriff's Award Ceremony 02-17-20 15	42	6	6.93
The Local Show April 2015	25	4	6.36
Anoka County Sheriff Show - May and June 2015	25	5	5.05
Regan Moves	24	3	7.98
In the Garden - Putting Your Garden To Bed	22	2	10.88
Chamber Report - May	20	3	6.79
The Local Show # 2 HD	20	12	1.65
District Court Show	19	2	9.37
It's Your History - Sustainable Farming	18	3	5.89
Anoka County Reserve Graduation 2015	18	3	5.87
Live and Local Hometown Holiday	15	5	3.08
Ramsey Happy Days Parade 2015	15	1	14.99
Professional Karate Studios	15	5	2.94
LWV ABC Water Resources Water Supply and Environmental Integrity	14	4	3.5
Buzzer Beater: Centennial @ Andover, Girls Basketball – February 5th, 2015	13	20	0.65
Andover @ Anoka, Football - End of Game Highlight	11	10	1.14
Road Rage	9	5	1.78
The District Court Show December	8	16	0.53
January News and Views	8	7	1.09
Child Safety Awareness	7	3	2.47
Crash Simulation held at Anoka Hennepin Technical Collage	7	3	2.34
Professional Karate Studios	6	5	1.27
Townfolk - Anoka County Union Herald	6	2	3.03
Emerald Ash Borer PSA	6	5	1.2
QCRx - Vaccination, Bereavement and Diet	6	4	1.43
Beyond the Yellow Ribbon - City of Champlin	5	5	1.09

News and Views November	5	9	0.6
Public Safety Talk February 2015	5	1	5
B1BEKczW9Rg	4	4	1.07
News & Views	4	1	3.73
News and Views October	4	1	3.59
Champlin Solar Energy Project	4	1	3.51
League of Women Voters - Secretary of State Steve Simon	3	1	3.49
The District Court Show November	3	6	0.58
News & Views April	3	2	1.74
Whats New At The Q	3	2	1.72
Anoka County 4-H Showcase	3	1	2.88
Chamber Report October	3	1	2.7
News and Views June	2	2	1.22
"Live and Local: Wargo Nature Center"	2	6	0.36
Chamber Report September 2015	2	2	1.06
League of Women Voters PSA HD	2	2	0.99
News & Views - August	2	4	0.49
Andover PSA Day Highlight Reel	2	1	1.8
QCTV 10-Minute Half Time Show	2	4	0.39
2015 Anoka County Memorial Service	1	1	1.41
Happy Days Shout Out 2015	1	1	1.41
LWV MN - Restore the Vote: Making Our Community Whole	1	1	1.41
LWV ABC Pollinator Advocacy Project HD	1	2	0.7
Turn off the Device PSA	1	2	0.58
News and Views February	1	1	0.93
Armstrong Interchange Appreciation Event	1	1	0.76
Library on the Go	1	1	0.7
ex3-MKS2R2Q	1	3	0.21
Twin Cities Comcast subscribers, has your cable quit working?	1	1	0.6
Anoka Co-op	1	1	0.54



## QCCCC Agenda Item

### 4.4 Commission Organization Items

**January 6, 2016**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Commission Organization Items

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The commission elects officers and appoints committee members the first quarter of each year following a city election, which occurred January 2015. The items below confirm the organizational items for 2016 unless otherwise acted upon by the commission.

**Meeting date and time**

The Quad Cities Cable Communications Commission meets the third Thursday of each month at 11 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 2016 are:

Commission meeting or work session: \$40 per meeting

Commission committee meeting (*when not combined with regular meeting*): \$40.

**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

**Action Options:**

Options Regarding Election and Appointments

- Elect new officers
- Appoint new committee members
- Affirm current officers and committee appointments
- No action, 2015 election and appointments stand

Options Regarding Per Diem

- Change per diem rate
- Affirm current per diem rate
- No action, 2015 per diem rate remains unchanged

**Quad Cities Cable Communications Commission  
2016 Meeting Plan**

**January 21**

Commission Meeting

Personnel Committee: Employee Performance Guidelines Review

**February 18**

Commission Meeting

**March 17**

Commission Meeting

Work session: Programming

**April 21**

Commission Meeting

Personnel Committee: Benefits Review

**May 19**

Commission Meeting

Budget Committee: 2015 Audit Review

**June 16**

Commission Meeting

**July 21**

Commission Meeting

**August 18**

Commission Meeting

(Note: ACM Conference Date)

**September 15**

Commission Meeting

Work session: Technology

**October 20**

Commission Meeting

**November 17**

Commission Meeting

Budget Committee: 2017 Proposed Budget Review

**December 15**

Commission Meeting

## QCCCC Agenda Item

### 5.1 Designated Depository

**January 6, 2016**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Designated Depository

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The Minnesota Statutes sets forth the procedures for the deposit of public funds which include requiring Quad Cities Cable Communications Commission to annually designate the official depositories for Commission funds and manage the collateral pledged to such funds. Other financial institutions are, from time to time, able to pay the Commission interest rates on deposits that are greater than can be obtained from the official depository.

Staff recommends the commission designate US Bank as the official depository for 2016; that the PMA Financial Network, Inc. (Minnesota Municipal Money Market Fund) be designated as additional depository for 2016 for investment and cash management purposes only; and, that the Commission Board of Directors is hereby designated as the approval authority for the release and acceptance of all collateral to be held by the organization in conjunction with Commission funds on deposit with authorized institutions.

**Action Requested:** Designate depository

Motion to designate US Bank as the official depository for 2016; that the PMA Financial Network, Inc. (Minnesota Municipal Money Market Fund) be designated as additional depository for 2016 for investment and cash management purposes only; and, that the Commission Board of Directors is hereby designated as the approval authority for the release and acceptance of all collateral to be held by the organization in conjunction with Commission funds on deposit with authorized institutions.

## QCCCC Agenda Item

### 5.2 Technical Audit

**January 12, 2016**

**To:** Commissioners

**From:** Karen George, Executive Director

**Subject:** Technical Audit

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The commission contracted with CBG Communications to conduct a technical audit of the franchised cable television system owned and operated by Comcast. The project commenced as part of the commission's franchise renewal process. However, the renewal process was interrupted by the Time-Warner/Comcast transfer of ownership and, subsequently, a franchise extension was negotiated.

The technical audit report was received and reviewed by the commission in October 2015. A copy of the audit report was provided to Comcast for review and response. The commission work session in December 2015 provided a more in-depth presentation by Comcast representatives regarding company response to issues identified in the audit report. At that work session, the commission directed legal counsel to send a letter to Comcast outlining the commission requests for action, timeline, and consideration of issuance of a notice of violation unless a substantive response is timely received prior to the January 21, 2016 commission meeting. A copy of the December 18, 2015 letter is enclosed with this report.

Comcast has provided informal updates to commission staff regarding progress on the commission requests and has committed to providing a formal response to the commission's December 18, 2015 letter prior to the January 21 commission meeting. Comcast reports:

- Collecting all I-Net testing records and records on trouble calls address with the I-Net.
- This information is being used to inform possible solutions to propose to address concerns moving forward.
- Deployed a construction team to survey and provide quotes of fiber upgrades at Anoka and Andover City Halls.
- Identify proximity of subscriber network to sites used by the commission for video signal transmission.
- Continue to investigate the reasonableness of proposal before finalized.

Comcast representatives will attend to meeting to present information for commission consideration. Materials provided in advance of the commission meeting will be sent to commissioners when received.

**Action options:**

- Direct staff and legal counsel to prepare and send notice of violations to Comcast, consistent with requirements of the franchise.
- Direct staff and legal counsel to negotiate a resolution based on Comcast's proposed I-Net solution(s).
- Give other direction.



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December 18, 2015

Karly B. Werner  
Government Affairs Senior Manager  
Comcast- Twin Cities Region  
10 River Park Plaza  
St. Paul, MN 55107

**Re: *Quad Cities Cable Communications Commission ("QCCCC");  
CBG Technical Review of June, 2015 and Addendum of October, 2015 ("Report")***

Dear Ms Werner:

This is to confirm the results of the QCCCC work session on December 17, 2015. You and Comcast's regional system engineer, Mike LeTourneau, attended the meeting to discuss the Report. The Report, which you received in October, generally addresses subscriber network problems and the failing I-Net.

Regarding the sub net, the Report identifies several types of potential problems such as signal quality/system performance, grounding and bonding, unsecured pedestals, drop issues, issues at the pole or pedestal, etc. To evaluate these issues, including NEC and NESC compliance matters specifically, CBG randomly selected and investigated 200 addresses served by Comcast. CBG found one or more problems with approximately 20-25% of the addresses.

You and Mike explained that many of the identified sub net problems have already been corrected. You also indicated that some of the problems identified by CBG were not, in fact, noncompliances. You indicated that Comcast believes the Report overstates the percentage of problem addresses.

QCCCC believes Comcast is taking the sub net problems identified in the Report seriously. Thus, commissioners found no need at this point to treat the identified sub net issues as franchise noncompliances. The QCCCC would, however, like to better understand how Comcast systematically and proactively addresses or avoids these issues. To that end, QCCCC requests:

- A narrative explaining how Comcast proactively or systematically inspects its system and performs necessary maintenance, repairs, upgrades. Such narrative should focus on Comcast's approach to proactively addressing system problems that do not, or may not, result in a customer complaint associated with a specific address;

- A statement of the percentage of NEC or NESC noncompliances Comcast believes currently exist in the system serving the member cities;
- A statement of the company's policy, if any, regarding the acceptable level of NEC or NESC noncompliances or any acceptable percentage of addresses with such noncompliances;
- Submission of a new Physical Plant report at the end of Q1 2016 indicating further corrective measures taken at other addresses in the member cities. The format of such report should match the matrix provided at the work session.


If Comcast has already prepared FCC or other regulatory reports addressing these matters, such reports may be filed with the QCCCC in response to the relevant request above. The QCCCC reserves the right to require the above reports if the FCC or other regulatory reports submitted by Comcast do not adequately address the commission's concerns.

Regarding the I-Net, the Report simply concludes that the current I-Net is old, is failing, and certain to continue failing more regularly and severely in the future. The Report suggests several possible solutions. We request that Comcast supply its proposed solution for QCCCC's consideration and discussions.

As discussed at the work session, the I-Net problems are increasingly frequent and finding a solution is time sensitive. Further, commissioners were less convinced that Comcast intends to take the failing I-Net seriously. Accordingly, I anticipate that at the next regularly scheduled meeting on January 21, 2016, the QCCCC will consider issuance of a notice of violation unless a substantive response is timely received prior to that meeting.

We appreciate Comcast's active participation in addressing these system issues. Please contact me with any questions.

Very truly yours,



Robert J. V. Vose

RJV:jms

cc: Karen George, QCCCC