

Quad Cities Cable Communications Commission
Anoka City Hall – Council Chambers

April 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 February 18, 2016, commission minutes.
 - 4.1.2. Approval of the March 3, 2016 work session minutes.
 - 4.2. Treasurer
 - 4.2.1. January and February Financial Reports
 - 4.3. Executive Director
- 5. General Business**
 - 5.1. Subscriber Survey Presentation
 - 5.2. Technology Audit Update
- 6. Adjourn**

MINUTES OF THE REGULAR MEETING OF FEBRUARY 18, 2016

CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 11:03 a.m. at the Anoka City Hall.

ROLL CALL– 2

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

Commissioners absent and excused: Carl Anderson, Anoka; and John LeTourneau, Ramsey.

Others present included Karen George, Executive Director.

APPROVAL OF AGENDA – 3

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

6 ayes – 0 nays. Motion carried.

ADMINISTRATIVE REPORTS – 4

4.1 Secretary

4.1.1. Approval of meeting minutes from January 21, 2016

Motion was made by Dickinson and seconded by Johnson to approve the January 21, 2016 minutes as presented.

4 ayes – 0 nays – 1 abstain (Ulrich) – 1 present (Trude). Motion carried.

4.2 Treasurer

4.2.1. December Financial Reports

Commissioner provided a brief overview of the December financial reports.

Motion was made by Trude and seconded by Ulrich to accept the December Financial Reports as presented.

6 ayes – 0 nays. Motion carried

4.3 Executive Director

Ms. George introduced staff members who were present and have been promoted, or newly hired. She stated that the 2016 kickoff meeting occurred on January 6th and noted that staff is off and running for the new year. She reported that the results of the survey are complete and will be reviewed in a work session meeting on March 3rd. She referenced the website implementation and advised that there have been continued issues, noting that staff continues to work with the consultant to get those items resolved. She briefly reviewed the remaining information included in her report including the installation of the custom cabinetry in the mobile van.

Commissioner Trude asked if a copy of the survey results would be made available to the Commission prior to the work session, noting that it would be helpful to have the information prior to the meeting to prepare for discussion.

Ms. George stated that she would follow up and attempt to provide that information one week prior to the meeting.

Commissioner Trude asked when the meeting is scheduled to occur.

Ms. George stated that at this time the meeting is tentatively scheduled for March 3rd from 9:30 to 11:00 a.m. in Ramsey.

GENERAL BUSINESS – 5

5.1 Cargo Van Replacement

Ms. George noted that an update is provided in the report on the process for purchasing the new cargo van. She stated that once delivered there would be add-on elements, such as the platform, ladder for accessing the platform and safety railings for the platform. She noted that wrapping of the van is also requested, noting that two options were provided in the packet. She stated that staff recommends the safety add-on features for the van as the van is heavily used and staff believes that the van could be ready for spring sports season. She stated that there is no preference from staff on the wrapping.

Commissioner Trude stated that she would support the full safety add-on elements and would support the partial wrap. She stated that the partial wrap would remain within the budget and did not know that much value would be added with the full wrap.

Commissioner Ulrich agreed that the logo option does look nice against the white van.

Motion was made by Trude and seconded by Ulrich to authorize the safety add-ons and the partial wrap for the cargo van.

6 ayes – 0 nays. Motion carried.

Ms. George shared a Champlin customer compliment that was provided to QCTV.

ADJOURN – 6

Time of adjournment 11:17 a.m.

Respectfully submitted,

Reviewed for approval,

Amanda Staple
Recording Secretary
TimeSaver Off Site Secretarial, Inc.

Karen George
Executive Director

MINUTES OF THE WORK SESSION OF MARCH 3, 2016

CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 9:38 a.m. at the Ramsey City Hall.

ROLL CALL– 2

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

Commissioners absent: Greg Lee, Anoka and John LeTourneau, Andover.

Others present included Karen George, Executive Director; Katherine Lenaburg, Operations Manager; Steve Ulrich, Technology Manager; and Peter Leatherman, Morris Leatherman Company; and Brian Olsen, *Anoka County Record*.

APPROVAL OF AGENDA - 3

The agenda was approved as presented.

TOPIC FOR DISCUSS – 4

4.1 Subscriber Survey Results

Ms. George asked the Commission, staff and guests to introduce themselves. She stated that she began working with Morris Leatherman Company in 1994, noting that the company has also completed surveys for some of the member cities. She stated that QCTV last completed a survey with the company in 2006 and noted that the company has also completed recent surveys for other sister organizations.

Mr. Leatherman reviewed the methodology of the survey noting that 400 randomly selected cable subscribers were contacted by telephone between January 6th and January 20th and the average interview time was about 15 minutes. He stated that the longevity of the subscriber ranged from less than

one year to over 20 years with the average rating at six to ten years and noted that 87 percent of those surveyed rated the service as excellent or good. He stated that of those that experienced service problems, there was a high level of satisfaction for the contact with Comcast, more than what is seen across the metro, with 87 percent rating as good or excellent. He reviewed the results regarding the value of the cable television service. He noted that it is hard to compare the results from this survey to the survey done in 2006 because of the ten-year gap, noting that the questions were worded differently and advised that the technology has changed so much during that time including the method in which people receive their media. He stated that subscribers were asked what they had watched on Channel 16, noting that about one third of viewers did watch the channel and of those, the highest rating program was City Council meetings with News and Views rated second. He stated that in 2006 32 percent stated that they had watched something on Channel 16, while in this survey 46 percent of those surveyed occasionally or frequently watch Channel 16. He noted that this is five percent higher than the metro in general. He referenced Channel 15 and noted there was an average of 15 percent of those surveyed who watched the channel with election coverage as the highest rated program. He noted that typically high school sports would rank highest.

Commissioner Trude noted that there was a special election in January/February, which may have skewed those results.

Ms. George stated that part of the reason for doing the survey at this time was to determine the impact of the changes that were made in programming one year ago, noting that Live and Local rated higher than high school sports.

Mr. Leatherman stated that typically, there are more people watching the channel on which the City Council meetings are played and QCTV was atypical because there was a higher response rate of people watching the local programming channel as compared to the City Council channel. He provided the results for Channel 18, noting that there were standard results with 28 percent watching frequently or occasionally and also provided the results for Channel 19. He stated that overall one in six people have watched something on QCTV frequently, noting that the overall there is a viewership of 58 percent that watch occasionally or frequently. He provided the results for the number of subscribers that had visited the QCTV website, noting that 30 percent of those surveyed were aware that City Council meetings could be watched online and 11 percent had watched a meeting, noting that most of those had watched on demand. He stated that a question was asked as to whether those surveyed would be likely to purchase a QCTV program through download and noted that 82 percent stated that they would not and explained that the rate of those that would actually do that action would be about five percent. He stated that a question was asked as to whether the subscriber had watched a QCTV program on YouTube, noting that 18 percent responded that they had and noted that four percent of those

were only watching on YouTube. He provided results regarding the use of social media and if they had used a specific type of social media for government or community information. He provided results on the primary source people use to find out information about QCTV, noting that the city newsletter and weekly newspaper were ranked highest.

Commissioner Johnson stated that there is a difference between how the question is asked and how people interpret the question.

Mr. Leatherman clarified that perhaps people were thinking of a source for local government information.

Chair Heitkamp stated that there is nothing in the *Champlin Dayton Press* that references QCTV. He stated that there will be a portion in the newsletter, which features the survey results but noted that otherwise there is nothing in the city newsletter regarding QCTV.

Ms. George stated that with the reorganization of QCTV and the programming and the updating of the website, QCTV is getting ready to make a marketing push and noted that this information is helpful as to where marketing should occur.

Mr. Leatherman noted that 53 percent of those surveyed replied that they are somewhat or very informed about QCTV.

Chair Heitkamp noted that perhaps that question should have been broken out more to reference QCTV specifically rather than local government programming.

Commissioner Dickinson stated that QCTV is a joint powers organization in which people can gain access to local government information. He stated that although there is an organization, perhaps people do not care so much about that organization as a whole and are more concerned with the extension of the community and the ability to gain information.

Commissioner Ulrich agreed that most residents would not recognize QCTV if you asked them that, but they do know that they can watch local government programming and sports on the government channels.

Commissioner Johnson stated that most people do not care about the background information for local television stations, and are concerned with the content that is being provided.

Mr. Leatherman agreed that residents in one city may not be aware that people in another city can access the same programs and televised meetings. He

stated that some organizations ask residents if they watch City Council meetings from other cities.

Councilmember Johnson referenced a presentation that was made at a recent Council meeting for an event for Feed My Starving Children and that organization stated that they would be broadcasting an advertisement on Channel 12. He noted that he did mention that residents of Champlin do not have access to that channel and the group was unaware.

Commissioner Anderson stated that the Comcast guide provides a wealth of information for channels with the exception of the QCTV channels, which do not provide that information.

Ms. George stated that was negotiated as part of the new Franchise Agreement and advised that the additional level of detail will be available. She noted that she will bring back additional implementation steps and costs to the Commission. She advised that was also offered through CenturyLink.

Mr. Leatherman provided details on the importance of city information by video, noting that of those who are watching the programming 40 percent believe that factor to be important. He reviewed the demographics of those surveyed and stated that those who watch the programming the most are homeowners.

Ms. George summarized that QCTV is hitting the mark and is about five percent higher in viewership than other organizations.

Mr. Leatherman noted that there was also a higher rating of the Comcast service and customer service rating. He stated that there is an intense group of one in six people that are watching one of the QCTV channels frequently, which is double than what they normally see.

Chair Heitkamp stated that he looks forward to the executive summary.

Commissioner Dickinson agreed that the trends will be helpful as well to determine where the next level of investment should be made.

Ms. George agreed that the information will also help in regard to distribution. She noted that the new website also captures the analytics for mobile device access as well. She noted that the earliest this item will come back will be April or May.

Commissioner Ulrich stated that it would be helpful to have a press release that the cities could put into their newsletters as well.

Time of adjournment 10:40 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 January 31, 2016

	Total
ASSETS	
Current Assets	
Bank Accounts - QCTV	1,759,631.58
- PayPay acct	743.46
- US Bank Reserve	5,000.00
- Petty Cash	250.00
Accounts Receivable	0.00
Other current assets	6,846.00
Total Current Assets	\$ 1,772,471.04
Fixed Assets	0.00
TOTAL ASSETS	\$ 1,772,471.04
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	29,152.55
Other Current Liabilities	128.01
Total Current Liabilities	\$ 29,280.56
Equity	1,743,190.48
TOTAL LIABILITIES AND EQUITY	\$ 1,772,471.04

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Jan 2016				Total			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Income								
Duplication Revenue	72.30	208.00	(135.70)	34.76%	72.30	2,500.00	(2,427.70)	2.89%
Equipment Grant	55,870.85	0.00	55,870.85		55,870.85	0.00	55,870.85	
Franchise Fees	0.00	72,854.00	(72,854.00)	0.00%	0.00	874,248.00	(874,248.00)	0.00%
Interest Income	84.10	8.00	76.10	1051.25%	84.10	100.00	(15.90)	84.10%
PEG Fee	0.00	36,427.00	(36,427.00)	0.00%	0.00	437,125.00	(437,125.00)	0.00%
Total Income	56,027.25	109,497.00	(53,469.75)	51.17%	56,027.25	1,313,973.00	(1,257,945.75)	4.26%
Expenses								
Accounting / HR Services	39.95	1,166.00	(1,126.05)	3.43%	39.95	14,000.00	(13,960.05)	0.29%
Ads/Promos/Sponsorships	35.00	570.00	(535.00)	6.14%	35.00	6,850.00	(6,815.00)	0.51%
Andover Capital Equipment		500.00	(500.00)	0.00%	0.00	6,000.00	(6,000.00)	0.00%
Announcers Fees	995.00	833.00	162.00	119.45%	995.00	10,000.00	(9,005.00)	9.95%
Anoka Capital Equipment	155.94	500.00	(344.06)	31.19%	155.94	6,000.00	(5,844.06)	2.60%
Audit		1,125.00	(1,125.00)	0.00%	0.00	13,500.00	(13,500.00)	0.00%
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	577.67	525.00	52.67	110.03%	577.67	6,300.00	(5,722.33)	9.17%
Building - Insurance		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
Building - Maintenance		583.00	(583.00)	0.00%	0.00	7,000.00	(7,000.00)	0.00%
Building - Supplies	145.53	166.00	(20.47)	87.67%	145.53	2,000.00	(1,854.47)	7.28%
Car Allowance	250.00	250.00	0.00	100.00%	250.00	3,000.00	(2,750.00)	8.33%
Cell Phone - Allowance	395.00	555.00	(160.00)	71.17%	395.00	6,660.00	(6,265.00)	5.93%
Champlin Capital Equipment	84.90	500.00	(415.10)	16.98%	84.90	6,000.00	(5,915.10)	1.42%
City Sewer & Water	94.79	216.00	(121.21)	43.88%	94.79	2,600.00	(2,505.21)	3.65%
Commission Expense		600.00	(600.00)	0.00%	0.00	7,200.00	(7,200.00)	0.00%
Computer Equip / Repair / Supply / Software	1,055.60		1,055.60		1,055.60	0.00	1,055.60	
Consulting Services		3,166.00	(3,166.00)	0.00%	0.00	38,000.00	(38,000.00)	0.00%
Contingency Fund		2,057.00	(2,057.00)	0.00%	0.00	24,690.00	(24,690.00)	0.00%
Duplication Expenses	41.98	83.00	(41.02)	50.58%	41.98	1,000.00	(958.02)	4.20%
Electric Service	809.81	1,596.00	(786.19)	50.74%	809.81	19,152.00	(18,342.19)	4.23%

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Jan 2016				Total			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Emp / Comm Appreciation		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
Equip/Repair/Supply/Software	9,048.14	3,817.00	5,231.14	237.05%	9,048.14	45,812.00	(36,763.86)	19.75%
Federal Unempl Expense	214.44	62.00	152.44	345.87%	214.44	750.00	(535.56)	28.59%
Health Insurance	5,104.61	5,814.00	(709.39)	87.80%	5,104.61	69,768.00	(64,663.39)	7.32%
Insurance - Deductibles		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Insurance - Liability / Bonds		500.00	(500.00)	0.00%	0.00	6,000.00	(6,000.00)	0.00%
Lawn Service		375.00	(375.00)	0.00%	0.00	4,500.00	(4,500.00)	0.00%
Legal Fees		2,500.00	(2,500.00)	0.00%	0.00	30,000.00	(30,000.00)	0.00%
Legislative Lobbying	1,940.00	161.00	1,779.00	1204.97%	1,940.00	1,940.00	0.00	100.00%
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%	0.00	1,000.00	(1,000.00)	0.00%
Memberships - NATOA / Others	4,770.00	460.00	4,310.00	1036.96%	4,770.00	5,520.00	(750.00)	86.41%
Mileage	220.40	600.00	(379.60)	36.73%	220.40	7,200.00	(6,979.60)	3.06%
Miscellaneous Expenses		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Natural Gas	296.61	316.00	(19.39)	93.86%	296.61	3,800.00	(3,503.39)	7.81%
Office Supplies / Equipment	337.30	416.00	(78.70)	81.08%	337.30	5,000.00	(4,662.70)	6.75%
Parking Lot Maintenance		266.00	(266.00)	0.00%	0.00	3,200.00	(3,200.00)	0.00%
Payroll Expenses (ADP/HSA)	349.05	491.00	(141.95)	71.09%	349.05	5,900.00	(5,550.95)	5.92%
PERA	2,564.24	3,248.00	(683.76)	78.95%	2,564.24	38,982.00	(36,417.76)	6.58%
Postage		108.00	(108.00)	0.00%	0.00	1,300.00	(1,300.00)	0.00%
Printing / Copy Services		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Professional Development	752.62	1,416.00	(663.38)	53.15%	752.62	17,000.00	(16,247.38)	4.43%
Publications		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Ramsey Capital Equipment	129.08	500.00	(370.92)	25.82%	129.08	6,000.00	(5,870.92)	2.15%
Sales Tax		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Secretary Services	136.00	249.00	(113.00)	54.62%	136.00	2,992.00	(2,856.00)	4.55%
Snow Plowing Service	345.00	375.00	(30.00)	92.00%	345.00	4,500.00	(4,155.00)	7.67%
SS/Medicare Expense	2,734.08	3,728.00	(993.92)	73.34%	2,734.08	44,747.00	(42,012.92)	6.11%
State Unemploy Exp		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
STD / LTD / Life Insurance	245.87	626.00	(380.13)	39.28%	245.87	7,520.00	(7,274.13)	3.27%
Studio Sets		583.00	(583.00)	0.00%	0.00	7,000.00	(7,000.00)	0.00%

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Jan 2016				Total			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Subscription Services		1,334.00	(1,334.00)	0.00%	0.00	16,017.00	(16,017.00)	0.00%
Temp Staff Services		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
Vehicle - Equipment / Repair		833.00	(833.00)	0.00%	0.00	10,000.00	(10,000.00)	0.00%
Vehicle - Insurance		291.00	(291.00)	0.00%	0.00	3,500.00	(3,500.00)	0.00%
Vehicle - Maintenance / Gas	235.96	666.00	(430.04)	35.43%	235.96	8,000.00	(7,764.04)	2.95%
Wages - Full-time	31,194.42	38,748.00	(7,553.58)	80.51%	31,194.42	464,977.00	(433,782.58)	6.71%
Wages - Part-time	4,794.21	9,993.00	(5,198.79)	47.98%	4,794.21	119,922.00	(115,127.79)	4.00%
Waste Removal	85.97	100.00	(14.03)	85.97%	85.97	1,200.00	(1,114.03)	7.16%
Web / VOD / Int / CaTV / Phone	819.83	1,652.00	(832.17)	49.63%	819.83	19,830.00	(19,010.17)	4.13%
Work Comp Insurance		191.00	(191.00)	0.00%	0.00	2,300.00	(2,300.00)	0.00%
Total Expenses	70,999.00	96,904.00	(25,905.00)	73.27%	70,999.00	1,163,129.00	(1,092,130.00)	6.10%
Revenues over Expenditures	(14,971.75)	12,593.00	(27,564.75)	-118.89%	(14,971.75)	150,844.00	(165,815.75)	-9.93%
ZCIP - Studio	1,000.00				1,000.00			

QCTV Bank Reconciliation

January 2016

Beginning Balance - 4M Statement	1,390,052.57
Less: Cleared Checks/Withdrawals	(70,833.91)
Plus: 4M Fund Interest	84.10
Plus: Bank Deposits/Credits	442,866.60
Bank Balance	\$1,762,169.36
Book Balance	1,762,169.36
Adjusted Book Balance	1,762,169.36
Difference:	\$0.00

Completed by: MK

Quad Cities Communications Commission Reconciliation Report

Quad Cities Commission, Period Ending 01/31/2016

Reconciled on: 02/16/2016 (any changes to transactions after this date aren't reflected on this report)

Reconciled by: Lee Brezinka

Summary

Statement Beginning Balance	1,390,052.57
Checks and Payments cleared	-70,833.91
Deposits and Other Credits cleared	+442,950.70
Statement Ending Balance	1,762,169.36
Uncleared transactions as of 01/31/2016	-2,537.78
Register Balance as of 01/31/2016	1,759,631.58
Uncleared transactions after 01/31/2016	-36,043.15
Register Balance as of 02/16/2016	1,723,588.43

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	11008	Kurtis G. Ulrich	-80.00
12/04/2015	Bill Payment	11089	Pete C. Andersen	-75.00
12/11/2015	Bill Payment	11094	Cielo Cleaning Company	-439.29
12/22/2015	Bill Payment	11109	Englewoodworks	-1,000.00
12/22/2015	Bill Payment	11112	MACTA	-510.00
12/22/2015	Bill Payment	11113	Pete C. Andersen	-80.00
12/22/2015	Bill Payment	11115	The Morris Leatherman Company	-7,250.00
12/24/2015	Journal	12B - 2015MK		-175.05
01/07/2016	Bill Payment	11141	Xcel Energy	-1,033.21
01/07/2016	Bill Payment	11140	Verizon Wireless	-685.16
01/07/2016	Bill Payment	11139	Trans Alarm	-2,757.24
01/07/2016	Bill Payment	11138	Timesavers	-256.15
01/07/2016	Bill Payment	11137	The Lincoln National Life Ins. Co.	-313.64
01/07/2016	Bill Payment	11136	Preferred One Insurance Co.	-5,251.37
01/07/2016	Bill Payment	11135	Pierce	-887.27
01/07/2016	Bill Payment	11134	Kurtis G. Ulrich	-120.00
01/07/2016	Bill Payment	11133	Kennedy & Graven, Chartered	-680.00
01/07/2016	Bill Payment	11132	Julie Trude	-120.00
01/07/2016	Bill Payment	11131	John Letourneau	-80.00
01/07/2016	Bill Payment	11130	James Dickinson	-120.00
01/07/2016	Bill Payment	11129	Huebsch	-33.07
01/07/2016	Bill Payment	11128	Holiday Station	-68.17
01/07/2016	Bill Payment	11127	Greenery Enterprises, Inc	-401.25
01/07/2016	Bill Payment	11126	Garage Doors & More	-149.00
01/07/2016	Bill Payment	11125	G & B Environmental, Inc	-142.20
01/07/2016	Bill Payment	11124	Eric Johnson	-80.00
01/07/2016	Bill Payment	11123	David S. Washburn	-150.00
01/07/2016	Bill Payment	11122	Comcast Cable	-424.92
01/07/2016	Bill Payment	11120	Bret Heitkamp	-120.00
01/07/2016	Bill Payment	11119	B&H Photo-Video	-232.82
01/07/2016	Bill Payment	11118	Anoka Area Chamber of Commerce	-15.00
01/07/2016	Bill Payment	11117	ACE Solid Waste, Inc.	-85.97
01/07/2016	Bill Payment	11121	Carl E. Anderson	-120.00
01/08/2016	Bill Payment	W/D	Minnesota State Retirement System	-300.00
01/08/2016	Bill Payment	W/D	PERA	-2,366.77
01/08/2016	Journal	01B - 2016MK		-13,094.33
01/08/2016	Journal	01B - 2016MK		-5,002.39
01/08/2016	Journal			-172.55

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
		01B - 2016MK		
01/14/2016	Bill Payment	11143	Englewoodworks	-1,000.00
01/21/2016	Bill Payment	11153	U.S. Bank Corporate	-1,550.47
01/21/2016	Bill Payment	11152	Markertek Video Supply	-532.91
01/21/2016	Bill Payment	11151	Joe G. Ruhland	-115.00
01/21/2016	Bill Payment	11150	David Steinberg	-120.00
01/21/2016	Bill Payment	11149	David S. Washburn	-75.00
01/21/2016	Bill Payment	11148	Comcast Cable	-170.06
01/21/2016	Bill Payment	11146	City of Champlin	-94.79
01/21/2016	Bill Payment	11145	Cielo Cleaning Company	-439.29
01/21/2016	Bill Payment	11144	CenterPoint Energy	-296.61
01/22/2016	Bill Payment	W/D	Minnesota State Retirement System	-300.00
01/22/2016	Bill Payment	W/D	PERA	-2,419.80
01/22/2016	Journal	01C - 2016MK		-13,466.73
01/22/2016	Journal	01C - 2016MK		-5,208.88
01/22/2016	Journal	01C - 2016MK		-172.55
Total				-70,833.91

Deposits and Other Credits cleared

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
01/05/2016	Deposit		Terry Lovaas	226.86
01/15/2016	Deposit		Comcast	55,870.85
01/22/2016	Deposit		Kari Berggren	18.00
01/27/2016	Deposit		Comcast	81,156.91
01/27/2016	Deposit		Comcast	46,189.00
01/27/2016	Deposit		Comcast	68,969.23
01/27/2016	Deposit		Comcast	61,433.31
01/27/2016	Deposit		Comcast	40,578.50
01/27/2016	Deposit		Comcast	23,094.53
01/27/2016	Deposit		Comcast	34,484.72
01/27/2016	Deposit		Comcast	30,716.69
01/31/2016	Journal	01D - 2016MK		84.10
01/31/2016	Journal	01E - 2016MK		128.00
Total				442,950.70

Additional Information

Uncleared Checks and Payments as of 01/31/2016

<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
01/21/2016	Bill Payment	11147	Comcast 2	-452.78
01/28/2016	Bill Payment	11154	NATOA	-1,960.00
Total				-2,537.78

Uncleared Deposits and Other Credits as of 01/31/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
08/21/2015	Bill Payment	10962	Anoka Area Chamber of Commerce	0.00
Total				0.00

Uncleared Checks and Payments after 01/31/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
02/03/2016	Bill Payment	11177	Verizon Wireless	-169.44
02/03/2016	Bill Payment	11176	U.S. Bank Corporate	-1,632.30

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
02/03/2016	Bill Payment	11175	Timesavers	-136.00
02/03/2016	Bill Payment	11174	The Lincoln National Life Ins. Co.	-472.73
02/03/2016	Bill Payment	11173	Preferred One Insurance Co.	-5,392.47
02/03/2016	Bill Payment	11172	Pete C. Andersen	-270.00
02/03/2016	Bill Payment	11171	Minnesota Assoc. of Community Telecommunications	-1,750.00
02/03/2016	Bill Payment	11170	Kennedy & Graven, Chartered	-2,293.42
02/03/2016	Bill Payment	11169	Joe G. Ruhland	-230.00
02/03/2016	Bill Payment	11168	Huebsch	-33.07
02/03/2016	Bill Payment	11167	Holiday Station	-72.04
02/03/2016	Bill Payment	11166	HealthEquity Inc.	-3.95
02/03/2016	Bill Payment	11165	Greenery Enterprises, Inc	-345.00
02/03/2016	Bill Payment	11164	Gerald Scott Thomson	-80.00
02/03/2016	Bill Payment	11163	DVS Renewal	-107.00
02/03/2016	Bill Payment	11162	David S. Washburn	-75.00
02/03/2016	Bill Payment	11161	Comcast Cable	-390.23
02/03/2016	Bill Payment	11160	City of Andover	-890.72
02/03/2016	Bill Payment	11159	CDW Direct	-7,913.35
02/03/2016	Bill Payment	11158	Barna, Guzy & Steffen, LTD	-91.00
02/03/2016	Bill Payment	11157	Amazon	-1,500.62
02/03/2016	Bill Payment	11156	Alliance for Community Media	-3,000.00
02/03/2016	Bill Payment	11155	ACE Solid Waste, Inc.	-85.97
02/05/2016	Bill Payment	W/D	Minnesota State Retirement System	-300.00
02/05/2016	Bill Payment	W/D	PERA	-2,495.40
02/12/2016	Bill Payment	11195	Xcel Energy	-809.81
02/12/2016	Bill Payment	11194	Trans Alarm	-376.83
02/12/2016	Bill Payment	11193	Pete C. Andersen	-265.00
02/12/2016	Bill Payment	11192	League of MN Cities Insurance Trust	-400.00
02/12/2016	Bill Payment	11191	Kurtis G. Ulrich	-40.00
02/12/2016	Bill Payment	11190	Julie Trude	-40.00
02/12/2016	Bill Payment	11189	Joe G. Ruhland	-265.00
02/12/2016	Bill Payment	11188	Greenery Enterprises, Inc	-376.25
02/12/2016	Bill Payment	11187	Gerald Scott Thomson	-40.00
02/12/2016	Bill Payment	11186	Comcast Cable	-160.56
02/12/2016	Bill Payment	11185	Comcast 2	-452.78
02/12/2016	Bill Payment	11184	City of Andover	-1,041.20
02/12/2016	Bill Payment	11183	Cielo Cleaning Company	-354.81
02/12/2016	Bill Payment	11182	CenterPoint Energy	-425.36
02/12/2016	Bill Payment	11181	CDW Direct	-615.84
02/12/2016	Bill Payment	11180	Carl E. Anderson	-40.00
02/12/2016	Bill Payment	11179	Bret Heitkamp	-40.00
02/12/2016	Bill Payment	11178	Anoka Area Chamber of Commerce	-600.00
Total				-36,073.15

Uncleared Deposits and Other Credits after 01/31/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
02/09/2016	Deposit		Dave Johnson	30.00
Total				30.00

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Feb 2016				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Income								
Duplication Revenue	76.60	208.00	(131.40)	36.83%	148.90	2,500.00	(2,351.10)	5.96%
Equipment Grant		0.00	0.00		55,870.85	0.00	55,870.85	
Franchise Fees		72,854.00	(72,854.00)	0.00%	0.00	874,248.00	(874,248.00)	0.00%
Interest Income		8.00	(8.00)	0.00%	84.10	100.00	(15.90)	84.10%
PEG Fee		36,427.00	(36,427.00)	0.00%	0.00	437,125.00	(437,125.00)	0.00%
Total Income	76.60	109,497.00	(109,420.40)	0.07%	56,103.85	1,313,973.00	(1,257,869.15)	4.27%
Gross Profit	76.60	109,497.00	(109,420.40)	0.07%	56,103.85	1,313,973.00	(1,257,869.15)	4.27%
Expenses								
Accounting / HR Services	1,061.73	1,166.00	(104.27)	91.06%	1,101.68	14,000.00	(12,898.32)	7.87%
Ads/Promos/Sponsorships	615.00	570.00	45.00	107.89%	650.00	6,850.00	(6,200.00)	9.49%
Andover Capital Equipment		500.00	(500.00)	0.00%	0.00	6,000.00	(6,000.00)	0.00%
Announcers Fees	880.00	833.00	47.00	105.64%	1,875.00	10,000.00	(8,125.00)	18.75%
Anoka Capital Equipment	155.94	500.00	(344.06)	31.19%	311.88	6,000.00	(5,688.12)	5.20%
Audit		1,125.00	(1,125.00)	0.00%	0.00	13,500.00	(13,500.00)	0.00%
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	354.81	525.00	(170.19)	67.58%	932.48	6,300.00	(5,367.52)	14.80%
Building - Insurance		208.00	(208.00)	0.00%	(1,370.00)	2,500.00	(3,870.00)	-54.80%
Building - Maintenance	376.83	583.00	(206.17)	64.64%	376.83	7,000.00	(6,623.17)	5.38%
Building - Supplies	308.54	166.00	142.54	185.87%	357.62	2,000.00	(1,642.38)	17.88%
Car Allowance	250.00	250.00	0.00	100.00%	500.00	3,000.00	(2,500.00)	16.67%
Cell Phone - Allowance	495.00	555.00	(60.00)	89.19%	890.00	6,660.00	(5,770.00)	13.36%
Champlin Capital Equipment	84.90	500.00	(415.10)	16.98%	169.80	6,000.00	(5,830.20)	2.83%
City Sewer & Water	104.15	216.00	(111.85)	48.22%	198.94	2,600.00	(2,401.06)	7.65%
Commission Expense		600.00	(600.00)	0.00%	0.00	7,200.00	(7,200.00)	0.00%
Computer Equip / Repair / Supply / Software	875.72		875.72		955.70	0.00	955.70	
Consulting Services	2,000.00	3,166.00	(1,166.00)	63.17%	2,000.00	38,000.00	(36,000.00)	5.26%
Contingency Fund		2,057.00	(2,057.00)	0.00%	0.00	24,690.00	(24,690.00)	0.00%
Duplication Expenses		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Electric Service	1,087.13	1,596.00	(508.87)	68.12%	1,896.94	19,152.00	(17,255.06)	9.90%

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Feb 2016				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Emp / Comm Appreciation		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
Equip/Repair/Supply/Software	4,078.35	3,817.00	261.35	106.85%	12,851.96	45,812.00	(32,960.04)	28.05%
Federal Unempl Expense	73.19	62.00	11.19	118.05%	287.63	750.00	(462.37)	38.35%
Health Insurance	5,445.96	5,814.00	(368.04)	93.67%	10,550.57	69,768.00	(59,217.43)	15.12%
Insurance - Deductibles		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Insurance - Liability / Bonds		500.00	(500.00)	0.00%	(3,717.00)	6,000.00	(9,717.00)	-61.95%
Lawn Service		375.00	(375.00)	0.00%	0.00	4,500.00	(4,500.00)	0.00%
Legal Fees	1,452.40	2,500.00	(1,047.60)	58.10%	1,452.40	30,000.00	(28,547.60)	4.84%
Legislative Lobbying		161.00	(161.00)	0.00%	1,940.00	1,940.00	0.00	100.00%
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%	0.00	1,000.00	(1,000.00)	0.00%
Memberships - NATOA / Others		460.00	(460.00)	0.00%	4,770.00	5,520.00	(750.00)	86.41%
Mileage	270.55	600.00	(329.45)	45.09%	490.95	7,200.00	(6,709.05)	6.82%
Miscellaneous Expenses		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Natural Gas	425.36	316.00	109.36	134.61%	721.97	3,800.00	(3,078.03)	19.00%
Office Supplies / Equipment	624.01	416.00	208.01	150.00%	849.27	5,000.00	(4,150.73)	16.99%
Parking Lot Maintenance		266.00	(266.00)	0.00%	0.00	3,200.00	(3,200.00)	0.00%
Payroll Expenses (ADP/HSA)	337.60	491.00	(153.40)	68.76%	686.65	5,900.00	(5,213.35)	11.64%
PERA	2,702.81	3,248.00	(545.19)	83.21%	5,267.05	38,982.00	(33,714.95)	13.51%
Postage	19.42	108.00	(88.58)	17.98%	19.42	1,300.00	(1,280.58)	1.49%
Printing / Copy Services		83.00	(83.00)	0.00%	0.00	1,000.00	(1,000.00)	0.00%
Professional Development	5.00	1,416.00	(1,411.00)	0.35%	757.62	17,000.00	(16,242.38)	4.46%
Publications		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Ramsey Capital Equipment	129.08	500.00	(370.92)	25.82%	258.16	6,000.00	(5,741.84)	4.30%
Sales Tax		41.00	(41.00)	0.00%	0.00	500.00	(500.00)	0.00%
Secretary Services	136.00	249.00	(113.00)	54.62%	272.00	2,992.00	(2,720.00)	9.09%
Snow Plowing Service	671.25	375.00	296.25	179.00%	1,016.25	4,500.00	(3,483.75)	22.58%
SS/Medicare Expense	2,905.75	3,728.00	(822.25)	77.94%	4,443.83	44,747.00	(40,303.17)	9.93%
State Unemploy Exp		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
STD / LTD / Life Insurance	472.73	626.00	(153.27)	75.52%	718.60	7,520.00	(6,801.40)	9.56%
Studio Sets		583.00	(583.00)	0.00%	0.00	7,000.00	(7,000.00)	0.00%

Quad Cities Communications Commission
Budget vs. Actuals: Budget 2016 - FY16 P&L
 January - December 2016

	Feb 2016				YTD			
	Actual	Budget	over Budget	% of Budget	Actual	Budget	over Budget	% of Budget
Subscription Services		1,334.00	(1,334.00)	0.00%	0.00	16,017.00	(16,017.00)	0.00%
Temp Staff Services		208.00	(208.00)	0.00%	0.00	2,500.00	(2,500.00)	0.00%
Vehicle - Equipment / Repair	530.43	833.00	(302.57)	63.68%	530.43	10,000.00	(9,469.57)	5.30%
Vehicle - Insurance		291.00	(291.00)	0.00%	(1,759.00)	3,500.00	(5,259.00)	-50.26%
Vehicle - Maintenance / Gas	242.26	666.00	(423.74)	36.38%	478.22	8,000.00	(7,521.78)	5.98%
Wages - Full-time	33,875.60	38,748.00	(4,872.40)	87.43%	51,330.02	464,977.00	(413,646.98)	11.04%
Wages - Part-time	4,195.12	9,993.00	(5,797.88)	41.98%	7,157.33	119,922.00	(112,764.67)	5.97%
Waste Removal	85.97	100.00	(14.03)	85.97%	171.94	1,200.00	(1,028.06)	14.33%
Web / VOD / Int / CaTV / Phone	662.04	1,652.00	(989.96)	40.08%	1,481.87	19,830.00	(18,348.13)	7.47%
Work Comp Insurance		191.00	(191.00)	0.00%	0.00	2,300.00	(2,300.00)	0.00%
Total Expenses	67,990.63	96,904.00	(28,913.37)	70.16%	113,875.01	1,163,129.00	(1,049,253.99)	9.79%
Revenues greater (less) than Expenditures	(67,914.03)	12,593.00	(80,507.03)	-539.30%	(57,771.16)	150,844.00	(208,615.16)	-38.30%
ZCIP - Truck	0.00				1,000.00			

QCTV Bank Reconciliation

February 2016

Beginning Balance - 4M Statement	1,762,169.36
Less: Cleared Checks/Withdrawals	(77,702.03)
Plus: 4M Fund Interest	105.18
Plus: Bank Deposits/Credits	60.00
Bank Balance	\$1,684,632.51
Book Balance	1,684,632.51
Adjusted Book Balance	1,684,632.51
Difference:	\$0.00

Completed by: MK

Quad Cities Communications Commission**Reconciliation Report**Quad Cities Commission, Period Ending **02/29/2016**

Reconciled on: 03/14/2016 (any changes to transactions after this date aren't reflected on this report)

Reconciled by: Lee Brezinka

Summary

Statement Beginning Balance	1,762,169.36
Checks and Payments cleared	-77,702.03
Deposits and Other Credits cleared	+165.18
Statement Ending Balance	1,684,632.51
Uncleared transactions as of 02/29/2016	-15,290.19
Register Balance as of 02/29/2016	1,669,342.32
Uncleared transactions after 02/29/2016	-9,837.53
Register Balance as of 03/14/2016	1,659,504.79

Details

Checks and Payments cleared

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
01/21/2016	Bill Payment	11147	Comcast 2	-452.78
01/28/2016	Bill Payment	11154	NATO A	-1,960.00
02/03/2016	Bill Payment	11177	Verizon Wireless	-169.44
02/03/2016	Bill Payment	11176	U.S. Bank Corporate	-1,632.30
02/03/2016	Bill Payment	11175	Timesavers	-136.00
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02/03/2016	Bill Payment	11165	Greenery Enterprises, Inc	-345.00
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02/03/2016	Bill Payment	11159	CDW Direct	-7,913.35
02/03/2016	Bill Payment	11158	Barna, Guzy & Steffen, LTD	-91.00
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02/03/2016	Bill Payment	11155	ACE Solid Waste, Inc.	-85.97
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02/05/2016	Bill Payment	W/D	PERA	-2,495.40
02/05/2016	Journal	02A - 2016MK		-14,285.04
02/05/2016	Journal	02A - 2016MK		-5,307.33
02/05/2016	Journal	02A - 2016MK		-170.05
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02/12/2016	Bill Payment	11188	Greenery Enterprises, Inc	-376.25
02/12/2016	Bill Payment	11187	Gerald S. Thomson	-40.00
02/12/2016	Bill Payment	11186	Comcast Cable	-160.56
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02/12/2016	Bill Payment	11184	City of Andover	-1,041.20

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
02/12/2016	Bill Payment	11183	Cielo Cleaning Company	-354.81
02/12/2016	Bill Payment	11182	CenterPoint Energy	-425.36
02/12/2016	Bill Payment	11181	CDW Direct	-615.84
02/12/2016	Bill Payment	11179	Bret Heitkamp	-40.00
02/19/2016	Bill Payment	W/D	PERA	-2,549.85
02/19/2016	Bill Payment	W/D	Minnesota State Retirement System	-300.00
02/19/2016	Journal	02B - 2016MK		-5,360.99
02/19/2016	Journal	02B - 2016MK		-14,040.29
02/19/2016	Journal	02B - 2016MK		-167.55
Total				-77,702.03

Deposits and Other Credits cleared

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
02/09/2016	Deposit		Dave Johnson	30.00
02/23/2016	Deposit		Oblayon Nyemah	30.00
02/29/2016	Journal	02C - 2016MK		105.18
Total				165.18

Additional Information

Uncleared Checks and Payments as of 02/29/2016

<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
02/03/2016	Bill Payment	11172	Pete C. Andersen	-270.00
02/03/2016	Bill Payment	11171	Minnesota Assoc. of Community Telecommunications	-1,750.00
02/12/2016	Bill Payment	11193	Pete C. Andersen	-265.00
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02/12/2016	Bill Payment	11180	Carl E. Anderson	-40.00
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02/29/2016	Bill Payment	11206	Verizon Wireless	-5.00
02/29/2016	Bill Payment	11205	The Lincoln National Life Ins. Co.	-472.73
02/29/2016	Bill Payment	11204	Preferred One Insurance Co.	-5,671.90
02/29/2016	Bill Payment	11203	Markertek Video Supply	-3,266.57
02/29/2016	Bill Payment	11202	Greenery Enterprises, Inc	-295.00
02/29/2016	Bill Payment	11201	David S. Washburn	-75.00
02/29/2016	Bill Payment	11200	City of Champlin	-104.15
02/29/2016	Bill Payment	11199	B&H Photo-Video	-449.97
02/29/2016	Bill Payment	11198	Anoka Area Chamber of Commerce	-15.00
02/29/2016	Bill Payment	11197	Amazon	-1,668.79
02/29/2016	Bill Payment	11196	Abacus Plus Services, Inc.	-176.08
Total				-15,290.19

Uncleared Deposits and Other Credits as of 02/29/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
08/21/2015	Bill Payment	10962	Anoka Area Chamber of Commerce	0.00
Total				0.00

Uncleared Checks and Payments after 02/29/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
03/04/2016	Bill Payment	11215	U.S. Bank Corporate	-778.53
03/04/2016	Bill Payment	11214	Springsted Inc.	-2,000.00
03/04/2016	Bill Payment	11213	Pete C. Andersen	-195.00
03/04/2016	Bill Payment	11212	Kennedy & Graven, Chartered	-1,452.40
03/04/2016	Bill Payment	11211	Joe G. Ruhland	-230.00
03/04/2016	Bill Payment	11210	Huebsch	-33.07

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
03/04/2016	Bill Payment	11209	Holiday Station	-242.26
03/04/2016	Bill Payment	11208	David S. Washburn	-75.00
03/04/2016	Bill Payment	11207	Comcast Cable	-196.56
03/04/2016	Bill Payment	W/D	Minnesota State Retirement System	-300.00
03/04/2016	Bill Payment	W/D	PERA	-2,619.68
03/11/2016	Bill Payment	11220	Timesavers	-136.00
03/11/2016	Bill Payment	11219	Gerald S. Thomson	-115.00
03/11/2016	Bill Payment	11218	Comcast Cable	-359.61
03/11/2016	Bill Payment	11217	CenterPoint Energy	-339.82
03/11/2016	Bill Payment	11216	ACE Solid Waste, Inc.	-85.97
03/11/2016	Bill Payment	11221	Xcel Energy	-1,087.13
Total				-10,246.03

Uncleared Deposits and Other Credits after 02/29/2016

<u>Date</u>	<u>Type</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
03/01/2016	Deposit		Patrick McNamara	15.00
03/01/2016	Deposit		Kerry Svare	15.00
03/01/2016	Deposit		paypal	348.50
03/09/2016	Deposit		Derene Mears	30.00
Total				408.50

QCCCC Agenda Item

4.3 Executive Director's Report

April 4, 2016

To: Commissioners

From: Karen George, Executive Director

Subject: Executive Director's Report (February/March)

Century Link negotiations

Commission legal counsel and staff have participated in numerous meetings with Century Link representatives and we have completed big picture negotiations. In March, each party is worked on open items. Commission staff provided updated draft to Century Link in late March.

Subscriber survey update

The subscriber survey results were reviewed at a March 3 commission work session. Morris and Leatherman Company completed the executive summary and will the make a final presentation at the April meeting. Upon presentation of the final results, staff will distribute a press release for local media and city newsletters.

Replacement of cargo van

The vehicle has been ordered and estimated delivery is May 2016. Custom safety improvements and graphics wrap will be completed after delivery of the vehicle. The old cargo van fetched \$500 in trade-in allowance.

MACTA workshop on storytelling with Boyd Huppert

MACTA hosted a well-attended all-day workshop on storytelling by video journalist Boyd Huppert. Five staff members attended and reported it was an excellent presentation with many tips and tactics to implement here at QCTV. I serve on the MACTA board and worked with the PEG Committee to plan/execute this event.

St. Croix Valley Cable Commission presentation

Presented strategic planning and change process management information to the St. Croix Valley Cable Commission. The commission is looking to sustainability planning for the future with the retirement of the part-time administrator.

The Grid – MACTA Featured Video

QCTV's program The Grid was the featured video in February on the MACTA web site and in the membership newsletter sent to all members.

HD channel launch expected in April

The QCTV Community Channel (Comcast Channel 15) will be the first to transmit programming in High Definition. The HD channel is expected to launch in late April. Staff continues to work on activating the electronic program guide (EPG) with ROVI, the third-party provider of the service for Comcast. The HD launch was tested on March 30. The HD channel designation for Comcast customers will be HD859.

QCTV signal transmission to Comcast head-end

Comcast technicians have completed equipment installation in the QCTV Control Room. This will now deliver to Comcast head-end a standard definition SDI signal for all 7 channels. That means we will no longer down-convert the signal to analog. This will dramatically improve the picture quality of programming seen by Comcast subscribers.

Technical audit update

This item continues to be worked on at the staff level and will return to the commission at a future meeting for further review. In March, Commission staff and Comcast representatives had multiple meetings to review completion of the punch list on technical issues and identified alternatives to I-Net PEG signal delivery. Comcast representatives will be at the April meeting to make a presentation.

Legislative Update

Attached to this report is the MACTA legislative weekly update for April 8.

SF2249/HF2387

MACTA provided a letter of support for SF2249/HF2387. This bill would expedite the reinstatement of tax exemption status for joint powers organizations effective January 1, 2016 rather than January 1, 2017.

SF3413/HF3470

This proposed legislation affects city collection of franchise fees, but does not impact cable television franchise fees. The League of Minnesota Cities is involved on behalf of cities.

SF736/HF1066

Although this proposed legislation mentions CenturyLink, it is the voice services, not television services that are the target of competitive market regulation.

2015 Audit in process

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

Web site

The web site basic features are functioning. Staff continues to work with the vendor for resolution of outstanding items on the punch list.

Closed Captioning

The FCC and Department of Justice have each taken up the regulation of closed captioning as it applies to local community television organizations such as QCTV. Commission staff has been monitoring potential impact on future operations. The issue is complicated by two federal agencies interpreting requirements, and the impact on live video coverage, playback, and web streaming. Our national organizations NATOA and ACM are providing testimony at hearings and filing briefs on our behalf. MACTA will be sponsoring a workshop on this topic at the June 9 conference in St. Paul. Staff will continue to monitor.

FCC Notice of Inquiry for Promoting Diverse and Independent Sources of Video

ACM is active in the FCC proceeding (FCC 16-41) regarding protection of PEG video programmers such as QCTV. This NOI is looking into cable tv operator practices in making programming information available to subscribers. PEG organizations have long been requesting to be listed on the EPG (electronic program guide), provide VOD/DVR services for PEG programs, and SD/HD channel offerings/quality signal transmission. The links below catalog the comments and letters.

<http://www.allcommunitymedia.org/wp-content/uploads/ACM-ACD-Comments-in-DN-16-41.pdf>

<http://www.allcommunitymedia.org/wp-content/uploads/Appendices-A-B.pdf>

Action taken on equipment purchases last month

The March 17 Commission meeting cancelled due to lack of a quorum. There were two staff reports requesting capital purchases of a time-sensitive nature. Commission staff contacted the board chair and treasurer regarding the impacts of delaying purchases to a later time. Upon consultation with the board chair and the treasurer, staff was authorized to act on these purchases. The LiveU purchase saved up to \$1,800 in short-term rental fees and the Watchguard server was a planned replacement with the annual service contract renewal in April.

Monthly reports

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

Customer comments

Customer email

"I just wanted to say how impressed I was with some of the recent work I have seen on QCTV. It looks very professional and you guys continue to produce great work, and thanks for all the excellent local business promotion"

Ryan Karasek, Champlin City Council Member

Customer email

Subject: Re: 2/16/16 Andover Boys Hockey vs Duluth East Section 7AA

I just ordered the DVD. I cannot thank you enough - you went above & beyond!

Customer email

Please pass this on. Tell Joe Ruhland and Pete Anderson what an OUTSTANDING job they did televising the Andover Duluth East Hockey Game!! Coverage like that, and the fact that my son, Blake Johnson, was getting peppered with shots, made it an awesome view! The knowledge of the game and the players playing on both sides was great! If you would burn me 2 DVD copies of the game played 2/16/16, I will pick them up, as I did for the Blaine game. The energy in the broadcasts is exceptional!! Keep up the great work!! Thanks again,

Dave Johnson

Action Requested: None.

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CAPITOL UPDATE REPORT

From: Sarah Psick and Joe Bagnoli
Date: April 8, 2016
Re: MACTA Capitol Update Report

MACTA Legislative Update

Border-to-Border Broadband Funding Grants: While there was no official committee action this week on broadband funding, the House Republican leadership released the budget targets for this session and included \$35 million for rural broadband development. Earlier this session, Governor Dayton proposed \$100 million for broadband in his supplemental budget recommendations. The House proposal will be included in a supplemental budget bill to be released in the next week or two.

General Legislative Update

Today marks the second committee deadline for the 2016 legislative session. After today, the number of committee meetings is drastically reduced and the focus of the legislature narrows to the assembly of budget, bonding and tax bills.

Budget Process Begins: On Thursday, the House Ways and Means committee adopted a budget resolution for the 2016 session. The budget resolution sets the committee spending limits for committee chairs to follow when assembling supplemental budget bills. The February Forecast projected a \$900 million budget surplus for the biennium. The House Republican proposal calls for spending the \$900 million surplus on the tax bill and transportation bill. Other areas of the budget will be funded through “reallocations” from previously approved appropriations. The budget resolution also indicates that the House Republicans will put forward a \$600 million general obligation bonding bill. This compares to Governor Dayton’s \$1.4 billion bonding bill proposal. Governor Dayton sharply criticized the House Republican budget plan for investing little in pre-K12 education and nothing in higher education. In the Senate, budget targets are expected to be released early next week. And, the Senate Majority Leader announced that Senate budget bill articles will be out of the finance divisions by next Friday.

Senate Subcommittee on Equity: Senate leadership announced the creation of a subcommittee to focus on easing racial disparities in jobs, housing, health, education and other topics. The committee will be co-chaired by Senator Bobby Joe Champion, DFL – Minneapolis and Senator Jeff Hayden, DFL – Minneapolis. The committee has 15 total members. This fall, Governor Dayton urged the legislature to provide funding to address racial disparities at a possible special session. At the time, a working group of House and Senate members met several times to discuss possible solutions, but no agreement was reached and a special session was not held. Recently, Governor Dayton outlined a \$100 million proposal aimed at reducing racial disparities as part of his supplemental budget recommendations. Included in his proposal are one-time infusions of capital into business-development programs, youth employment initiatives, and down-payment assistance for lower-income first-time home buyers. He also set aside one-third of the recommended funding to be decided by lawmakers. At this time, the House does not have a similar committee focused on equity.

Addressing Student Violence: This week, the House Education Finance committee heard a bill aimed at addressing student assaults on teachers. The bill is sponsored by the chair of the finance committee and seeks to provide immediate support to teachers while also collecting data to better understand the scope of the problem. The bill gives teachers the authority to remove a student immediately from the classroom for disruption. The bill also requires school districts to report details of student assaults to the Department of Education who will compile the data. Additionally, the bill creates a 'Victims of School Violence' fund to pay for related medical and legal expenses if no other compensation is available. Opponents of the bill expressed concern that the bill does not look at underlying problems such as mental illness and racial disparities. A second bill creating a working group to study this issue has also been proposed this session and some legislators expressed a desire to not adopt legislation until after the working group reports back to the legislature. The Senate heard a similar bill earlier this session with similar support and opposition.

Second Committee Deadline: Friday marks the second policy committee deadline in the House and Senate. After today, bills remaining in policy committees are technically "dead" for the session. In order to move along this session, a bill passed by a policy committee after the deadline would need to be referred to the House or Senate Rules committee for a waiver of the deadline requirement. Policy issues may end up in a budget bill or other "vehicle" as the session progresses. Among the bills heard during the second deadline week were bills related to fetal tissue research at the University of Minnesota, control of emerald ash borer, closed captioned television at medical facilities, school violence, tourism funding, modifications to the state's buffer law, electronic waste recycling, creation of animal care trust funds, local tax bills, charter school provisions, nuisance law suits and many other issues.

Lake Mille Lacs Economic Relief Program: Another issue that was the subject of discussions relating to a potential special session this past fall was relief for the Lake Mille Lacs area. Last summer, the Minnesota Department of Revenue issued a series of walleye fishing restrictions on Lake Mille Lacs and eventually closed the lake to walleye fishing in August, creating economic hardships in the area. Legislation was heard in the House this week to provide relief to the area. The bill proposes a \$5 million

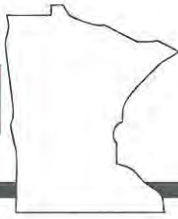
April 8, 2016

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economic relief program that may include grants, interest-free or forgivable loans, or tourism promotion. The bill also authorizes counties in relief area to abate the property taxes for a business. In addition, Governor Dayton recommended \$300,000 to Explore Minnesota Tourism for Mille Lacs area tourism promotion in his supplemental budget proposal. This bill was also heard this week in both the House and Senate.

Next Week: Starting next week, legislators will focus on the assembly of supplemental budget bills and the number of committee hearings will decrease. Lobbyists, constituents and legislators will scramble to have their priorities included in those bills.

macta



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MINNESOTA ASSOCIATION OF
COMMUNITY TELECOMMUNICATIONS ADMINISTRATORS
The Minnesota Chapter of NATOA/The National Association of Telecommunications Officers and Advisors

telephone: (651) 290-6282
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website: www.mactamn.org

March 23, 2016

Representative Greg Davids, Chair
House Taxes Committee
585 State Office Building
St. Paul, MN 55155

RE: MACTA Support of H.F. 2387

Dear Chair Davids and Members of the House Taxes Committee:

The Minnesota Association of Community Telecommunications Administrators (MACTA) is a statewide trade association representing approximately 100 units of local government, including 9 joint powers cable commissions accounting for approximately 80 of the 100 local government units. Each day the current law remains in effect is one less day our members can benefit from the same exemption already in place for most other units of local government.

MACTA strongly supports H.F. 2387 and encourages the members of the House Taxes committee to do the same. While most Minnesota units of local government have been exempted from the State's sales tax provisions beginning in January, 2014, those agencies that serve as joint powers boards or organizations created under Minnesota Statutes, section 471.59 were unfortunately, and in MACTA's opinion erroneously, omitted from the sales tax exemption when enacted. While it is MACTA's understanding these joint powers agencies will receive State sales tax exemption effective January 1, 2017, this is a year too late. H.F. 2387 is the legislation that will expedite this oversight and retroactively enact it January 1, 2016.

Please take action to approve H.F. 2387 in its current form.

If you have any questions or need further information please feel free to call or e-mail MACTA's lobbyists Joe Bagnoli, (612) 616-3325/JTB@mcgrannshea.com or Sarah Psick (952) 200-4499 /sjp@mcgrannshea.com.

Thank you.

Sincerely,

Mike Reardon
MACTA President

MACTA

2015-16 SESSION TRACKING LIST

Current as of 4/8/2016

Prepared by the Legislative Department of McGrann Shea Carnival Straughn & Lamb, Chartered

* Note: The tracking list is arranged with the bills introduced in 2016 or acted upon in 2016 first. Following the 2016 bills, is a list of bills introduced in 2015 and action taken on them in 2015. All bills that were not defeated or enacted into law may still be acted upon in 2016.

2016 REGULAR SESSION BILLS

1	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATES \$100 MILLION FOR BROADBAND GRANTS FROM THE GENERAL FUND AND REDEFINES SPEEDS FOR UNDERSERVED AND UNSERVED AREAS	S.F. No. 2447 - Senators Schmit, Tomassoni, Sparks, Koenen and Ruud introduced		Senate: 3/21/16 – Bill heard in Senate Jobs, Agriculture and Rural Development committee. Passed to Senate Finance committee.
2	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	SETS BROADBAND SPEED GOALS FOR DOWNLOADING AND UPLOADING DATA	S.F. No. 2448 - Senators Schmit, Tomassoni, Koenen, Eken and Ruud introduced		Senate: 3/21/16 – Bill heard in Senate Jobs, Agriculture and Rural Development committee. Passed to Senate Floor. Senate: 3/23/16 – Second Reading.
3	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	MUNICIPAL SALES TAX EXEMPTION – ACCELERATES EFFECTIVE DATE	S.F. No. 2249 - Senator Rest introduced	H. F. 2387 - Freiberg introduced	Senate: 3/16/16 - Bill heard in Tax Reform Committee. MACTA supplied letter of support. Laid over for future consideration.

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**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

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4	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATES \$30 MILLION FOR BROADBAND GRANTS USING BOND PROCEEDS	S.F. No. 2294 - Senators Dahms, Senjem, Rosen, Koenen and Weber introduced—		House: 3/23/16 – Bill heard in House Taxes Committee. MACTA letter of support distributed. Laid over for possible inclusion in an omnibus tax bill.
5	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	BROADBAND GRANTS AND REQUIRING OFFICE OF BROADBAND TO CREATE AND PUBLISH GRANT CRITERIA		H. F. 2381 - Baker and Kresha introduced	House: 3/17/16 – Bill heard in House Greater Minnesota Job Growth Policy committee and amended. MACTA joined other organizations in letter of support for broadband funding. Passed to House Job Growth Policy and Finance committee. House: 3/23/16 – Bill heard in House Job Growth and Energy Affordability Policy & Finance Committee. Laid over for further consideration and possible inclusion in omnibus budget bill.

MACTA**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

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6	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	EXEMPTING INTERNET MACHINERY EQUIPMENT FROM SALES TAX		H. F. 2461 - Quam, Kresha, Drazkowski, Baker and Pugh introduced	House: 3/9/16 – Hearing in House Taxes committee. Laid over for possible action at a later date.
7	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	MODIFYING THE BORDER-TO-BORDER BROADBAND GRANT PROGRAM AND MAKES A BLANK APPROPRIATION OF FUNDS TO THE PROGRAM		H. F. 3268, Simonson introduced	
8	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING BOND PROCEEDS FOR CONSTRUCTION OF FIBER-OPTIC CABLE IN DAKOTA COUNTY	S.F. No. 3068 - Sieben	H. F. 3506 – Aitkin	
9	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	PROVIDING FOR NOTICE, HEARING, AND REVERSE REFERENDUM ON WHETHER A MUNICIPALITY MAY USE PUBLIC UTILITY LICENSE, PERMIT, RIGHTS, OR FRANCHISE FEES TO RAISE REVENUE	S.F. No. 3413 - Gazelka	H. F. 3470 - Vogel	House: 3/30/15 – Hearing in House Government Operations & Elections Policy committee. Passed to House Taxes Committee. The bill does not impact cable franchise fees.

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**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

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10	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	MTA / CENTURY LINK BILL: COMPETITIVE MARKET REGULATION FOR LOCAL EXCHANGE CARRIERS	S.F. No. 736– Sparks; Dahms; Koenen and Ruud	H. F. 1066– Kresha.s	<p>House: 3/18/15 - Heard in House Commerce, passed to House Floor.</p> <p>Senate: 3/25/15 - Heard in Senate Jobs, Agriculture & Rural Dev committee; passed to Senate Finance committee</p> <p>NOTE: SF 895 (VoIP bill) was amended into SF 736.</p> <p>4/28/15 - Heard in the Senate Environment, Economic Development & Agriculture Finance division, VoIP language was deleted. Passed to the Senate Floor.</p> <p>4/6/16 – Heard in Senate Jobs, Agriculture and Rural Development committee; VOIP language deleted from the bill. Passed to Senate Floor.</p>

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**2015-16 SESSION
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Current as of 4/8/2016

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2015 REGULAR SESSION BILLS

1	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING MONEY FOR TELECOMMUNICATIONS AID TO LIBRARIES	<i>S.F. No. 437– Schmit</i>		
2	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	EXPANDING THE EXEMPTION FOR TELECOMMUNICATIONS EQUIPMENT	<i>S.F. No. 1186 – Koenen.</i>	<i>H. F. 53– Davids.</i>	House: Heard and laid over in the House Tax committees. Senate: Heard in Senate Tax Reform division and laid over. Included in Senate Omnibus Tax bill. Still in Conference Committee
3	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING MONEY FOR BROADBAND OPERATIONAL SUPPORT, PROGRAM DELIVERY, AVAILABILITY MAPPING AND DATA COLLECTION	<i>S.F. No. 438– Schmit; Sparks and Dahms</i>		

MACTA**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

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4	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING \$100 MILLION TO THE BORDER-TO-BORDER BROADBAND ACCOUNT	S.F. No. 439– Schmit; Tomassoni; Sparks; Dahms and Westrom	H. F. 556– Johnson, S.; Simonson and Metsa.	

5	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING \$50 MILLION TO THE BORDER-TO-BORDER BROADBAND ACCOUNT	S.F. No. 1260– Gazelka, Saxhaug.	H. F. 593– Kresha; Johnson, S.; Backer; Nornes and Urdahl. (2-5-15)	House: Heard in House Greater MN Economic & Workforce Dev Policy, passed Heard in House Job Growth & Energy Affordability Policy & Finance comm., laid over for possible inclusion in omnibus funding bill.

6	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	VOIP BILL- INCLUDES MACTA AMENDMENT	S.F. No. 895– Sparks; Dahms; Eken and Nelson	H. F. 776– Sanders; Atkins; Kresha and Hoppe.	House: Heard in House Commerce, passed to House Jobs Finance Committee Included in House Omnibus Jobs Finance budget bill, with MACTA

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**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

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			<p>amendment.</p> <p>Not included in final 2015 Jobs bill.</p> <p>Senate: Heard in Senate Jobs, Agriculture & Rural Dev committee – language was amended into MTA/Century Link bill – SF 736. Sent to Senate Finance committee.</p> <p>VoIP provisions deleted from SF 736 in the Senate Environment, Economic Development & Agriculture Finance bill.</p> <p>2016 - Still in Committee.</p>
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7	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	CLARIFYING DEFINITION OF RETAIL SALES AS IT RELATES TO FIBER OPTIC AND COMMUNICATION CABLE	<i>S.F. No. 1283– Ortman, Senjem, Thompson</i>	<i>H. F. 862– Hoppe.</i>	

8	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	BROADBAND INFRASTRUCTURE DEVELOPMENT AND BONDING AUTHORITY	<i>S.F. No. 1101– Schmit.</i>	<i>H. F. 1900– Simonson, Lien</i>	

MACTA**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

Prepared by the Legislative Department of McGrann Shea Carnival Straughn & Lamb, Chartered

9	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	DEPT. OF COMMERCE POLICY BILL	S.F. No. 1862- Sparks	H. F. 1558- Kresha, S. Johnson, Hoppe	Not heard in either body before policy deadlines.

10	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	LOCAL REFERENDA RELATED TO SPENDING MUST BE HELD IN NOVEMBER	S.F. No. 1711- Kiffmeyer	H. F. 922- Drazkowski, Lucero	<p>House: Heard in House Government Operation & Elections Policy, passed to House State Government Finance.</p> <p>Heard in House State Government Finance, passed to House Education Finance.</p> <p>Included in House Omnibus Property Tax Division report.</p> <p>Included in House Tax bill in Conference Committee.</p> <p>2016 – Still in conference Committee.</p> <p>Senate: Not heard.</p>

11	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	REMOVING AUTHORITY FOR	S.F. No. 1800 -Schmit		Senate: Language amended into the

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**2015-16 SESSION
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Current as of 4/8/2016

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MUNICIPAL TELECOMMUNICATIONS			MTA/Century Link bill in the Senate – SF 736. Passed to Senate Finance Committee.
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12	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	GENERAL FUND GRANT TO LEACH LAKE OJIBWE FOR WIRELESS BROADBAND	S.F. No. 1950- Saxhaug	H. F. 2105- Persell	

13	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES
	APPROPRIATING \$2.4 MILLION FROM THE BORDER-TO-BORDER BROADBAND FUND FOR A DEMONSTRATION PROJECT	S.F. No. 2006- Anderson	H. F. 2123- McDonald	House: Heard in House Job Growth & Energy Affordability Policy and Finance committee, laid over for possible inclusion in omnibus bill. Included in House Jobs Finance omnibus budget bill, \$2 million Not included in final 2015 Jobs Omnibus bill. Senate: Not heard.

14	BILL DESCRIPTION	SENATE	HOUSE	COMMENTS/NOTES

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**2015-16 SESSION
TRACKING LIST**

Current as of 4/8/2016

Prepared by the Legislative Department of McGrann Shea Carnival Straughn & Lamb, Chartered

OMNIBUS ECONOMIC DEVELOPMENT, HOUSING & ENERGY BUDGET BILL	S.F. No. 2101- Tomassoni	H. F. 843- Garofalo	House: Provisions of interest to MACTA <ul style="list-style-type: none">• \$2 million for a broadband demonstration grant project (see #13 above)• \$8 million funding for border-to-border broadband development grants• Funding for the Office of Broadband• VoIP deregulation, including MACTA amendment (see #7 above) Senate: <ul style="list-style-type: none">• \$17 million funding for border-to-border broadband development grants• Funding for the Office of Broadband Development• Does not include VoIP deregulation bill or MTA bill.
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QCCCC Agenda Item

4.3.1 Operations Report

April 7, 2016

To: Karen George, Executive Director

From: Katherine Lenaburg, Operations Manager

Subject: Operations Update

We worked on “Live and Local: Spring Fever” all month. We produced a promo, an open and seven packages for the show. We lined up five guests to talk about various spring activities like golf, gardening, spring cleaning, and the many events and activities at Three Rivers Park District. The show was live on March 30th at the Links at Northfork Country Club in Ramsey.

Our facilitated access partnership with Anoka County Library continued and we produced two shows in our “Let’s Go To The Library!” series. In the first one, we had two librarians and they covered many of the things happening at the local libraries. In the second one, we promoted the summer reading programs, storytime, and a feature story on local author John Coy. Our relationship with the Anoka County Library is one of the more successful ones as they really like to do shows with us and show up prepared and ready to go. Less successful as been “QCRx”. Where we have worked with the local Allina clinics. They have cancelled the last two shows we had scheduled and have not responded to emails.

Winter sports wrapped up in March and our last game was a Girls Basketball Section 7AAAA Finals in Andover. We planned our spring sports season with softball, baseball, and boys and girls lacrosse games. We also planned our half time reports called “In The Game” and made assignments on spring sports packages.

Our regular monthly programs produced include: “News and Views”, “The District Court Show”, “The Chamber Show”, and “It’s Your History”. We completed “The Sheriff’s Show” and “The Grid”. We produced a funny promo for QCTV called “Pocket Pals” that talks about all our local programming. We have a new Slow TV that was shot at the Rum River Dam in Anoka. Two more show promos were produced- one on “The Chamber Show” and the other on “It’s Your History.”

We also produced two PSA's for the "National Mayor's Challenge for Conservation" with Andover Mayor Julie Trude. They both turned out great and are running throughout April.

It is also the time of year to enter our local programming into award competitions. The first one was the local competition called Northern Lights, put on by MACTA and was due March 17th. We are now working on two that are due in April- NATOA and ACM.

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

Action: None

QCCCC Agenda Item

4.3.2 Technology Report

April 1, 2016

To: Karen George, Executive Director

From: Steve Ulrich

Subject: March 2016 Technology Report

Equipment Issues:

QCTV Equipment

- Expand storage on QCTV-30 and reconfigure Adobe cloud
- Vertical jitter on Ch. 19. Found defective Matrox converter. Replaced to resolve.
- AHSD Channel black. No Live feeds. Power supply in OpenGear rack failed. Replacement resolved problem.
- QCTV-02 – defective hard drive. Replace & reconfigure.
- Repair RAID on backup Server 3. Add additional hard drives.
- Comcast attempted to set up an HD channel for the Community channel (859) on 3/29. In the process they introduced a channel mapping problem which caused all QCTV channels and the School District to go dark. The channels were restored on 3/10 around 11:30 AM. They will attempt to set up the HD channel the first week of April.
- Comcast modulator (Harmonic) overheating. Arranged for Comcast to replace.

City Issues

- Anoka Control Room. Intermittent cable signal on subscriber line. Replacement of DTA required.
- Anoka Control Room. No power to most of the equipment. Plug pulled.

Web Site:

- Worked with Bizzyweb on an ongoing video on demand issue. The site is having issues updating file information in a timely fashion which results in meetings not being parsed & posted in a timely fashion.

March Projects:

- 2015 channel reports.
- Add Games to store.
- Run additional cables in Studio.
- Wire Playback equipment for Comcast HD channel and Century Link demarcation.

April Planned Projects:

- Increase storage on AD server
- Internal web site maintenance.
- Complete Studio wiring project.

Ongoing Projects:

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

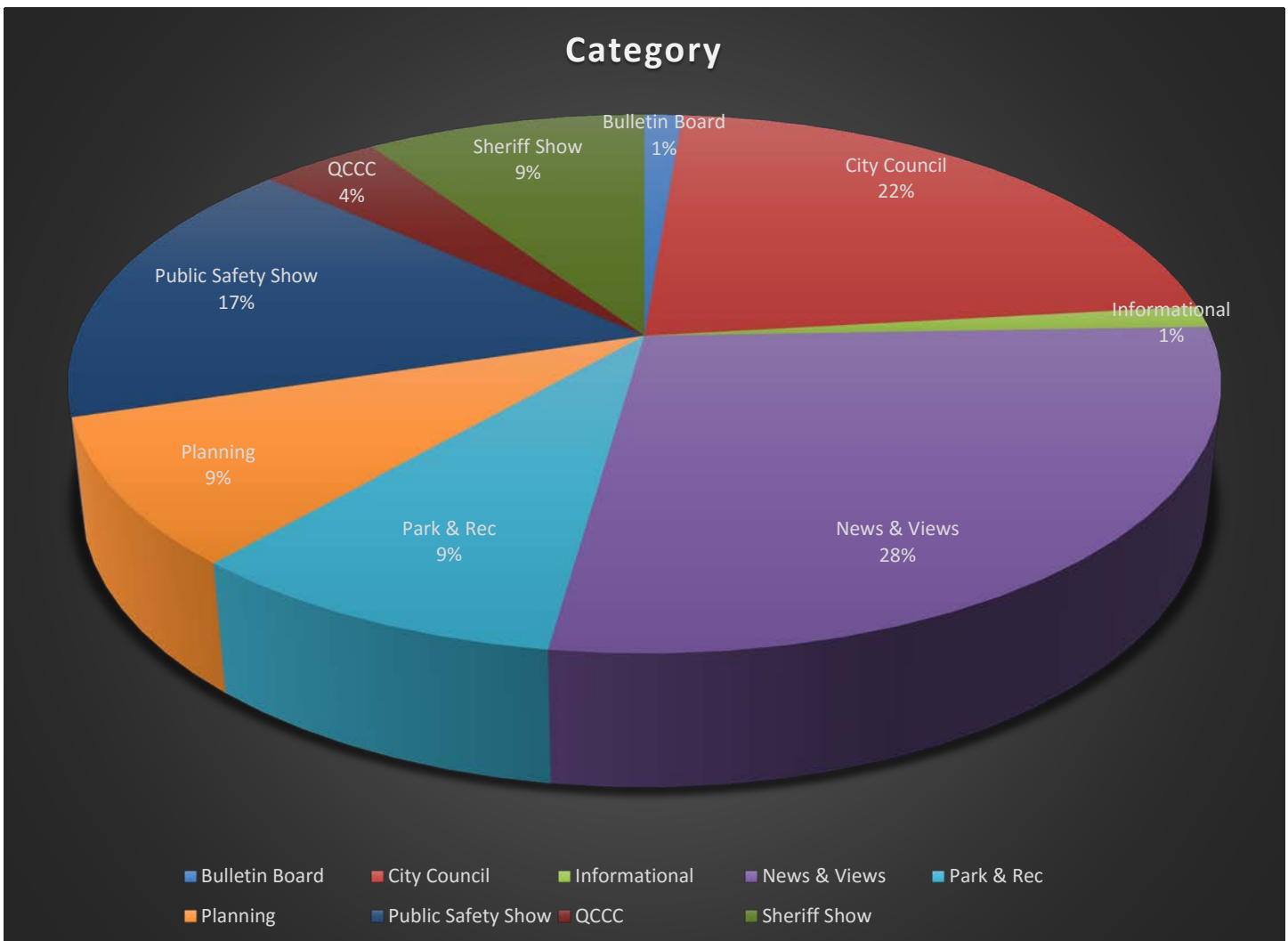
Action: None.

Andover Channel & Web Statistics

March 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 1523	New Shows: 6	Total Hours: 9.3	Page Hits: 92
Total Time: 734.7	New Time: 4.87	Saturation: 2.3 %	See separate report for full details
Saturation: 98.7 %	All Shows: 19	New Andover: 78	
	All Time: 12.51	New All Cities: 412	

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
3/4/2016	News & Views - March 2016	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
2/22/2016	QCCC 2-18-2016	0.2353
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
3/25/2016	The Sheriff Show March - April 2016	0.4983



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Andover City Council 2-16-2016	2/16/2016	City Council	3.4411	5	17.2056
Andover City Council 3-2-2016	3/2/2016	City Council	1.8678	47	87.7856
Andover City Council Meeting 3-15-2016	3/15/2016	City Council	0.7081	82	58.0606
A Greener Read - Recycling 01-07-2015	1/7/2016	Informational	0.0519	85	4.4153
Meet Brett Angell	7/17/2014	Informational	0.0281	69	1.9358
Meet Brian Kraabel	7/17/2014	Informational	0.0189	70	1.3222
Meet Dave Carlberg	7/17/2014	Informational	0.0256	70	1.7889
Meet Todd Haas	7/17/2014	Informational	0.0622	1	0.0622
Andover News & Views - February 2016	2/5/2016	News & Views	0.2522	42	10.5933
Andover News & Views - March 2016	3/7/2016	News & Views	0.2594	282	73.1633
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	10	10.0000
News & Views - March 2016 **	3/4/2016	News & Views	1.0000	113	113.0000
Andover Park and Recreation 02-04-2016	2/4/2016	Park & Rec	0.5528	62	34.2722
Andover Park and Rec Meeting 3-17-2016	3/17/2016	Park & Rec	0.5394	63	33.9850
Andover Planning 01-13-2016	1/25/2016	Planning	0.5000	131	65.5000
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	127	122.9078
Quad Cities Cable Commission 2-18-2016 **	2/22/2016	QCCC	0.2353	125	29.4097
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	103	51.3569
The Sheriff Show March - April 2016 **	3/25/2016	Sheriff Show	0.4983	36	17.9400
** Shared With Multiple Cities			12.5075	1523	734.7044

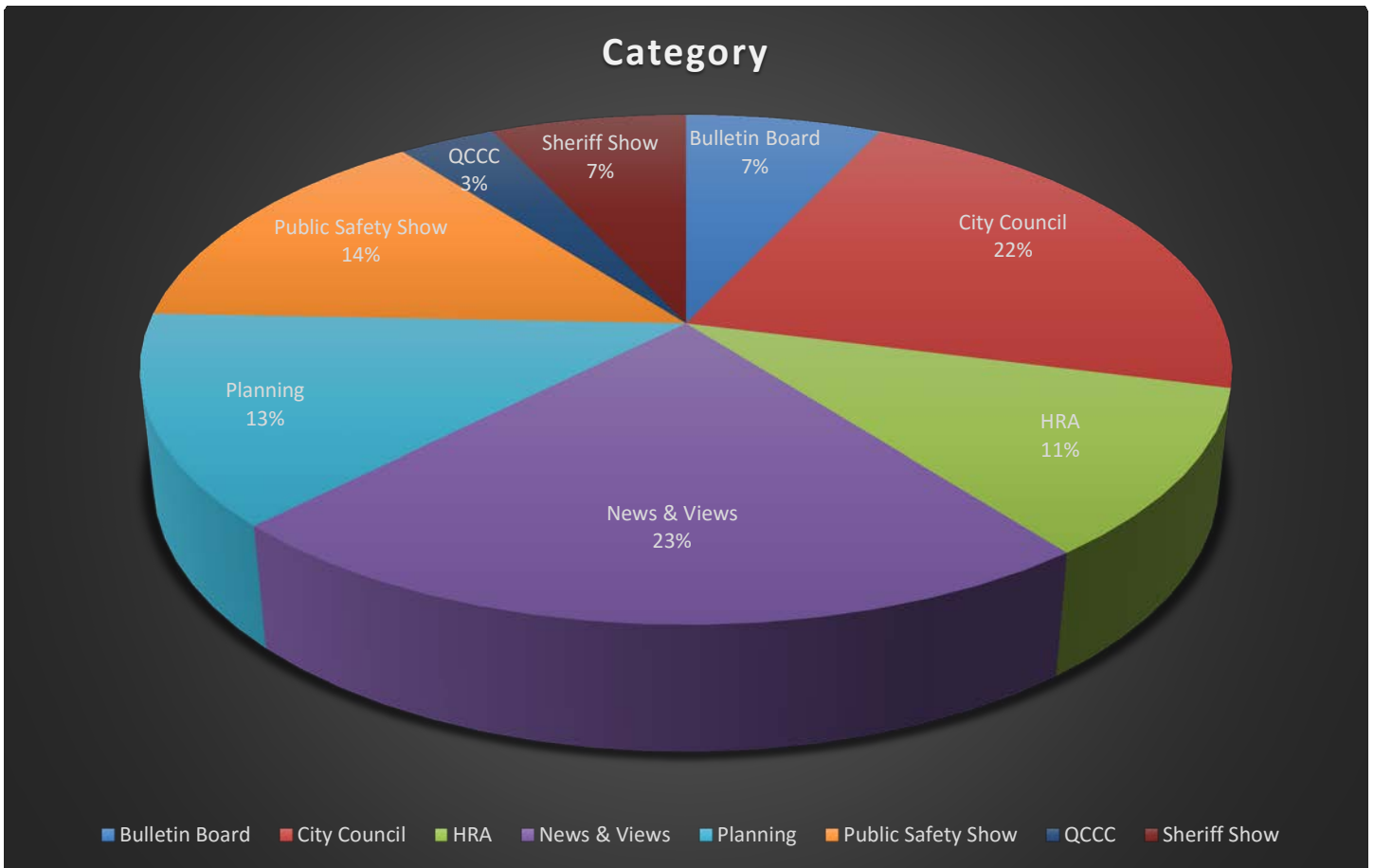
Total Programming Hours:	734.7044
Total Bulletin Board Hours:	9.2956
Total Runs:	1523
March Total Time:	744

Anoka Channel & Web Statistics

March 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 1043	New Shows: 7	Total Hours: 51.37	Page Hits: 171
Total Time: 692.63	New Time: 6.6	Saturation: 6.9 %	See separate report for full details
Saturation: 93.1 %	All Shows: 15	New Anoka: 81	
	All Time: 11.65	New All Cities: 412	

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
3/4/2016	News & Views - March 2016	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
2/22/2016	QCCC 2-18-2016	0.2353
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
3/25/2016	The Sheriff Show March - April 2016	0.4983



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Anoka City Council - 03-07-2016	3/7/2016	City Council	1.5225	57	86.7825
Anoka City Council 2-16-2016	2/16/2016	City Council	0.7950	28	22.2600
Anoka City Council Meeting 03-21-2016	3/21/2016	City Council	1.1586	48	55.6133
Anoka HRA Meeting 2-8-2016	2/8/2016	HRA	0.4756	52	24.7289
Anoka HRA Meeting 3-14-2016	3/14/2016	HRA	1.0806	50	54.0278
Anoka News & Views - February 2016	2/5/2016	News & Views	0.2725	38	10.3550
Anoka News & Views - March 2016	3/7/2016	News & Views	0.2508	270	67.7250
Anoka Planning Commission 3-2-2016	3/2/2016	Planning	1.1092	87	96.4975
Anoka Planning Commission Meeting 02-02-2016	2/2/2016	Planning	0.7869	3	2.3608
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	5	5.0000
News & Views - March 2016 **	3/4/2016	News & Views	1.0000	86	86.0000
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	108	104.5200
Quad Cities Cable Commission 2-18-2016 **	2/22/2016	QCCC	0.2353	108	25.4100
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	81	40.3875
The Sheriff Show March - April 2016 **	3/25/2016	Sheriff Show	0.4983	22	10.9633
			11.6517	1043	692.6317

** Shared With Multiple Cities

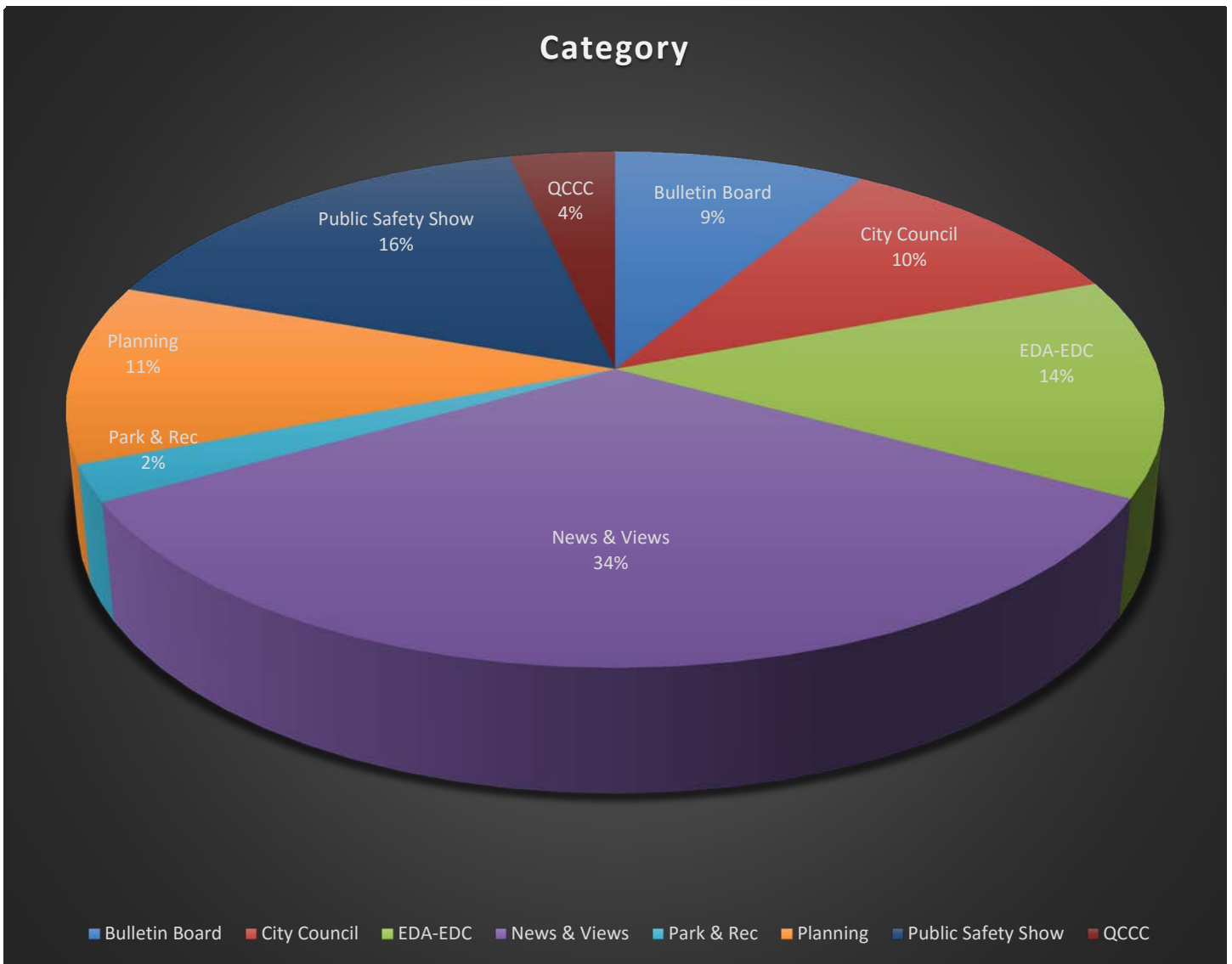
Total Programming Hours:	692.6317
Total Bulletin Board Hours:	51.3683
Total Runs:	1043
March Total Hours:	744

Champlin Channel & Web Statistics

March 2016

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	1436	New Shows:	6	Total Hours:	63.9	Page Hits:	164
Total Time:	680.06	New Time:	4.24	Saturation:	8.5%	See separate report for full details	
Saturation:	91.5%	All Shows:	15	New Champlin:	52		
		All Time:	9.19	New All Cities:	412		

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
3/4/2016	News & Views - March 2016	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
2/22/2016	QCCC 2-18-2016	0.2353



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Champlin City Council 2-22-2016	2/22/2016	City Council	0.8917	48	42.8000
Champlin City Council Meeting 03-28-2016	3/28/2016	City Council	1.1831	12	14.1967
Champlin City Council Meeting 3-14-2016	3/14/2016	City Council	0.4192	52	21.7967
Champlin EDA 03-28-2016	3/28/2016	EDA-EDC	0.0494	12	0.5933
Champlin EDA Meeting 2-8-2016	2/8/2016	EDA-EDC	0.2011	101	20.3122
Champlin ERC Meeting 02-01-2016	2/1/2016	EDA-EDC	0.7128	114	81.2567
Champlin News & Views - February 2016	2/5/2016	News & Views	0.2675	103	27.5525
Champlin News & Views - March 2016	3/7/2016	News & Views	0.2525	428	108.0700
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	11	11.0000
News & Views - March 2016 **	3/4/2016	News & Views	1.0000	106	106.0000
Champlin Park and Recreation Meeting 2-16-2016	2/16/2016	Park & Rec	0.1656	103	17.0522
Champlin Planning Commission 03-21-2016	3/21/2016	Planning	1.3417	34	45.6167
Champlin Planning Commission 2-16-2016	2/16/2016	Planning	0.5061	75	37.9583
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	123	119.0367
Quad Cities Cable Commission 2-18-2016 **	2/22/2016	QCCC	0.2353	114	26.8217
** Shared With Multiple Cities			9.1936	1436	680.0636

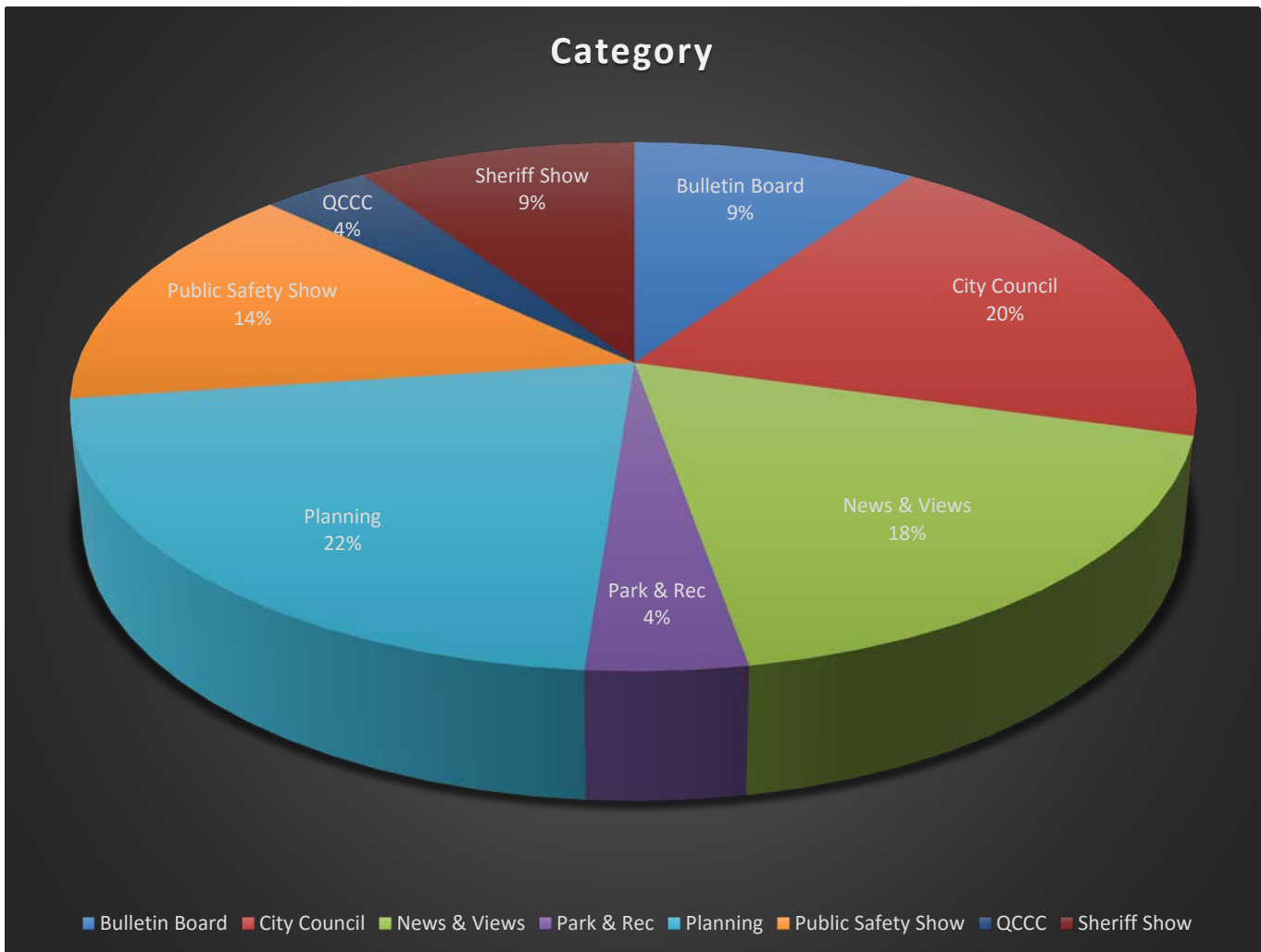
Total Programming Hours:	680.0636
Total Bulletin Board Hours:	63.9364
Total Runs:	1436
March Total Time:	744

Ramsey Channel & Web Statistics

March 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 887	New Shows: 7	Total Hours: 71.25	Total Hits: 106
Total Time: 672.75	New Time: 6.22	Saturation: 9.5 %	See separate report for full details.
Saturation: 90.5%	All Shows: 15	New Ramsey: 85	
	All Time: 11.94	New All Cities: 412	

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
3/4/2016	News & Views - March 2016	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
2/22/2016	QCCC 2-18-2016	0.2353
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986
3/25/2016	The Sheriff Show March - April 2016	0.4983



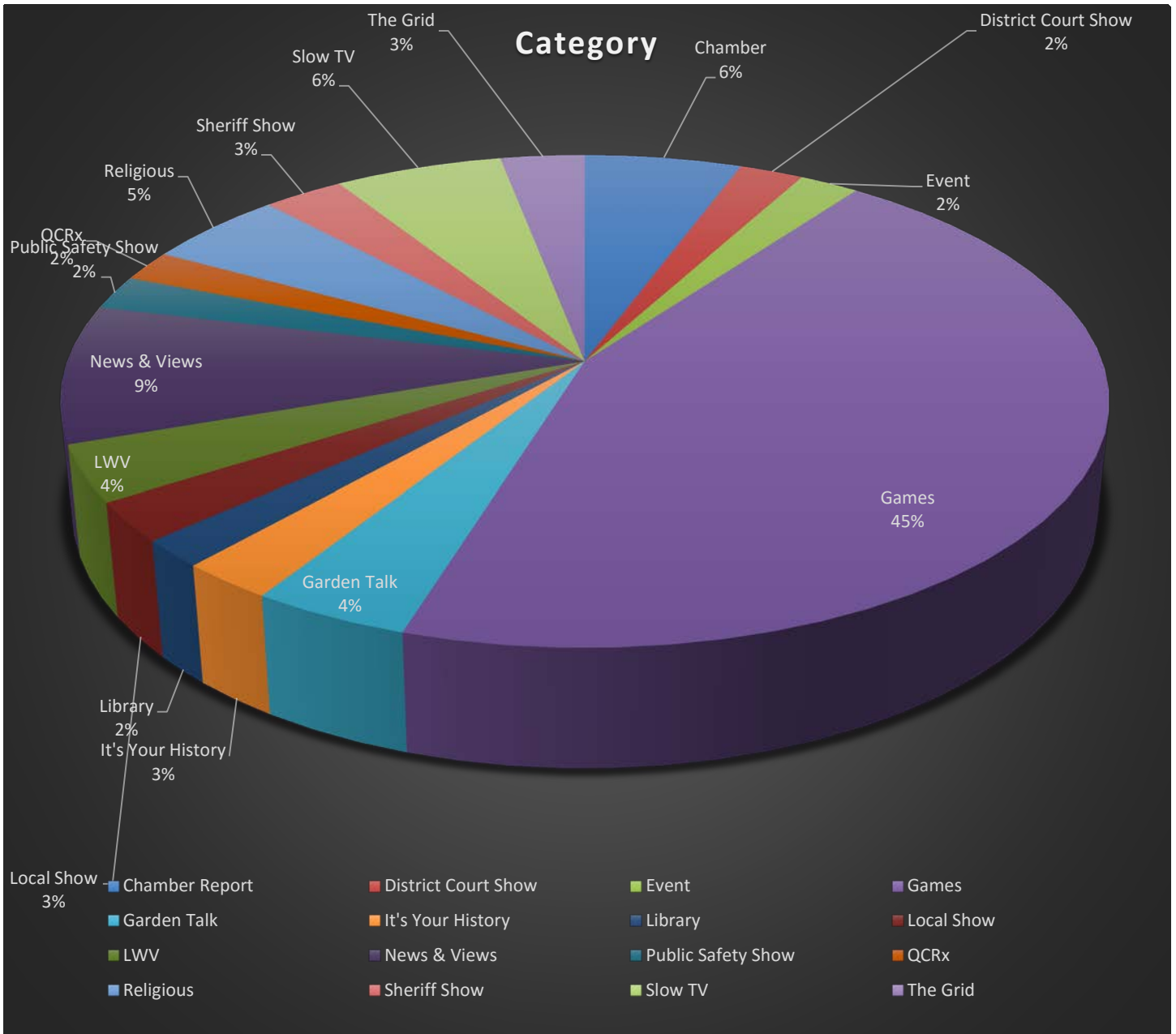
Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Ramsey City Council 2-23-2016	2/23/2016	City Council	1.3600	31	42.1600
Ramsey City Council 3-8-2016	3/8/2016	City Council	0.8361	53	44.3139
Ramsey City Council Meeting 03-22-2016	3/22/2016	City Council	1.9031	32	60.8978
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	12	12.0000
News & Views - March 2016 **	3/4/2016	News & Views	1.0000	100	100.0000
Ramsey News & Views - February 2016	2/5/2016	News & Views	0.2428	25	6.0694
Ramsey News & Views - March 2016	3/7/2016	News & Views	0.2789	53	14.7811
Ramsey Park and Recreation 03-10-2016	3/11/2016	Park & Rec	0.2989	64	19.1289
Ramsey Park and Recreation 2-11-2016	2/11/2016	Park & Rec	0.2786	37	10.3086
Ramsey Planning Commission 02-04-2016	2/4/2016	Planning	1.1358	11	12.4942
Ramsey Planning Commission 3-3-2016	3/3/2016	Planning	1.4008	106	148.4883
Public Safety Talk - January 2016 **	1/15/2016	Public Safety Show	0.9678	109	105.4878
Quad Cities Cable Commission 2-18-2016 **	2/22/2016	QCCC	0.2353	114	26.8217
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	112	55.8444
The Sheriff Show March - April 2016 **	3/25/2016	Sheriff Show	0.4983	28	13.9533
** Shared With Multiple Cities			11.9350	887	672.7494

Total Programming Hours: 672.7494
Total Bulletin Board Hours: 71.2506
Total Runs: 887
March Total Time: 744

Community Channel March 2016

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	1596	New Shows	33	Total Hours	5.12	Sessions:	1134
Total Time:	738.88	New Time:	26.52	Saturation:	0.7 %	See separate report for full details	
Saturation:	99.3 %	All Shows:	107	New Bulletins	58		
		All Time:	88.77	All Bulletins	412		



- **Detail available upon request**

Web Statistics

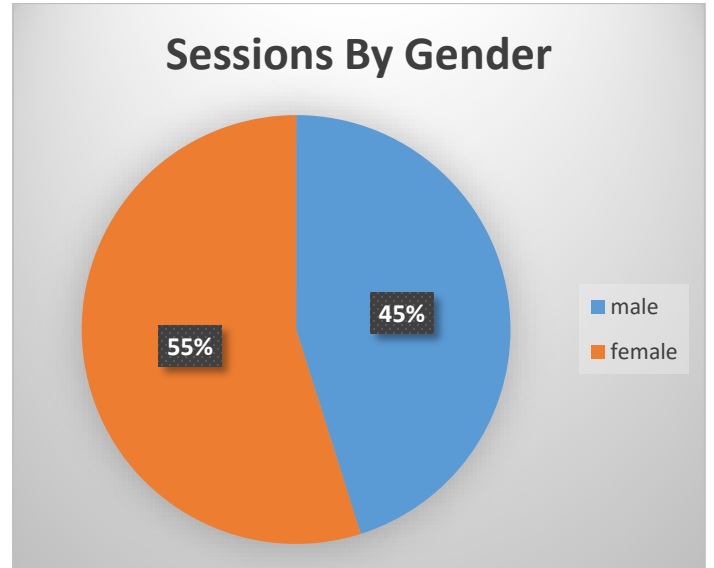
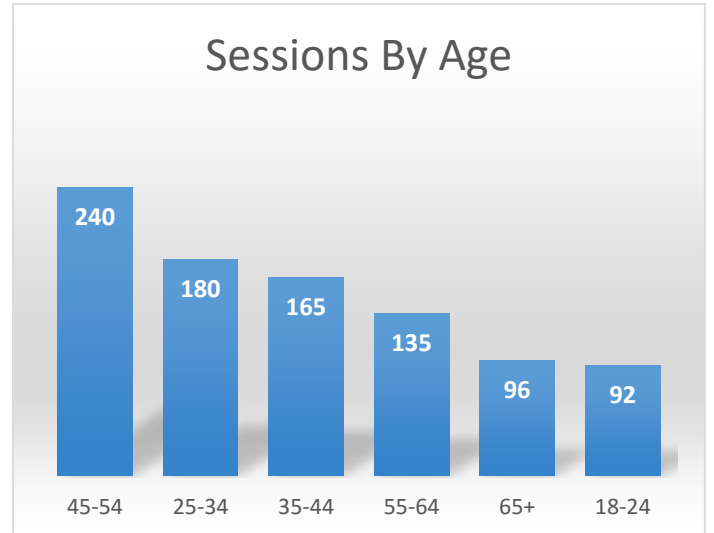
March 2016

Overview	
Sessions	1664
Users	1132
Page views	4385
Pages per Session	2.64
Average Session	2:28
Bounce Rate	50.48%
Percent New Sessions	59.31%

Sessions by Browser		
Chrome	697	41.89%
Safari	502	30.17%
Internet Explorer	215	12.92%
Firefox	126	7.57%
Safari (in-app)	61	3.67%
Edge	37	2.22%
Mozilla Compatible	9	0.54%
Android Browser	7	0.42%
Amazon Silk	5	0.3%
(not set)	3	0.18%

Sessions by Mobile		
iOS	472	72.69%
Android	184	26.85%
Windows	3	0.46%
Total	659	

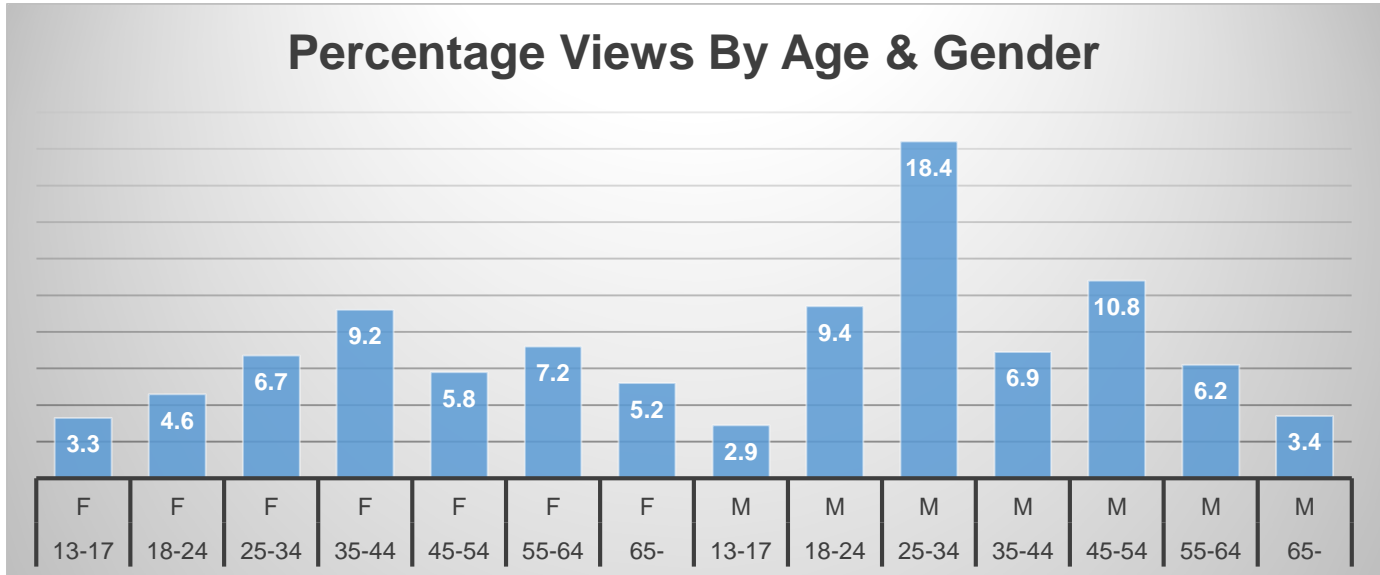
Device Category		
Desktop	1005	60.40%
Mobile	474	28.49%
Tablet	185	11.12%



Page Path Level 1	Page Views	Unique Views	Avg. Time	Bounce Rate
/	1134	830	76.81	37.31%
/sports/	420	335	240.28	63.95%
/program-guide/	237	160	24.24	33.33%
/anoka/	171	132	34.94	10.20%
/champlin/	164	109	67.34	61.67%
/city_meeting/anoka-news-views-march-2016/	114	104	88.32	85.42%
/program-guide/qctv-community-channel/	114	93	126.28	55.56%
/ramsey/	106	78	37.00	20.00%
/live-and-local/	99	81	211.28	66.67%
/andover/	92	69	54.66	8.33%
/meeting_category/anoka/anoka-city-council-meetings/	87	62	41.88	0.00%
/meet-the-staff/	81	74	199.12	84.62%
/chambershow/	68	61	284.91	88.68%
/shop/	56	43	70.78	60.00%
/qctv-programs/	55	44	31.48	75.00%
/city_meeting/ramsey-news-views-march-2016/	53	50	416.50	87.80%
/meeting_category/ramsey/ramsey-city-council-meetings/	51	38	35.02	33.33%
/jobs/	48	41	176.76	77.78%
/who-we-are/	42	38	125.00	40.00%
/meeting_category/andover/andover-city-council-meetings/	41	30	7.28	0.00%
/meeting_category/champlin/champlin-city-council-meetings/	40	31	136.76	0.00%
/agendas/	35	31	153.44	60.00%
/districtcourtshow/	34	30	323.44	69.57%
/city_meeting/anoka-city-council-3-7-2016/	33	30	314.00	100.00%
/program-guide/andover-city-channel/	30	17	35.38	100.00%

March 2016 YouTube Statistics

Total Views: 2893
Minutes Watched: 20184



Playback Location Type	Watch Time (minutes)	Views	Average View (minutes)	Average % Viewed
WATCH	19028	2680	7.1	13.3
EMBEDDED	1108	164	6.76	18.65
CHANNEL	49	49	0.99	1.6

Detail – Top 50

Video	Watch Time (minutes)	Views	Avg View (minutes)
League of Women Voters - Caucus: Power Up Your Vote 02-10-2016	4635	632	7.33
Antique Appraisal with Mark F Moran	1852	137	13.52
It's Your History - Anoka State Hospital	1514	202	7.49
It's Your History - The 1st Minnesota Infantry of the Civil War	1279	124	10.32
Girls Hockey: Champlin Park @ Centennial - Section 5AA QF	1176	111	10.6
Boys Hockey - Andover at Duluth East - Section 7AA QF - 2/16/16	1085	121	8.97
Local Show Edition #4	725	149	4.87
Boys Hockey: Anoka v Champlin Park - Section 5AA QF - 2/18/16	674	52	12.96
Boys Hockey: Marshall School Duluth @ Champlin Park	634	48	13.2
Wrestling: Champlin Park @ Anoka (2/6/16)	611	125	4.89
It's Your History - Fridley Tornado	587	89	6.6
Anoka County Sheriff Show: November/December 2015	584	108	5.41
Boys Hockey: Champlin Park @ Anoka - 02-11-2016	541	30	18.05

In the Garden Start from Seeds	529	52	10.17
Champlin Park Cluster Band Concert	453	41	11.06
Girls Basketball: Irondale @ Andover 1-19-2016	439	74	5.93
It's Your History - Laws BBQ	308	46	6.69
Girl's Basketball: Blaine vs. Andover 01-13-2016	222	15	14.79
Boys Hockey: Elk River at Andover 1-22-2016	205	44	4.65
Girls Hockey: Anoka vs. Spring Lake Park - Section 5AA QF	195	30	6.51
Section 7AA Girls Hockey QF - Cloquet-Esko-Carlton @ Andover (2/4/2016)	176	46	3.83
Rebel Classic Marching Bands 2014	174	41	4.25
02-25-2016 Boys Hockey Maple Grove vs Anoka Section 5AA Championship	145	6	24.19
The Grid	144	53	2.72
Anoka County Sheriff, James Stuart - Law Enforcement Memorial Speech	131	25	5.23
League of Women Voters Candidate Forum - MN Dist. 35 Special Election	104	18	5.79
News and Views - February 2016	79	23	3.42
Anoka County Sheriff Show - Oct & Nov 2015	77	12	6.46
News and Views December	71	53	1.33
Girls Hockey: Champlin Park @ Anoka	54	15	3.57
Gardening: Theres an App for That!	53	14	3.75
Anoka County Sheriff Show – August & September 2015	50	23	2.19
Regan Moves	39	7	5.5
Road Rage	37	31	1.2
It's Your History - Sustainable Farming	35	9	3.84
Public Safety Talk January 2016	32	4	7.89
In the Game - Winter Episode	31	3	10.46
Anoka County Sheriff Show – March & April 2015	29	7	4.21
Champlin Park Boys Basketball - #25 Mckinley Wright Dunk 1/5/16	27	28	0.98
League of Women Voters - Campaign Finance Reform 01 14 2016	27	6	4.52
The Local Show # 2 HD	24	9	2.67
Anoka County Sheriff's Award Ceremony 02-17-20 15	23	4	5.81
League of Women Voters - Upper Mississippi River	23	4	5.77
It's Your History - Archeology in Anoka County	19	10	1.87
It's Your History December Civil War	18	1	18.18
Overall Excellence Submission	17	5	3.42
Andover @ Anoka, Football - End of Game Highlight	16	14	1.12
District Court Show	15	6	2.49
The Chamber Report December	13	3	4.5

QCCCC Agenda Item

4.3.1 Operations Report

March 4, 2016

To: Karen George, Executive Director

From: Katherine Lenaburg, Operations Manager

Subject: Operations Update

It was a busy month for local sports coverage as teams were in playoffs with section and quarter finals. Local teams do well in all the sports we cover so we were at The Roseville Ice Arena for a double header section quarter final. We also covered an Andover game in Duluth that was very exciting. We covered a wrestling match that went well. We worked with our sister station Metro North on a co-production of a quarter final hockey game.

We produced a show with the League of Women Voters called "Caucus: Power Up Your Vote". Executive Director of the State League of Women Voters Susan Sheridan Tucker hosted our show and our guests were Democratic representative Vicki Wright and Republican Kathy Tinglestad were our guests and they explained the caucus process and how the two parties conduct their caucuses. We distributed the program statewide and received good feedback on it.

We covered several community events including The Anoka County Sheriff's Award ceremony and The Chamber of Commerce State-of-the- City Address.

We have been working on promos for all of our shows and completed "The District Court Show", "The Local Show", as well as an "In The Game" promo. We produced two "Shout-Outs" at various events that turned out well. We produced two more "Slow TV's" that feature scenic shots around the local area. We produced a new "What's New at the Q" that highlights our recent programs. We are producing a new set of PSA's and completed "Creating New Fans Every Day" and "Don't Litter"- both are funny and original.

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”. Also completed this month: “It’s Your History”, “The Local Show”, and “The Grid”.

Several staff members attended the MACTA conference which was a one day workshop called “It’s Just Video...Until a Storyteller Creates an Experience” featuring KARE-11’s Boyd Huppert. He shared his expertise in dissecting stories and gave us tips on finding focus, creating characters, and writing well. Everyone who attended found it useful.

Action: None

March 1, 2016

To: Karen George, Executive Director

From: Steve Ulrich

Subject: February 2016 Technology Report

Equipment Issues:

QCTV Equipment

- Expand storage of main encoder and reconfigure.
- Install SDI distribution amplifiers for the 7 channels. Remove analog distribution amplifiers and rewire as need for Comcast. Comcast is now taking a digital feed for all 7 channels.
- Repair and reconfigure QCTV-11.
- NAS firmware maintenance.

City Issues

- Update Vdesk software/firmware at all city locations.
- No left channel audio at Ramsey. Replaced defective distribution amplifier.

Web Site:

- Worked with Bizzyweb on an ongoing video on demand issue. The site is having issues updating file information in a timely fashion which results in meetings not being parsed & posted in a timely fashion.

February Projects:

- Implement channel scheduling changes. Work with Lisa on CableCast programming.
- Remove analog distribution equipment and rewire rack as necessary.
- 2015 channel reports.

March Planned Projects:

- Increase storage on AD server
- Increase storage on Server 3/File backup.
- Internal web site maintenance.
- City equipment documentation.

Ongoing Projects:

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

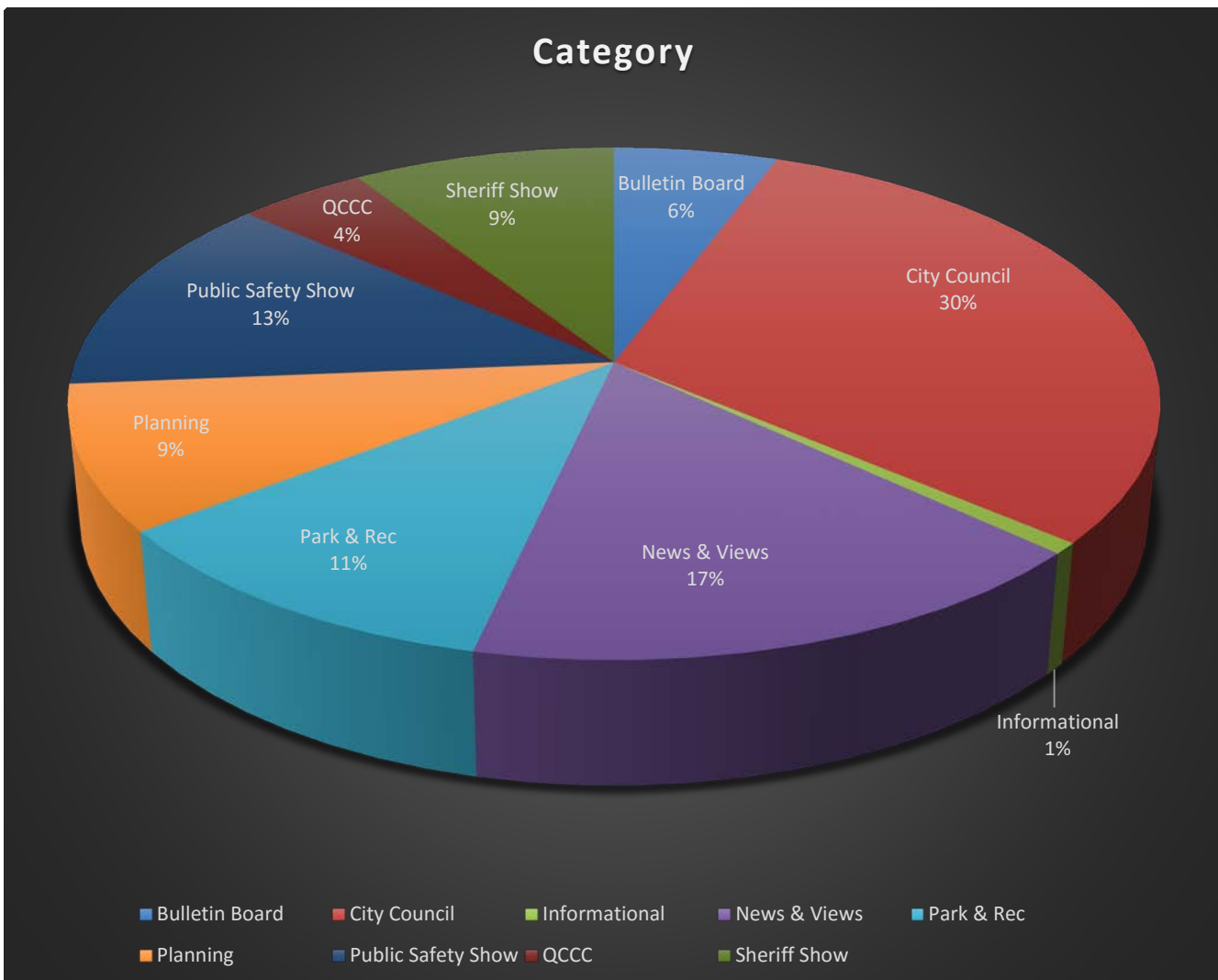
Action: None.

Andover Channel & Web Statistics

February 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 954	New Shows: 5	Total Hours: 39.45	Page Hits: 148
Total Time: 656.54	New Time: 5.48	Saturation: 5.7 %	See separate report for full details
Saturation: 94.3 %	All Shows: 14	New Andover: 73	
	All Time: 11.06	New All Cities: 373	

Shared With Multiple Cities		
12/31/2015	News & Views - January	1.0000
2/5/2016	News & Views - February 2016	1.0000
2/22/2016	QCCC 2-18-2016	0.2353
1/15/2016	Public Safety Talk - January 2016	0.9678
1/21/2016	QCCC - 01/21/2016	0.3961
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Andover News & Views January 2016	12/31/2015	News & Views	0.2397	13	3.1164
News & Views - January **	12/31/2015	News & Views	1.0000	5	5.0000
Andover News & Views - February 2016	2/5/2016	News & Views	0.2522	97	24.4656
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	83	83.0000
Andover City Council 2-16-2016	2/16/2016	City Council	3.4411	42	144.5267
Andover City Council 01-19-2016	1/19/2016	City Council	0.9339	73	68.1739
Andover Planning 01-13-2016	1/25/2016	Planning	0.5000	127	63.5000
A Greener Read - Recycling 01-07-2015	1/7/2016	Informational	0.0519	94	4.8828
Andover Park and Recreation 01-21-2016	1/21/2016	Park & Rec	0.9886	22	21.7494
Andover Park and Recreation 02-04-2016	2/4/2016	Park & Rec	0.5528	99	54.7250
QCCC 2-18-2016 **	2/22/2016	QCCC	0.2353	4	0.9411
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	92	89.0356
QCCC - 01/21/2016 **	1/21/2016	QCCC	0.3961	76	30.1044
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	127	63.3236
** Shared with multiple cities			11.0581	954	656.5444

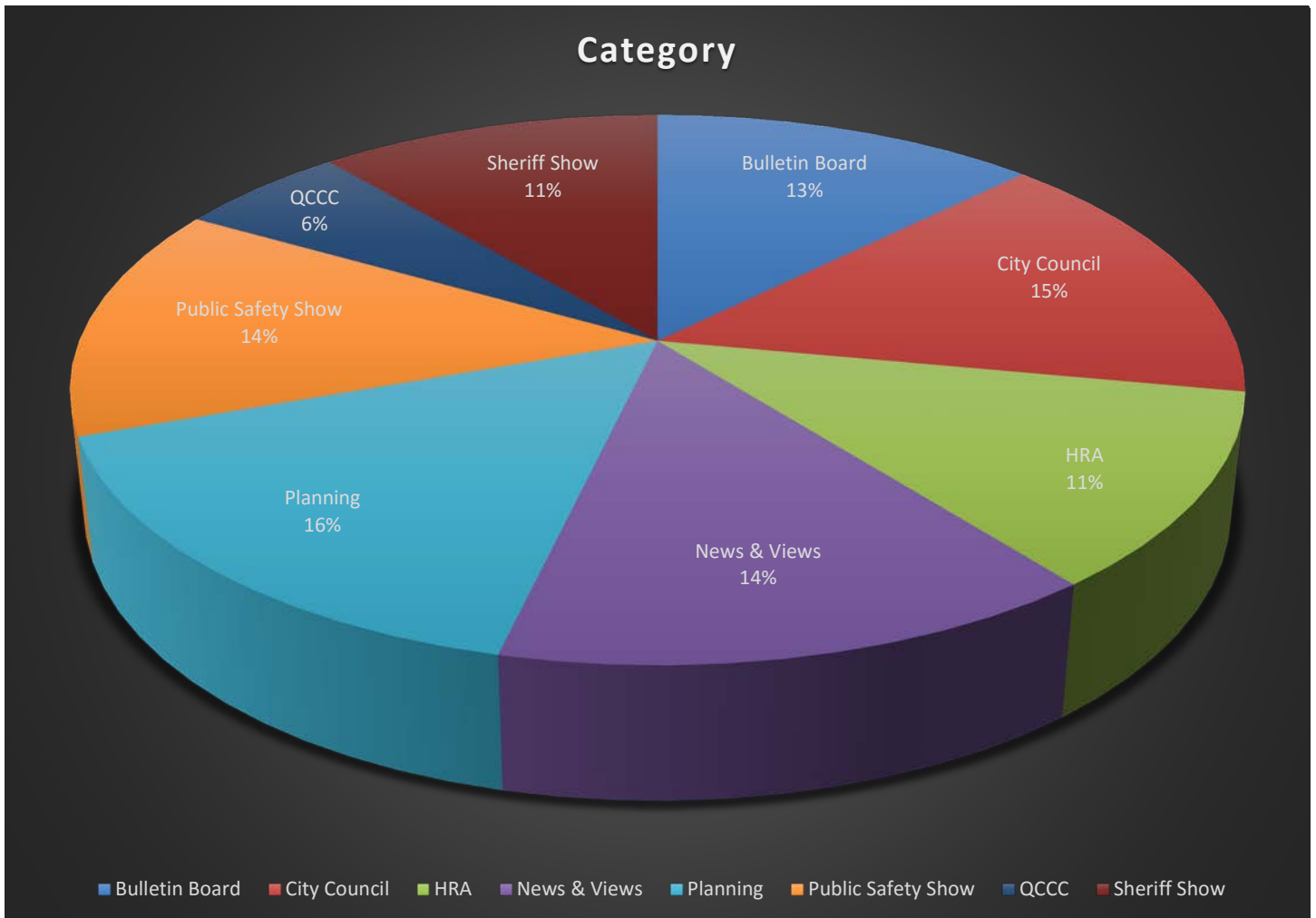
Total Programming Hours:	656.5444
Total Bulletin Board Hours:	39.4556
Total Runs:	954
February Total Time:	696

Anoka Channel & Web Statistics

February 2016

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs	953	New Shows	7	Total Hours	87.53	Page Hits:	173
Total Time:	608.47	New Time:	4.02	Saturation:	12.6 %	See separate report for full details	
Saturation:	87.4 %	All Shows:	15	New Anoka:	60		
		All Time:	9.04	New All Cities:	373		

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.00
12/31/2015	News & Views - January	1.00
1/15/2016	Public Safety Talk - January 2016	0.97
1/21/2016	QCCC- 01-21-2016	0.40
2/22/2016	QCCC 2-18-2016	0.24
12/18/2015	The Sheriff Show Jan - Feb 2016	0.50



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Anoka City Council 2-16-2016	2/16/2016	City Council	0.7950	58	46.1100
Anoka City Council Meeting 01-19-2016	1/19/2016	City Council	0.8358	3	2.5075
Anoka City Council Meeting 02-01-2016	2/1/2016	City Council	0.4564	128	58.4178
Anoka HRA Meeting 1-11-2016	1/11/2016	HRA	0.7831	33	25.8408
Anoka HRA Meeting 2-8-2016	2/8/2016	HRA	0.4756	113	53.7378
Anoka News & Views - February 2016	2/5/2016	News & Views	0.2725	20	5.4500
Anoka News & Views January 2016	12/31/2015	News & Views	0.2883	3	0.8650
Anoka Planning Commission 1-5-2016	1/5/2016	Planning	0.2492	10	2.4917
Anoka Planning Commission Meeting 02-02-2016	2/2/2016	Planning	0.7869	137	107.8114
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	76	76.0000
News & Views - January **	12/31/2015	News & Views	1.0000	17	17.0000
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	99	95.8100
QCCC- 01-21-2016 **	1/21/2016	QCCC	0.3961	94	37.2344
QCCC 2-18-2016 **	2/22/2016	QCCC	0.2353	6	1.4117
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	156	77.7833
** Shared With Multiple Cities			9.0406	953	608.4714

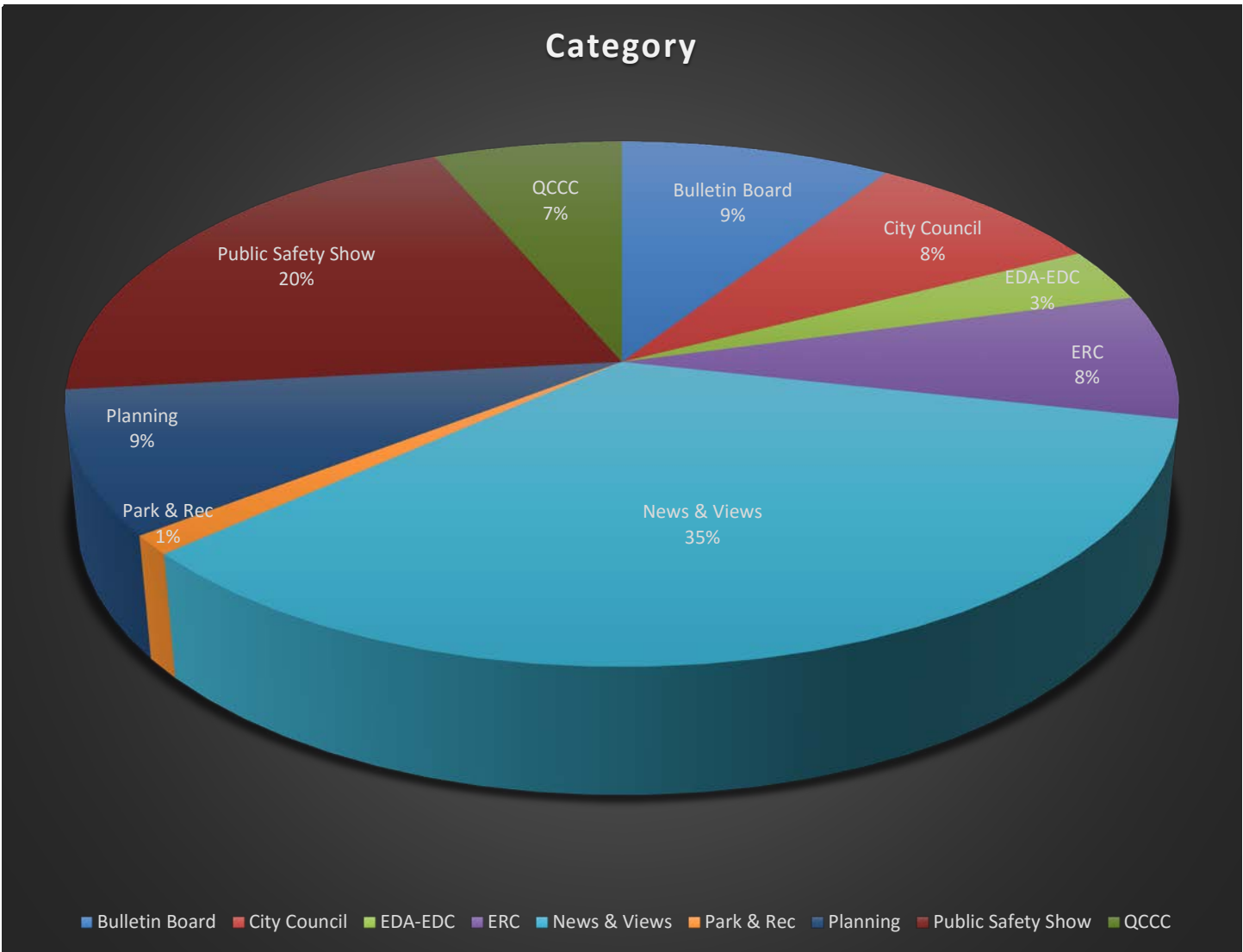
Total Programming Hours:	608.4714
Total Bulletin Board Hours:	87.5286
Total Runs:	953
February Total Hours:	696

Champlin Channel & Web Statistics

February 2016

Playback:		Shows:		Bulletin Board:		Web Hits:	
Total Runs:	1237	New Shows:	9	Total Hours:	63.93	Page Hits:	239
Total Time:	632.07	New Time:	4.2	Saturation:	9.2 %	See separate report for full details	
Saturation:	90.8 %	All Shows:	15	New Champlin:	82		
		All Time:	8.14	New All Cities:	373		

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
12/31/2015	News & Views - January	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
1/21/2016	QCCC - 01/21/2016	0.3961
2/22/2016	QCCC 2-18-2016	0.2353



Detail

Title	Event Date	Category	Length-d	Runs	Total-d
Champlin City Council 2-22-2016	2/22/2016	City Council	0.8917	25	22.2917
Champlin City Council Meeting 1-25-2016	1/25/2016	City Council	0.4911	37	18.1711
Champlin City Council Meeting 2-8-2016	2/8/2016	City Council	0.2200	79	17.3800
Champlin EDA Meeting 2-8-2016	2/8/2016	EDA-EDC	0.2011	114	22.9267
Champlin ERC Meeting 02-01-2016	2/1/2016	ERC	0.7128	75	53.4583
Champlin News & Views - February 2016	2/5/2016	News & Views	0.2675	345	92.2875
Champlin News & Views January 2016	12/31/2015	News & Views	0.2600	1	0.2600
Champlin Park and Recreation 2-16-2016	2/16/2016	Park & Rec	0.1656	50	8.2778
Champlin Planning 12-21-2015	12/21/2015	Planning	0.8286	44	36.4589
Champlin Planning Commission 2-16-2016	2/16/2016	Planning	0.5061	49	24.7994
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	127	127.0000
News & Views - January **	12/31/2015	News & Views	1.0000	23	23.0000
Public Safety Talk - January 2016 **	1/15/2016	Public Safety Show	0.9678	146	141.2956
QCCC - 01/21/2016 **	1/21/2016	QCCC	0.3961	98	38.8189
QCCC 2-18-2016 **	2/22/2016	QCCC	0.2353	24	5.6467
** Shared With Multiple Cities			8.1436	1237	632.0725

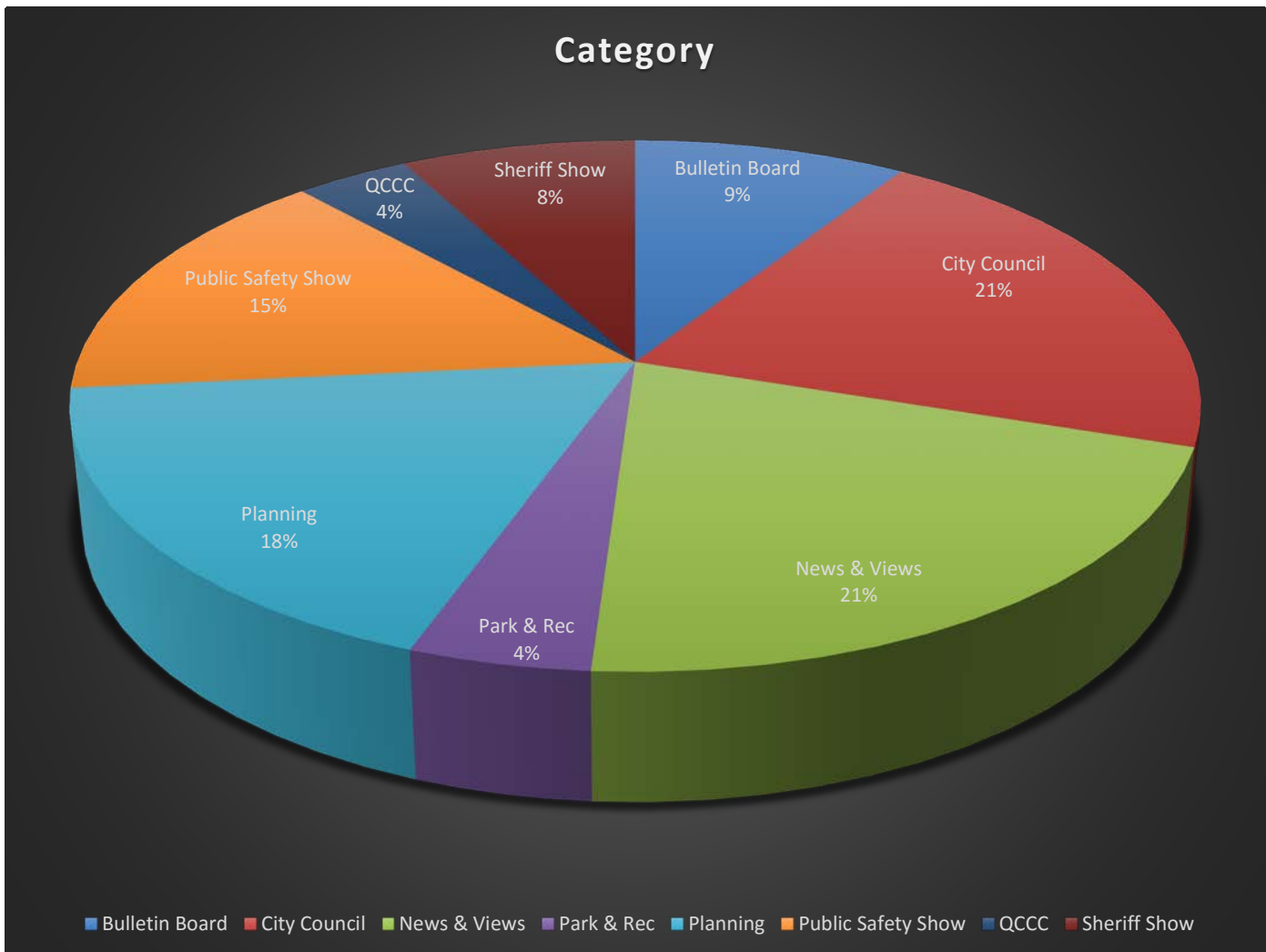
Total Programming Hours:	632.07
Total Bulletin Board Hours:	63.93
Total Runs:	1237
February Total Time:	696

Ramsey Channel & Web Statistics

February 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 927	New Shows: 7	Total Hours: 63.57	Total Hits: 68
Total Time: 632.43	New Time: 5.0	Saturation: 9.2 %	See separate report for full details.
Saturation: 90.8 %	All Shows: 15	New Ramsey: 68	
	All Time: 12.29	New All Cities: 373	

Shared With Multiple Cities		
2/5/2016	News & Views - February 2016	1.0000
12/31/2015	News & Views - January 2016	1.0000
1/15/2016	Public Safety Talk - January 2016	0.9678
1/21/2016	QCCC - 01/21/2016	0.3961
2/22/2016	QCCC 2-18-2016	0.2353
12/18/2015	The Sheriff Show Jan - Feb 2016	0.4986



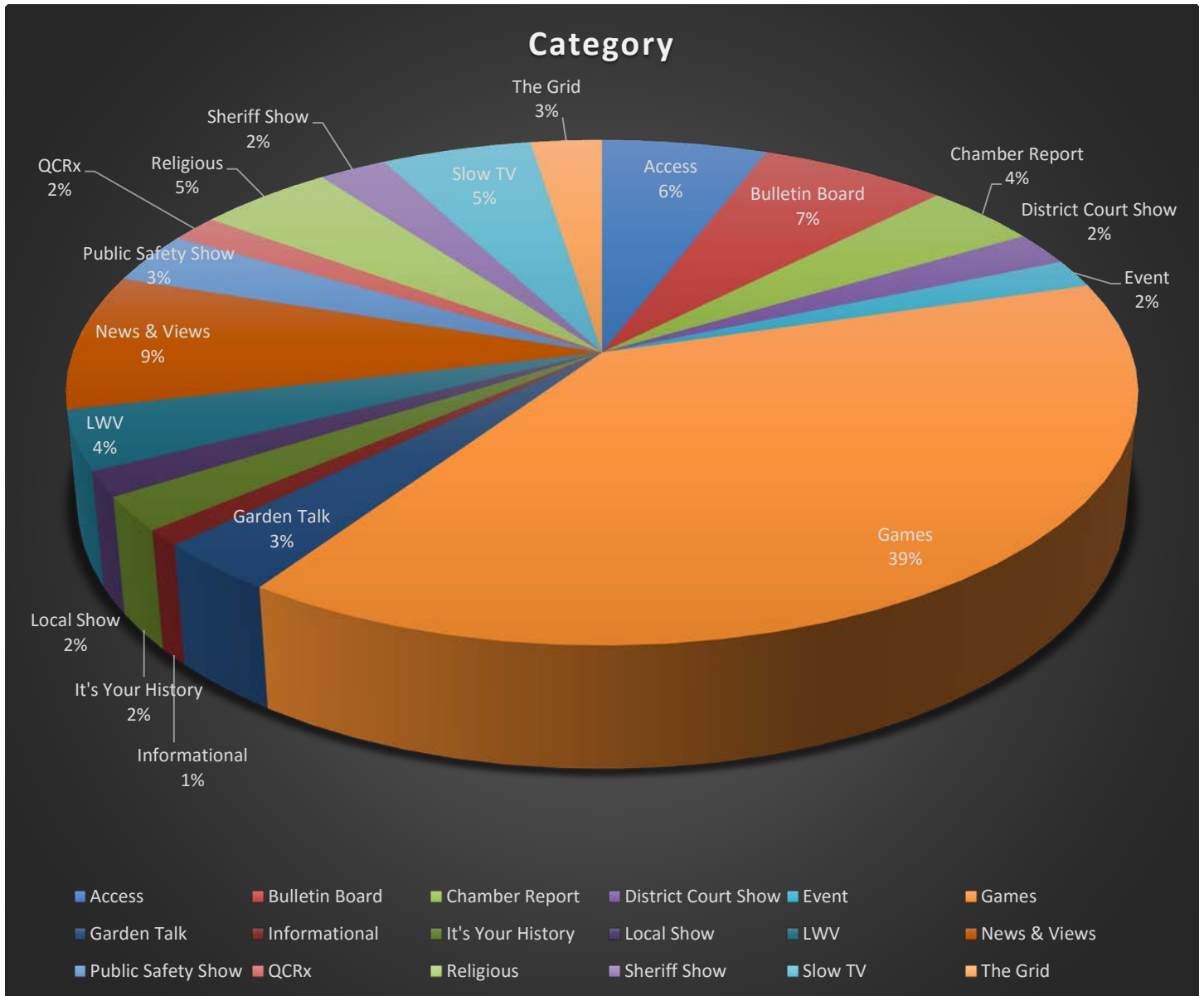
Detail

Title	Event Date	Category	Length-d	Runs	Total-d
News & Views - February 2016 **	2/5/2016	News & Views	1.0000	86	86.0000
News & Views - January 2016 **	12/31/2015	News & Views	1.0000	10	10.0000
Public Safety Talk - January 2016 **	1/15/2016	Public Safety	0.9678	107	103.5522
QCCC - 01/21/2016 **	1/21/2016	QCCC	0.3961	54	21.3900
QCCC 2-18-2016 **	2/22/2016	QCCC	0.2353	22	5.1761
Ramsey City Council 1-26-2016	1/26/2016	City Council	2.0406	36	73.4600
Ramsey City Council 2-23-2016	2/23/2016	City Council	1.3600	20	27.2000
Ramsey City Council Meeting 2-8-2016	2/8/2016	City Council	0.7517	60	45.1000
Ramsey News & Views - February 2016	2/5/2016	News & Views	0.2428	194	47.0989
Ramsey News & Views January 2016	12/31/2015	News & Views	0.2653	11	2.9181
Ramsey Park and Recreation 01-14-2016	1/14/2016	Park & Rec	0.2706	34	9.1989
Ramsey Park and Recreation 2-11-2016	2/11/2016	Park & Rec	0.2786	79	22.0103
Ramsey Planning Commission 01-07-2016	1/8/2016	Planning	1.8419	9	16.5775
Ramsey Planning Commission 02-04-2016	2/4/2016	Planning	1.1358	95	107.9042
The Sheriff Show Jan - Feb 2016 **	12/18/2015	Sheriff Show	0.4986	110	54.8472
** Shared With Multiple Cities			12.2850	927	632.4333

Total Programming Hours:	632.4333
Total Bulletin Board Hours:	63.5667
Total Runs:	927
February Total Time:	696

Community Channel February 2016

Playback:	Shows:	Bulletin Board:	Web Hits:
Total Runs: 922	New Shows: 41	Total Hours: 45.02	Sessions: 1895
Total Time: 650.98	New Time: 41.19	Saturation: 6.5%	See separate report for full details
Saturation: 93.5%	All Shows: 102	New Bulletins: 42	
	All Time: 83.97	All Bulletins: 373	



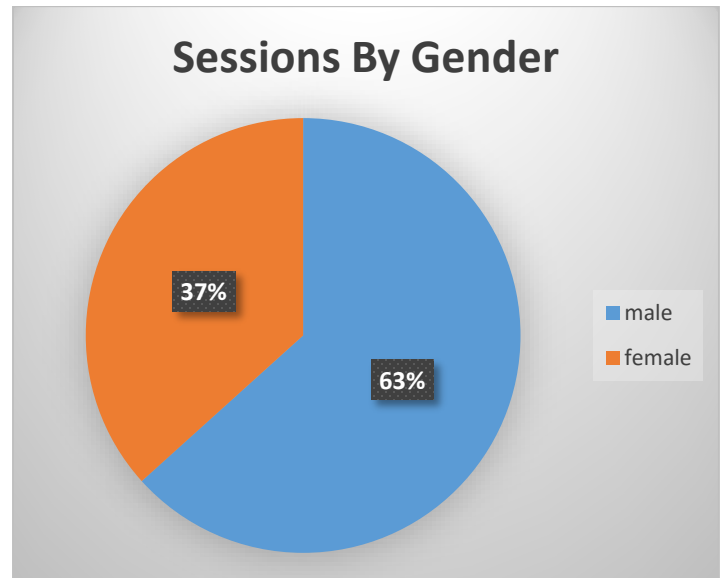
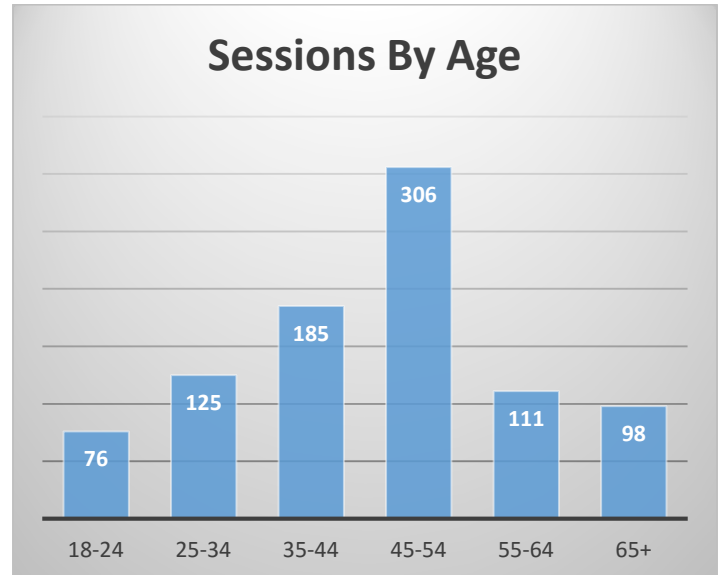
- Detail available upon request

Web Statistics February 2016

Overview	
Sessions	1895
Users	1066
Page views	6643
Pages per Session	3.51
Average Session	3:02
Bounce Rate	34.93%
Percent New Sessions	47.65%

Sessions by Browser		
Chrome	803	42.37%
Safari	570	30.08%
Internet Explorer	263	13.88%
Firefox	154	8.13%
Edge	54	2.85%
Safari (in-app)	21	1.11%
Mozilla Compatible Agent	11	0.58%
Android Browser	9	0.47%
Opera	3	0.16%
UC Browser	3	0.16%

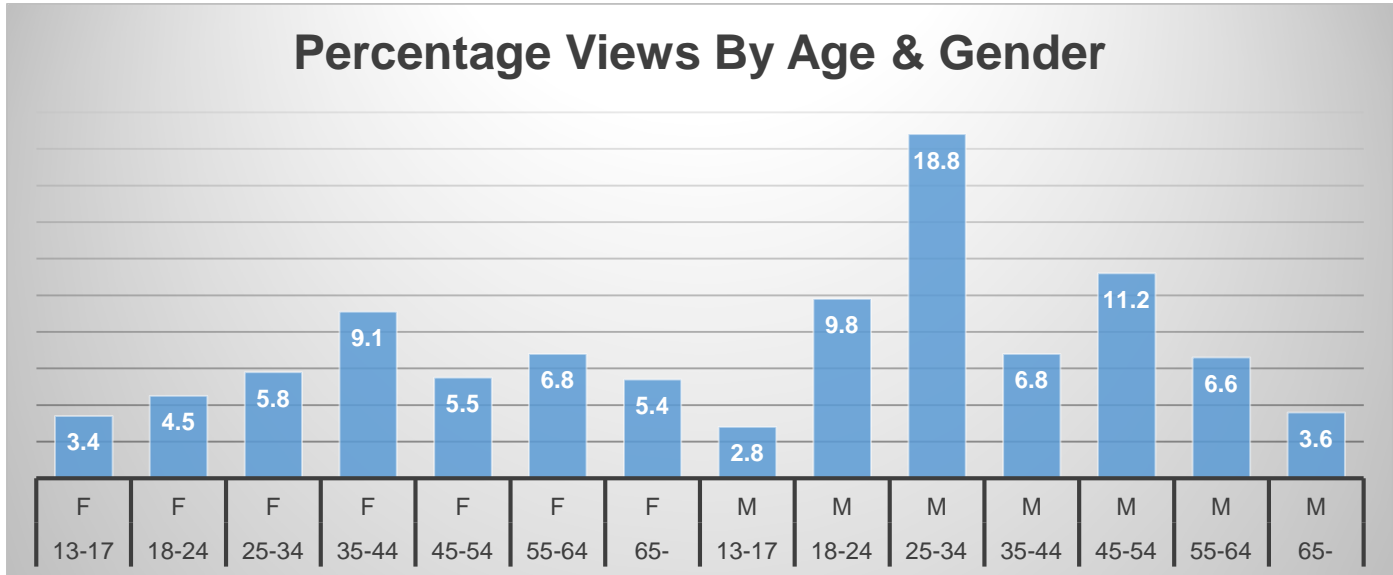
Sessions by Mobile		
iOS	492	72.14%
Android	179	26.25%
Windows	11	1.61
Total	445	



Page path level 1	Page Views	Unique Views	Avg. Time	Bounce Rate
/home	1765	1174	68.72	24.79%
/program-guide/	1317	954	33.43	18.67%
/sports/	832	564	145.33	44.40%
/meeting_category/	389	282	33.01	37.50%
/city_meeting/	331	282	249.22	77.78%
/champlin/	239	165	53.83	66.67%
/anoka/	173	128	50.30	28.95%
/andover/	148	107	35.26	16.13%
/show-details/	139	113	69.36	20.00%
/qctv-programs/	129	98	43.86	36.36%
/shop/	114	88	35.12	83.33%
/live-and-local/	95	71	37.77	33.33%
/meet-the-staff/	86	78	225.33	81.82%
/search/	77	65	26.06	100.00%
/districtcourtshow/	70	54	483.18	58.14%
/ramsey/	68	55	42.60	8.33%
/your-story/	67	53	262.48	58.33%
/agendas/	62	42	195.41	50.00%
/jobs/	50	42	211.22	100.00%
/News-Views/	48	43	106.50	50.00%
/events/	46	43	53.70	100.00%
/event/	41	25	85.26	11.11%
/product/	39	26	65.59	0.00%
/qctv-community-programs/	36	28	49.58	40.00%
/chambershow/	25	21	321.80	40.00%

February 2016 YouTube Statistics

Total Views: 2708
 Minutes Watched: 18973



Playback Location Type	Watch time (minutes)	Views	Average View (minutes)	Avg Percentage Viewed
WATCH	17895	2521	7:05	13%
EMBEDDED	1029	139	7:24	20%
CHANNEL	48	48	1:00	1.6%

Detail – Top 50

Video	Watch Time (minutes)	Views	Avg View (minutes)
League of Women Voters - Caucus: Power Up Your Vote 02-10-2016	4184	574	7.29
Antique Appraisal with Mark F Moran	1795	135	13.3
It's Your History - Anoka State Hospital	1445	194	7.45
It's Your History - The 1st Minnesota Infantry of the Civil War	1311	123	10.66
Girls Hockey: Champlin Park @ Centennial - Section 5AA QF	1177	112	10.51
Boys Hockey - Andover at Duluth East - Section 7AA QF - 2/16/16	1012	113	8.96
Boys Hockey: Anoka v Champlin Park - Section 5AA QF - 2/18/16	655	50	13.1
Boys Hockey: Marshall School Duluth @ Champlin Park	627	44	14.26
Wrestling: Champlin Park @ Anoka (2/6/16)	614	129	4.76
It's Your History - Fridley Tornado	569	86	6.61
Anoka County Sheriff Show: January - February 2016	546	102	5.35

Boys Hockey: Champlin Park @ Anoka - 02-11-2016	541	29	18.67
In the Garden Start from Seeds	482	50	9.65
Champlin Park Cluster Band Concert	453	39	11.62
Local Show Edition #4	439	80	5.49
Girls Basketball: Irondale @ Andover 1-19-2016	439	74	5.93
It's Your History - Laws BBQ	307	44	6.98
Girl's Basketball: Blaine vs. Andover 01-13-2016	222	15	14.79
Boys Hockey: Elk River at Andover 1-22-2016	205	44	4.65
Girls Hockey: Anoka vs. Spring Lake Park - Section 5AA QF	195	30	6.51
Section 7AA Girls Hockey QF - Cloquet-Esko-Carlton @ Andover (2/4/2016)	176	46	3.83
Rebel Classic Marching Bands 2014	159	37	4.29
The Grid	140	51	2.75
Anoka County Sheriff, James Stuart - Law Enforcement Memorial Speech	135	25	5.4
League of Women Voters Candidate Forum - MN Dist. 35 Special Election	104	18	5.79
News and Views - February 2016	79	23	3.42
Anoka County Sheriff Show - Oct & Nov 2015	77	12	6.46
News and Views December	70	52	1.36
JjpTHKjSnOE	63	36	1.74
Girls Hockey: Champlin Park @ Anoka	54	15	3.57
Gardening: Theres an App for That!	52	12	4.36
Anoka County Sheriff Show – August & September 2015	50	21	2.4
Regan Moves	39	7	5.5
Road Rage	37	31	1.2
It's Your History - Sustainable Farming	35	9	3.84
Public Safety Talk January 2016	32	4	7.89
In the Game - Winter Episode	31	3	10.46
League of Women Voters - Campaign Finance Reform 01 14 2016	27	6	4.52
Champlin Park Boys Basketball - #25 Mckinley Wright Dunk 1/5/16	27	27	0.99
The Local Show # 2 HD	24	9	2.67
Anoka County Sheriff's Award Ceremony 02-17-20 15	23	4	5.81
League of Women Voters - Upper Mississippi River	23	4	5.77
It's Your History - Archeology in Anoka County	19	10	1.87
It's Your History December Civil War	18	1	18.18
Overall Excellence Submission	17	5	3.42
Andover @ Anoka, Football - End of Game Highlight	16	14	1.12
Anoka County Sheriff Show – March & April 2015	15	6	2.53
District Court Show	15	6	2.49
The Chamber Report December	13	3	4.5
QCTV Creating New Fans Every Day	12	9	1.38

QCCCC Agenda Item

5.1 Subscriber Survey

April 14, 2016

To: Commissioners

From: Karen George, Executive Director

Subject: Subscriber Survey

The strategic plan calls for a subscriber survey to be conducted. Local firm *The Morris Leatherman Company* (formerly Decision Resources) conducted the Quad Cities Cable Communications Commission subscriber survey in January 2016. A work session to review survey results was conducted on March 3. Company representative Peter Leatherman worked with staff after the work session to complete an executive summary and recommendations for commission review. Mr. Leatherman will attend the April 21 commission meeting to provide a public presentation of survey results. Attached to this report are the Executive Summary Findings and Implications report, a presentation with charts, survey questionnaire with data points.

Local firm *The Morris Leatherman Company* conducted the Quad Cities Cable Communications Commission subscriber survey in 2006. It is not feasible to make direct comparisons to that previous survey data due to that survey data being out of date (10 years), QCTV service changes in the past decade, and the survey questions not consistent between the two surveys. The company has conducted cable subscriber surveys for area cities and cable commissions including CTV North Suburbs, NWCT-Channel 12, North Metro TV, Coon Rapids, Eagan, Burnsville, Lakeville, and Bloomington. The company has also completed resident surveys for commission member cities Andover, Champlin, and Ramsey. The Executive Summary report does make comparisons to more recent data gathered from these organizations.

Total project cost per contract was \$15,000: \$13,000 base price for a 50 question survey plus \$135 per additional question over 50.

Action Requested: Accept Comcast Subscriber survey report.

The **MORRIS LEATHERMAN** Company

Quad Cities Cable Television

2016 Quad Cities Cable Television Commission Survey

Findings and Implications

Methodology:

This study contains the results of a sample of 400 randomly selected Comcast Cable Television customers from lists provided by Comcast. Professional interviewers conducted the survey by telephone between January 6th and 20th, 2016. The sample was stratified by city to insure equal representation of each community. The typical respondent took 15 minutes to complete the questionnaire. The non-response level was 3.5%. The results of the study are projectable to all cable television subscribers residing in the Quad Cities Cable Television Area within $\pm 5.0\%$ in 95 out of 100 cases.

Subscriber Demographics:

The typical adult cable television subscriber is also 46.2 years old. Nineteen percent post ages then less than 25 years old and 14% post ages 65 years old or older. The typical cable television subscriber reports some post-secondary education experience, albeit short of college graduation. Nineteen percent are high school graduates or less well-educated, 39% attended vocational-technical school or had some college, and 43% are college graduates or post-graduates. Women outnumber men by four percent in the sample.

Nineteen percent of the subscribing households contain seniors – about evenly divided between single seniors and senior couples – and fourteen percent are composed exclusively of seniors. Sixty-one percent report two adults in residence, 20% have only one adult, and five percent report the presence of adult children. Thirty-nine percent of the households contain either school-aged children and/or pre-schoolers.

Seventy-five percent own their current homes; twenty-five percent are renters. The median current pre-tax yearly household income is \$58,000.00. Thirty-eight percent report pre-tax annual incomes of less than \$50,000.00, while 26% post incomes over \$75,000.00 per year.

The sample is evenly stratified among the four communities composing the “Quad Cities:” Andover, Anoka, Champlin, and Ramsey.

Comcast Television Service Findings:

- Currently, 62% of current Comcast cable television subscribers choose a bundle of services, while 38% subscribe only to cable television. The typical cable television household has subscribed for 6.9 years. Twenty-seven percent subscribed during the past two years, while 15% subscribed over 15 years ago.
- The service provided by Comcast is among the highest rated in the Greater Metropolitan Area. Eighty-seven percent rate the service favorably; in fact, 20% rate it as “excellent.” Unfavorable ratings are only 13%, almost one-half of the Greater Metropolitan Area norm.
- More important, on the major complaint facing all cable television service providers, 66% rate the value of the cable television service relative to the quality of the service as “excellent” or “good;” thirty-five percent see it as “only fair” or “poor.” The 66% positive value rating is about 12% higher than the Metropolitan Area average.
- Fifty-six percent of the subscribers had contact with Comcast either in person or by telephone during the past year. A very solid 87% rate the level of service they received as “excellent” or “good;” thirteen percent see it as “only fair” or “poor.” Customer ratings of the level of service prove to be much higher than the norm. The threshold for high quality customer service in the private sector is 75% satisfaction; Comcast’s satisfaction rating is 87%. Among the 13% rating service as “only fair” or “poor,” they point to “rudeness,” at 40%, “long wait time for service on the telephone,” at 13%, “problem not solved” and “slowness in solving the problem,” “did not listen,” and “bait and switch pricing,” each at 10%. Concerns about “rudeness,” which is significantly higher than the norm, suggest a need for further training of employees.
- Twenty-eight percent also report they have experienced technical problems either “frequently” or “occasionally.” Of this group, 86% contacted Comcast about these issues. Eighty-one percent reports the service they received is either “excellent” or “good,” while 20% rate it lower. The primary complaint among customers rating the service negatively is “the problem was not fixed.”

Quad Cities Television Channel Viewership:

- Viewing of Government Channel 16 varies with the type of programming. The table below summarizes the percentage of households tuning in during the past year:

<i>Channel 16 Programming</i>	<i>Viewership</i>
Your City Council meetings	32%
“News and Views,” the city news and events program	26%
Your Planning Commission meetings	18%
Bulletin Board listings of meetings, events and information	17%
Other City Government meetings, such as EDA or Parks and Recreation	15%

- Overall, 46% of cable television subscribers report watching Channel 16 either “frequently” or “occasionally.” This result is above the metro area norm for viewership of city government programming by five percent.
- Similarly, viewing of local programming on Channel 15 varies with the type of program. The table below summarizes the percentage of households tuning in during the past year:

<i>Channel 15 Programming</i>	<i>Viewership</i>
Election coverage, including candidate forums*	23%
“Live and Local”	19%
High School sports	17%
“It’s Your History”	17%
City concerts	16%
“The District Court Show”	16%
City parades and festivals	15%
“The Chamber Report”	15%
“The Sheriff Show”	13%
Bulletin Board listing of meetings, events and information	13%
Religious programming on Sundays	12%
High School graduations	11%
“Public Safety Talk”	9%
*A special election in Senate District 35, which includes Anoka, Ramsey and portions of Andover, took place during the fieldwork.	

- Local Programming Channel 15 draws a 47% of the share of cable subscribers. In determining the viewership of each of 13 types of programs, audiences ranged between 23% and nine percent of subscriber households; the mean viewership level is 15% of cable subscribers. Four programs possess above average audiences: “election

coverage, including candidate forums,” at 23%; “Live and Local,” at 19%; “It’s Your History” and “high school sports,” both at 17%.

- Twenty-eight percent watch education programming on Channel 18 either “frequently” or “occasionally.” Anoka-Hennepin School District School Board meetings were watched by 23% of cable television subscribers during the past year, while 14% watched Bulletin Board listings of meetings, events and information during the same time period.
- Twenty percent either “frequently” or “occasionally” watch the Bulletin Board Message Board on Channel 19.
- Overall, 58% of cable subscribers reported watching programming on Channels 15, 16, 18 or 19 at least “occasionally” during the past year. In fact, 16% watched “frequently,” which is twice as high as the Greater Metropolitan Area norm.

Quad Cities Television Website:

- A sizable 72% have access to the Internet. Among subscribers having Internet access, 28% report visiting the QCTV’s website. In total, 20% of all cable television subscribers visited QCTV’s website.
- Seventy percent of cable subscribers with Internet access are not aware QCTV broadcasts city meetings on the QCTV website; but, 11% are both aware and have viewed a city meeting on the website, while 19% are aware but have not used this service. Among the 11% viewing the web-based city meetings, 82% do so at least “occasionally.” These viewers also divided into 31% watching only live meetings, 44% watching archived meetings, and 22% watching both. QCTV may wish to consider publicizing this service more to increase awareness and usage.
- Thirty-one percent of cable subscribers report awareness of the availability of QCTV’s programs for on-line viewing; eighteen percent have not viewed programs posted there, while 13% have done so. This result is about five percent higher than the Greater Metropolitan Area norm. Among the 13% viewers of these programs, 79% do so on at least an “occasional” basis. Sixteen percent of the viewers typically watch QCTV programs on the website “live,” 61% use “video-on-demand,” and 21% do both. QCTV may wish to more aggressively publicize and market this service, particularly since it is directly tied to the success of the new service of offering programs for purchase via download. As the program is launched, there are several potential types of users who

should be targeted: City Council and School Board meeting viewers (ideally through announcements during or after their telecasts), Core Viewers (perhaps through cross-advertising on the Government, Local, and Education channels), High School sports enthusiasts (perhaps through during-game advertising), and current customers who purchased a DVD of QCTV programming.

- As QCTV considers offering programs for purchase via download, 18% are at least “somewhat likely” to purchase them; three percent are “very likely” to purchase, while 15% are “somewhat likely.” Using standard market projection techniques, five percent of cable television subscribers would be expected to buy these products.
- Eighteen percent of subscribers watched QCTV programs on YouTube. Using further data analysis, 4% of cable subscribers watched QCTV programs only on YouTube.
- Seventy-nine percent of cable television subscribers use “Facebook;” thirty-four percent of “Facebook” users use it to obtain information about their local government and community. Seventy-four percent of subscribers use “YouTube;” thirty-one percent of “YouTube” users report using it to obtain information about their local government and community. Fifty-four percent use “Twitter;” twenty-four percent of “tweeters” use the service to obtain local government and community information.
- Eleven percent of cable television subscribers have already purchased a DVD of QCTV programming, such as high school sports games or graduations. Sixty percent of these buyers called the QCTV office to make their purchase, while 40% did so using the website. A unanimous 100% rate the service they received as either “excellent” or “good.” In general, 26% report it is either “very important” or “somewhat important” to find information about their cities by video.

Sources of Information:

- Fifty-three percent of cable subscribers feel they are informed about QCTV and its activities. In fact, nine percent report they are “very informed.”

- Three sources of information about QCTV and its activities are rated “primary” by 70% of cable television subscribers: their City Newsletter, at 35%; their local weekly newspaper, at 24%; and, their City website, at 11%. An additional three sources are deemed “primary” by 21%: QCTV website, social media, and their City’s government channels, each at seven percent. A comparatively high 53% are either “very informed” or “somewhat informed” about QCTV and its activities; the Metropolitan Area average information level for similar organizations is 26%.

Quad Cities Cable Television

2016 Subscriber Study

The Morris Leatherman Company

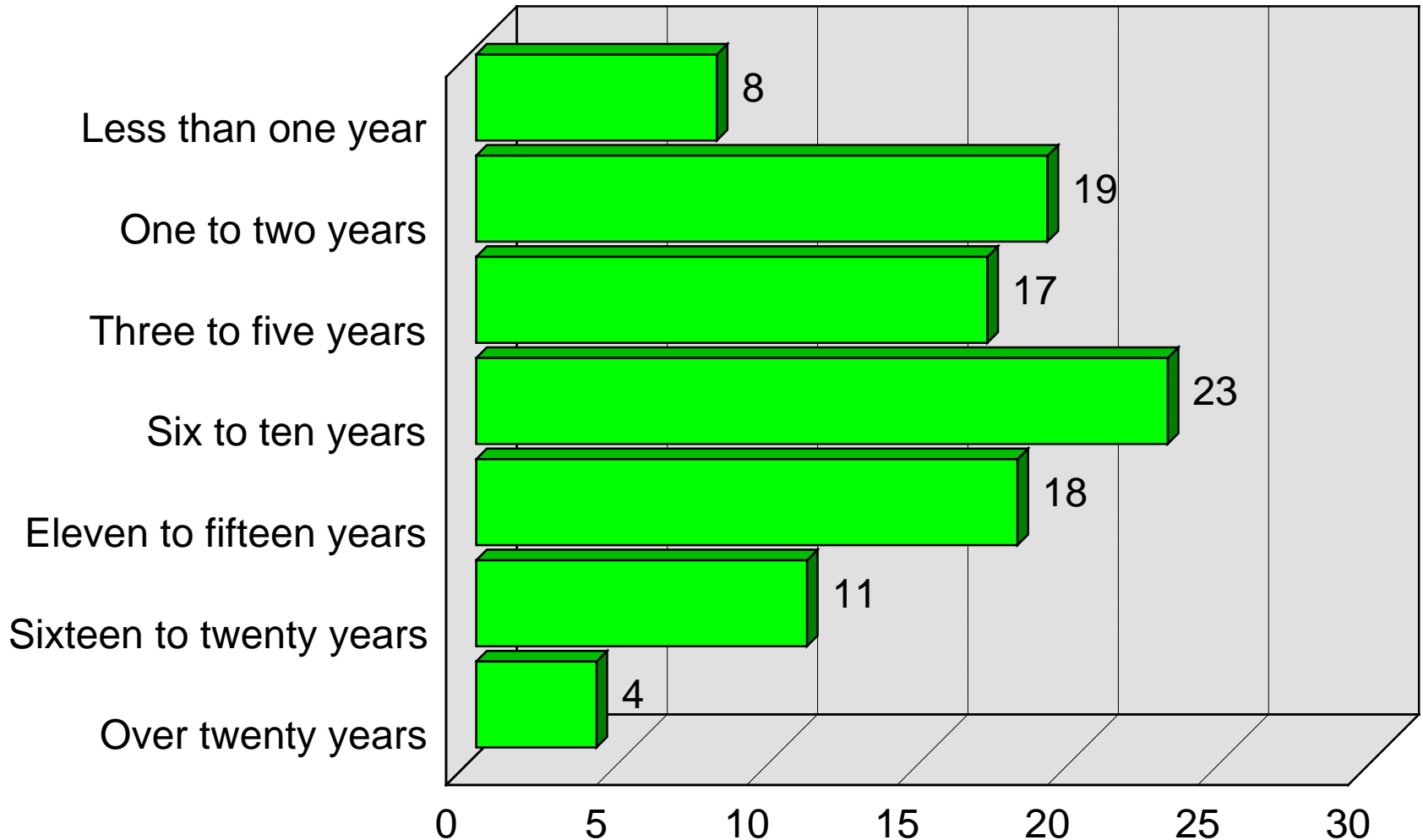
Survey Methodology

2016 Quad Cities Cable Television Subscriber Study

-) 400 random sample of Quad Cities Cable Television Cable Subscribers
-) Telephone interviews conducted between January 6th and 20th, 2016.
-) Average interview time of fifteen minutes.
-) Non-response rate of 3.5%.
-) The sample is projectable to the universe of all QCTV cable subscribers to within +/- 5.0% in 95 out of 100 cases.

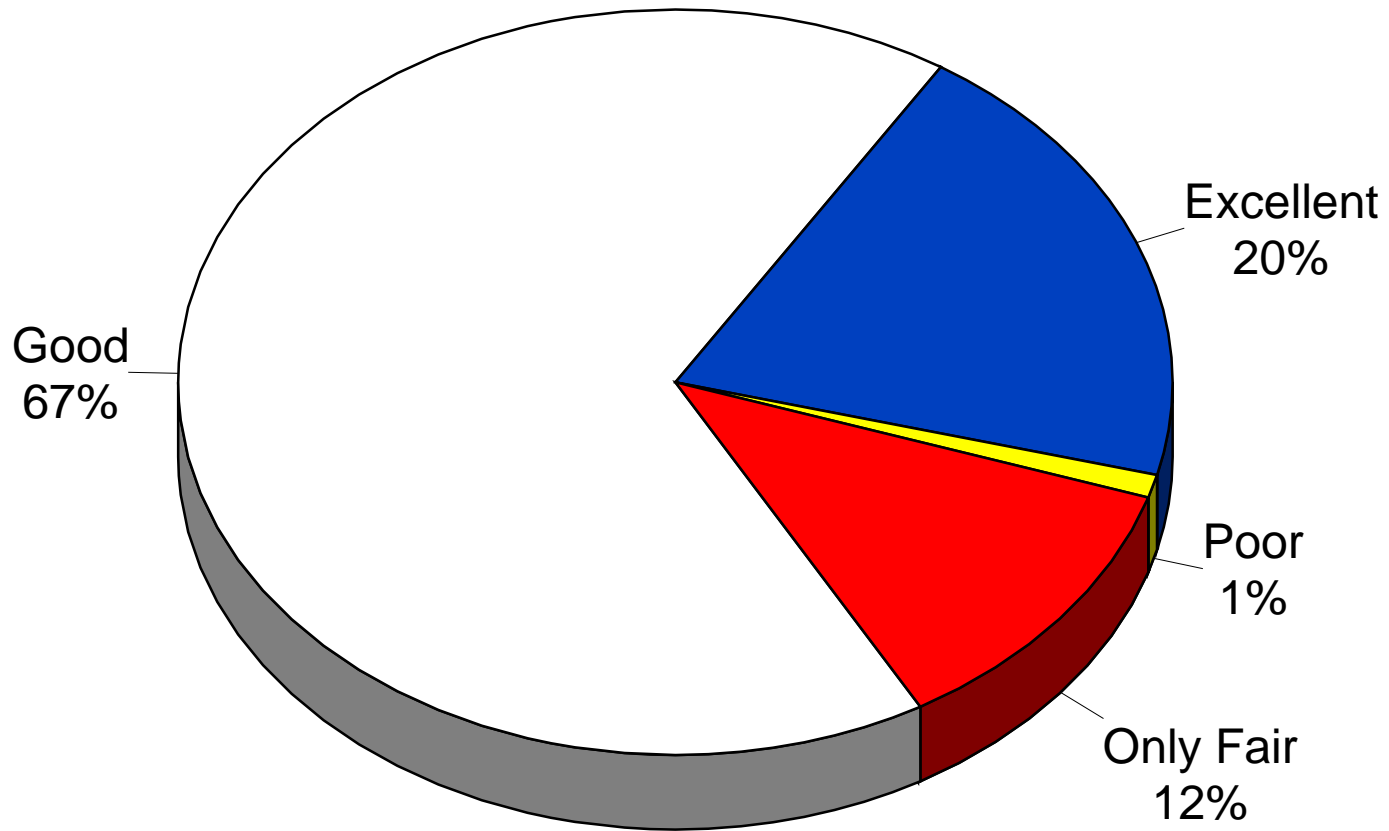
Longevity as Cable Subscriber

2016 Quad Cities Cable Television Subscriber Study



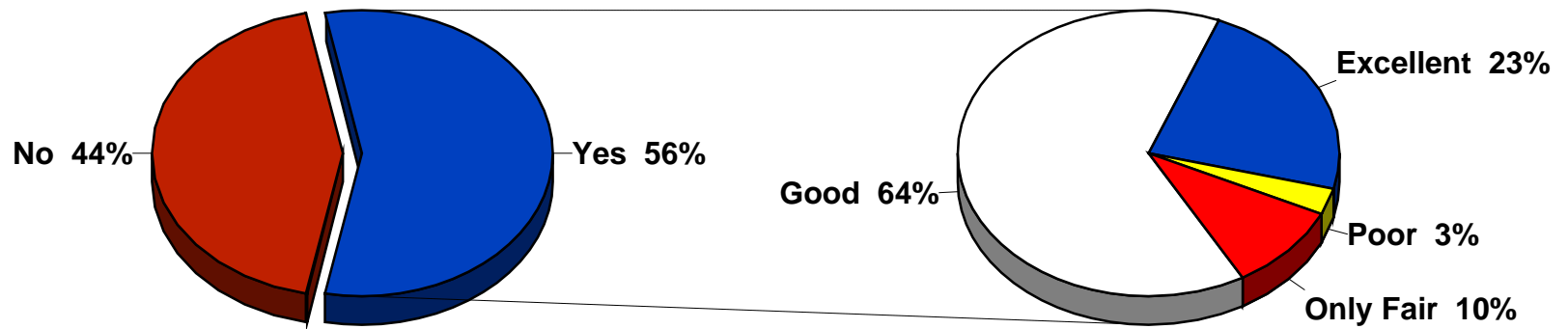
Rating of Cable Television Service

2016 Quad Cities Cable Television Subscriber Study



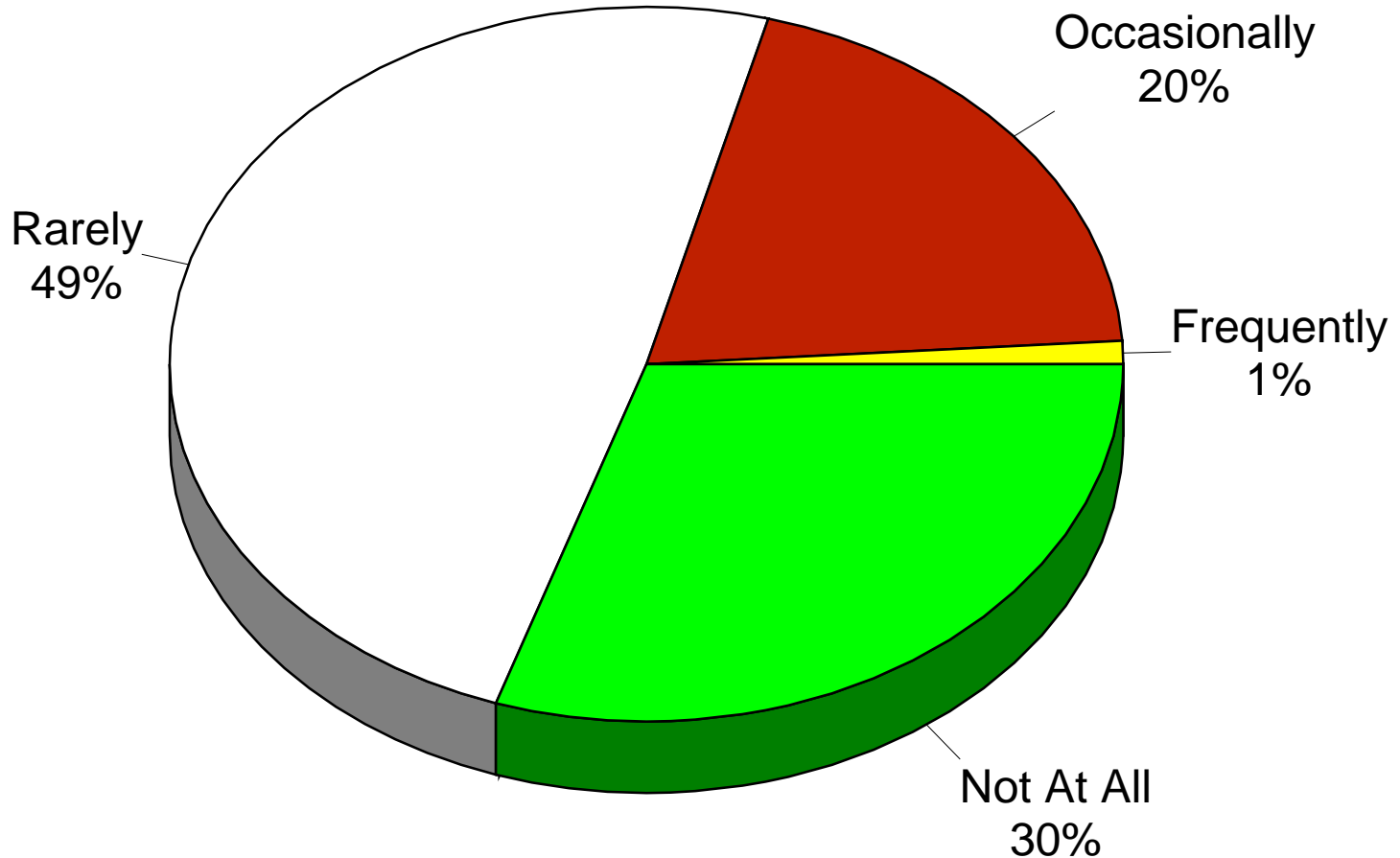
Contact with Cable Company

2016 Quad Cities Cable Television Subscriber Study



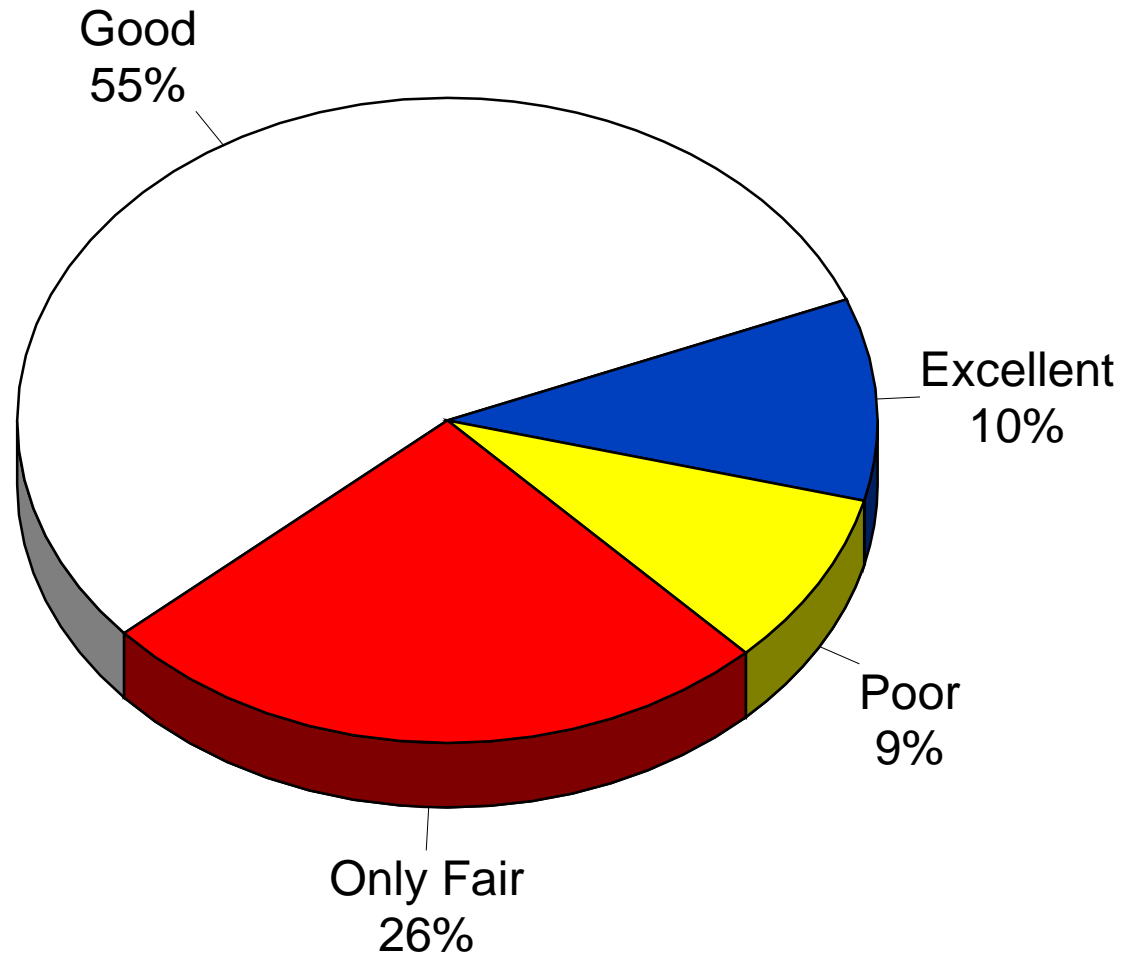
Experienced Technical Problems

2016 Quad Cities Cable Television Subscriber Study



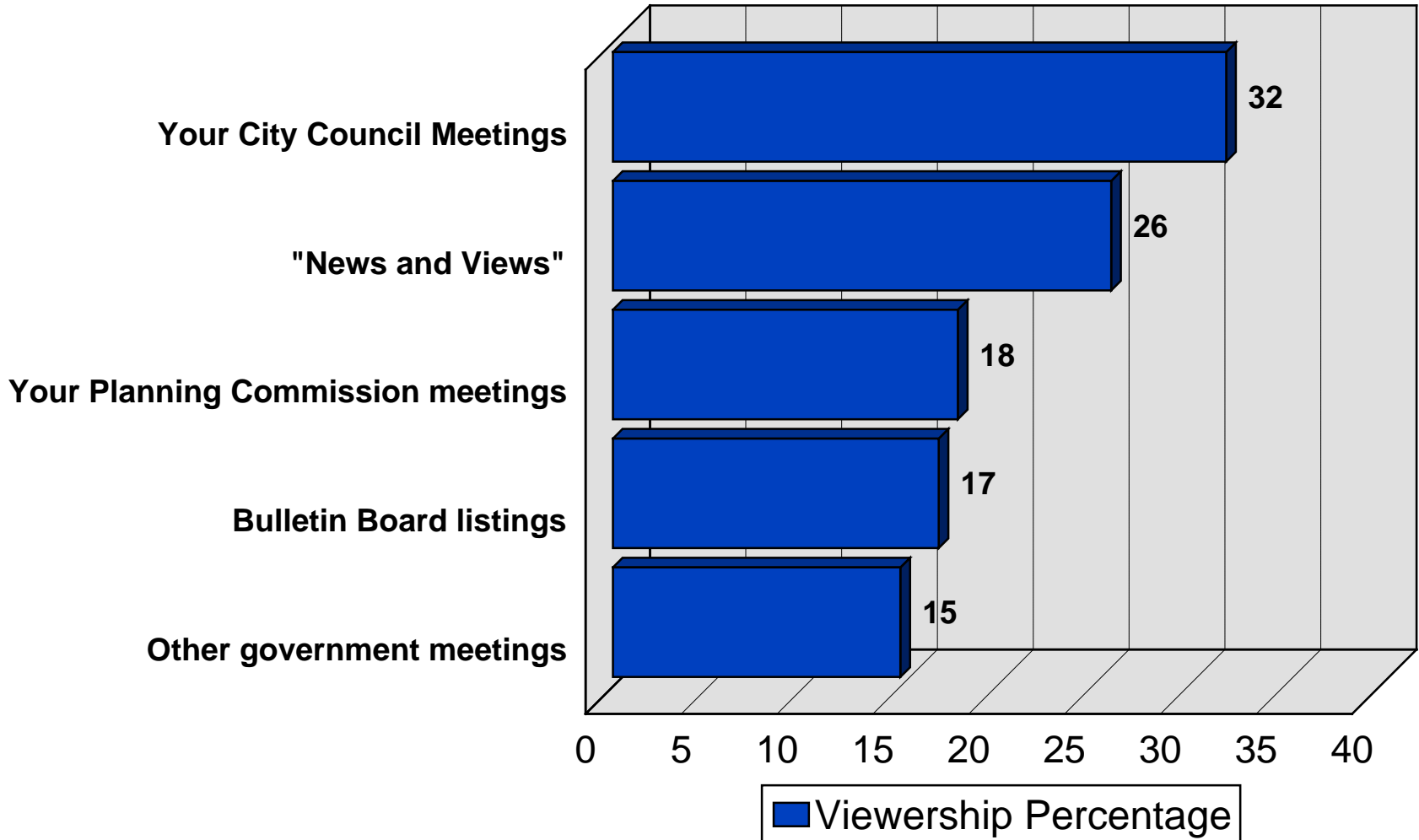
Value of Cable Television Service

2016 Quad Cities Cable Television Subscriber Study



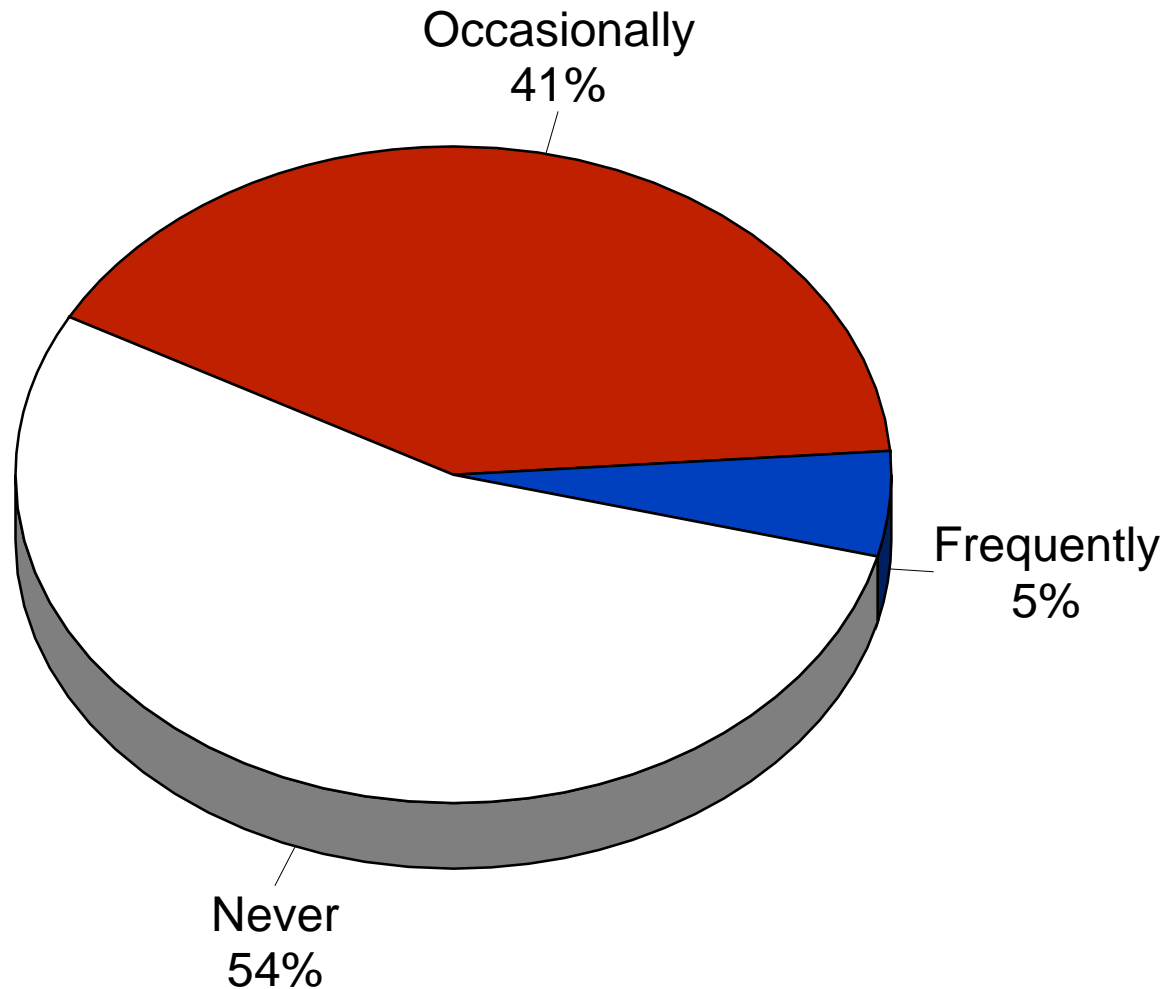
Watched on Channel 16 during past year....

2016 Quad Cities Cable Television Subscriber Study



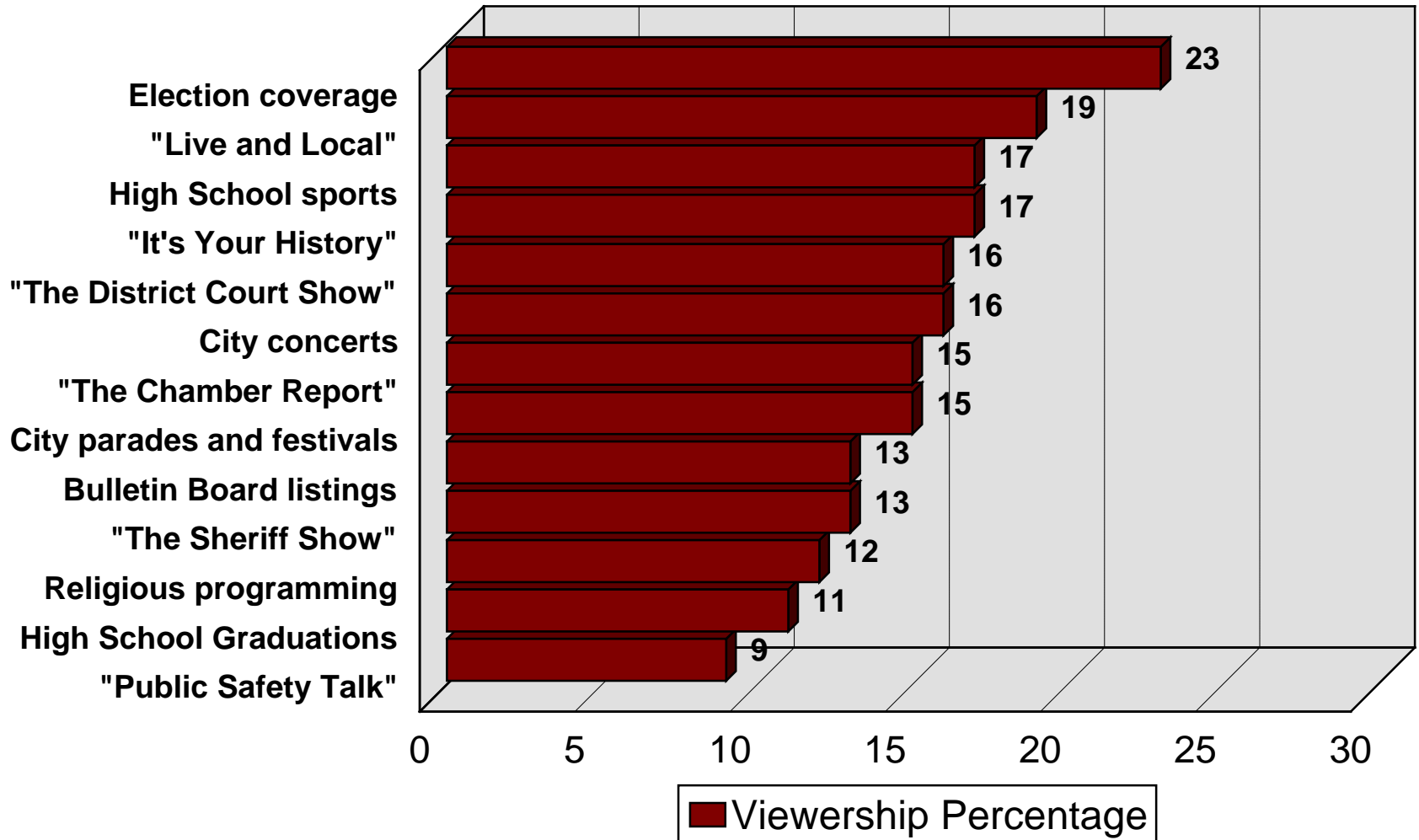
How often do you watch Channel 16....

2016 Quad Cities Cable Television Subscriber Study



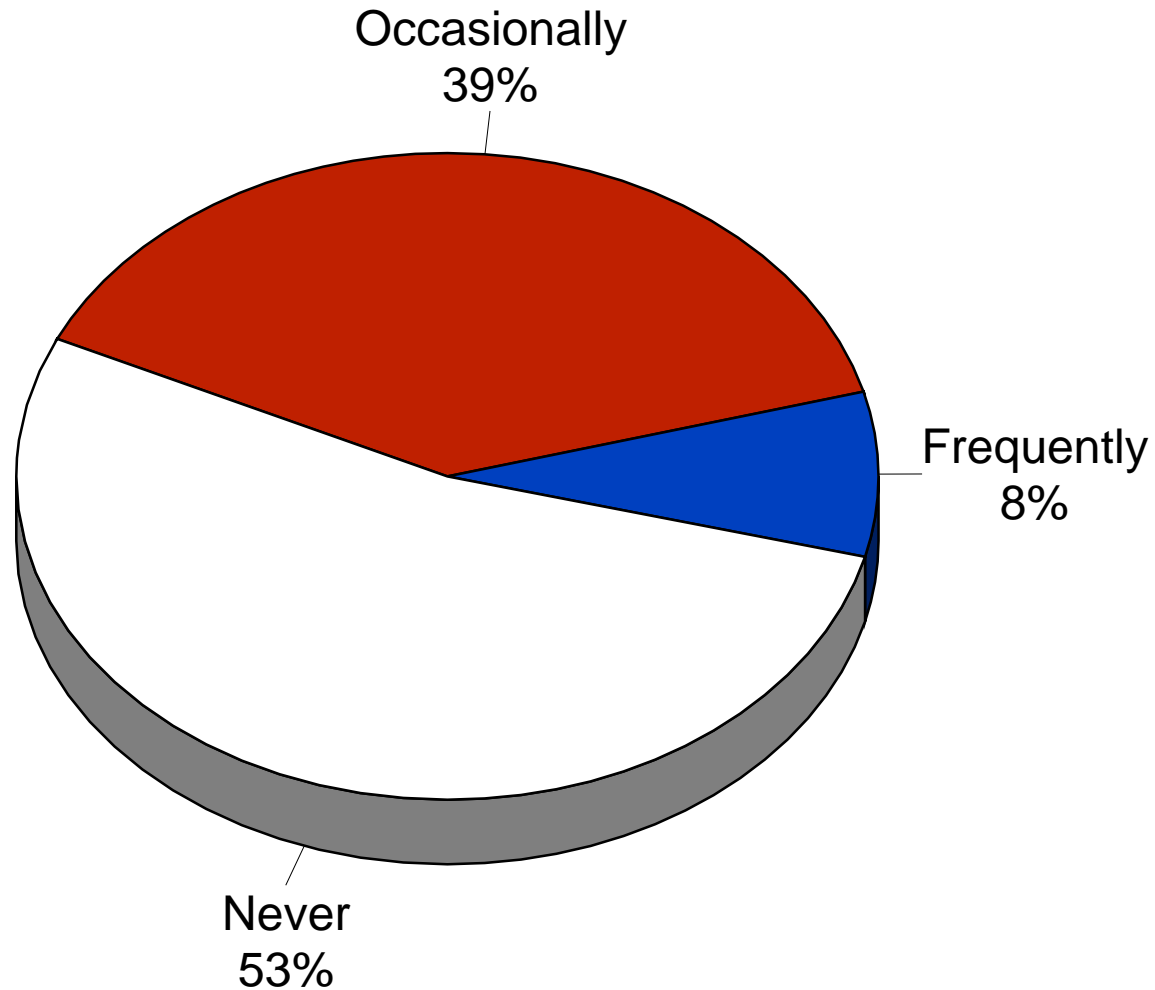
Watched on Channel 15 during past year....

2016 Quad Cities Cable Television Subscriber Study



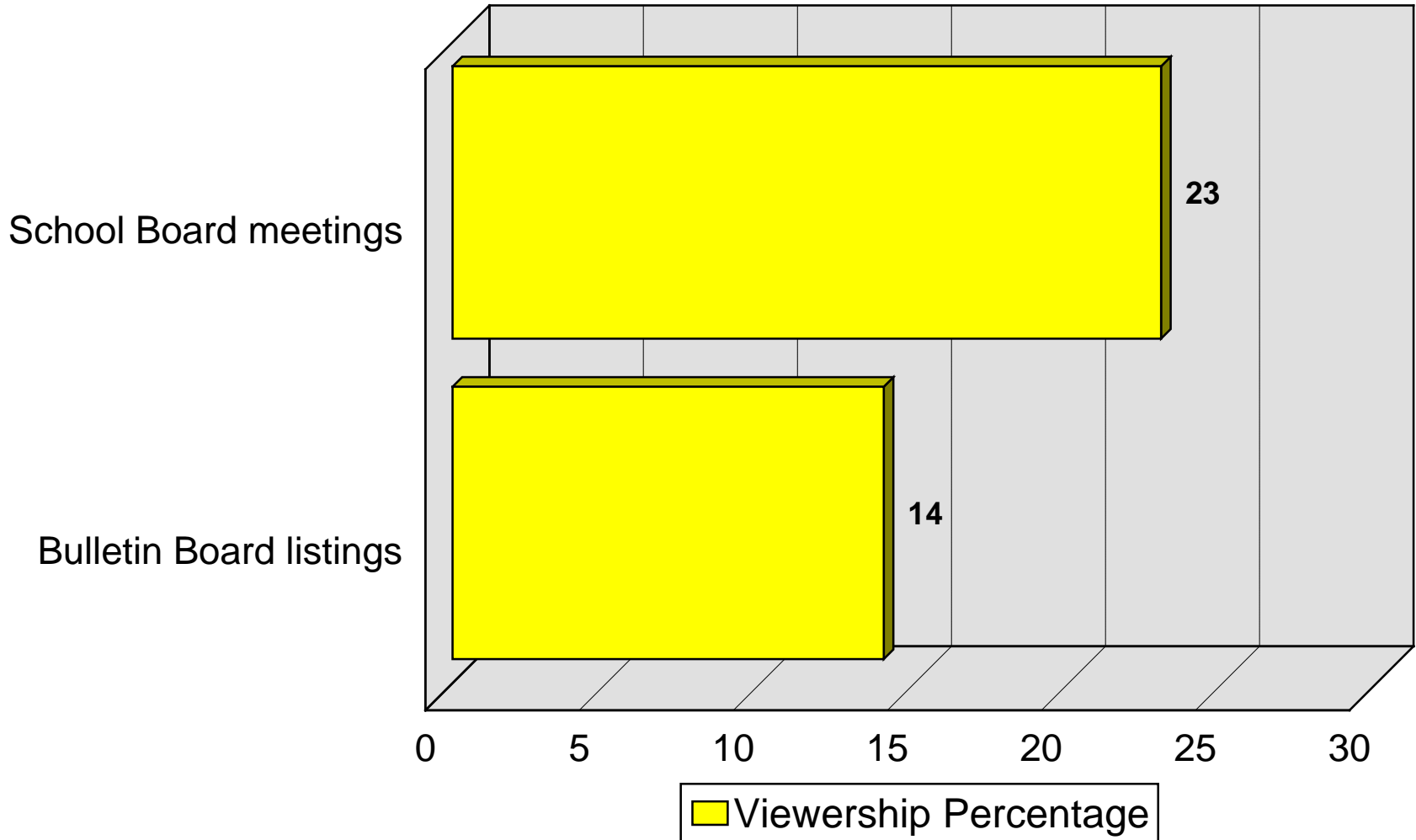
How often do you watch Channel 15....

2016 Quad Cities Cable Television Subscriber Study



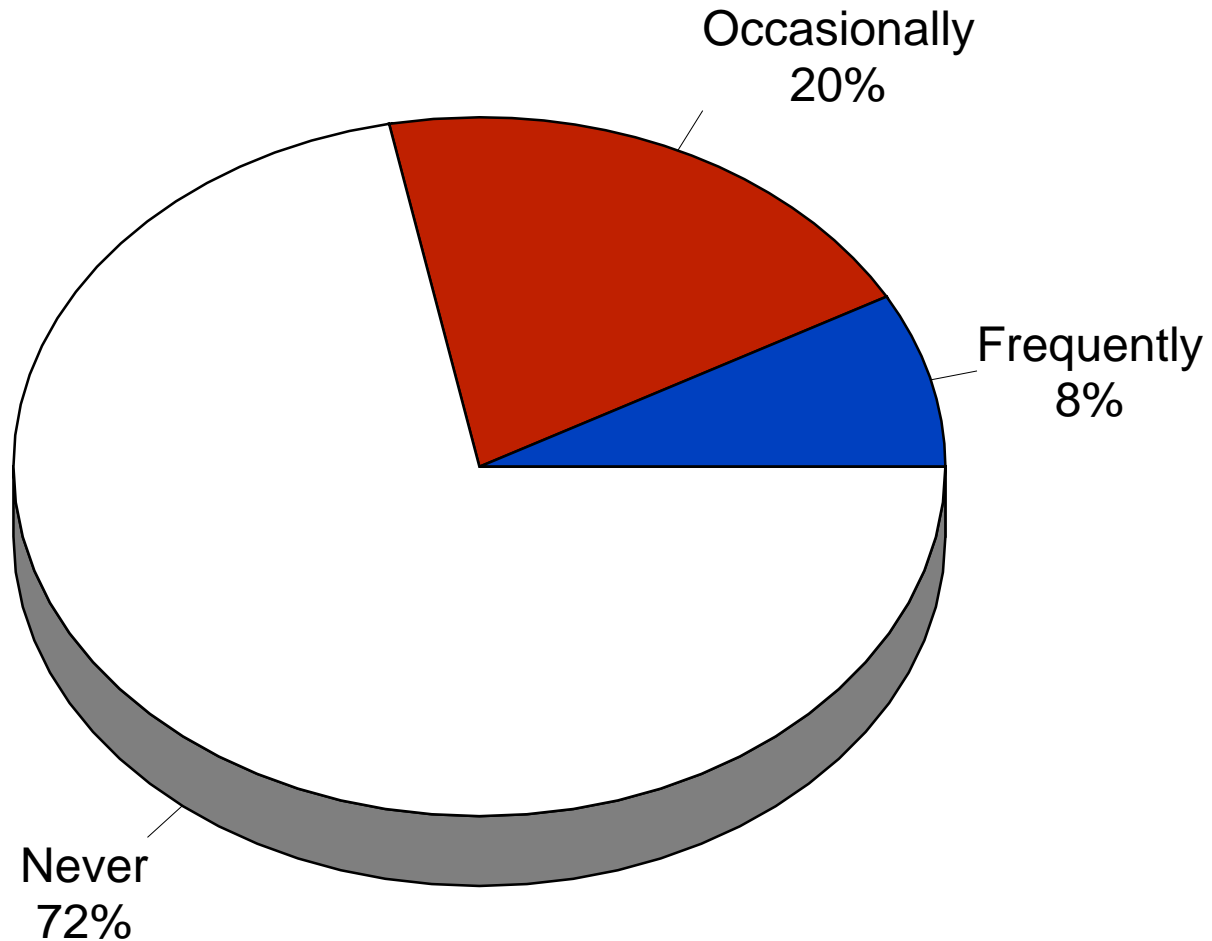
Watched on Channel 18 during past year....

2016 Quad Cities Cable Television Subscriber Study



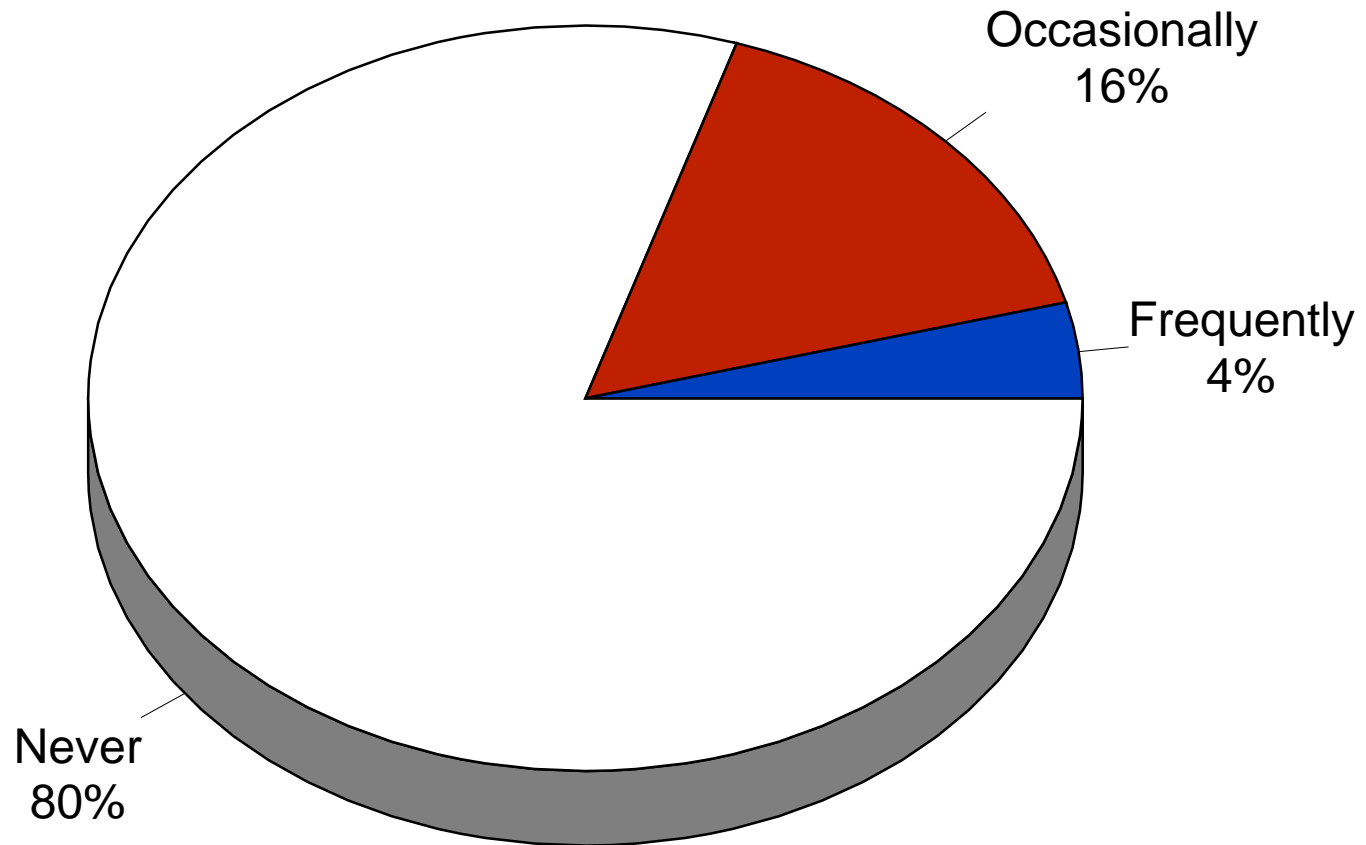
How often do you watch Channel 18....

2016 Quad Cities Cable Television Subscriber Study



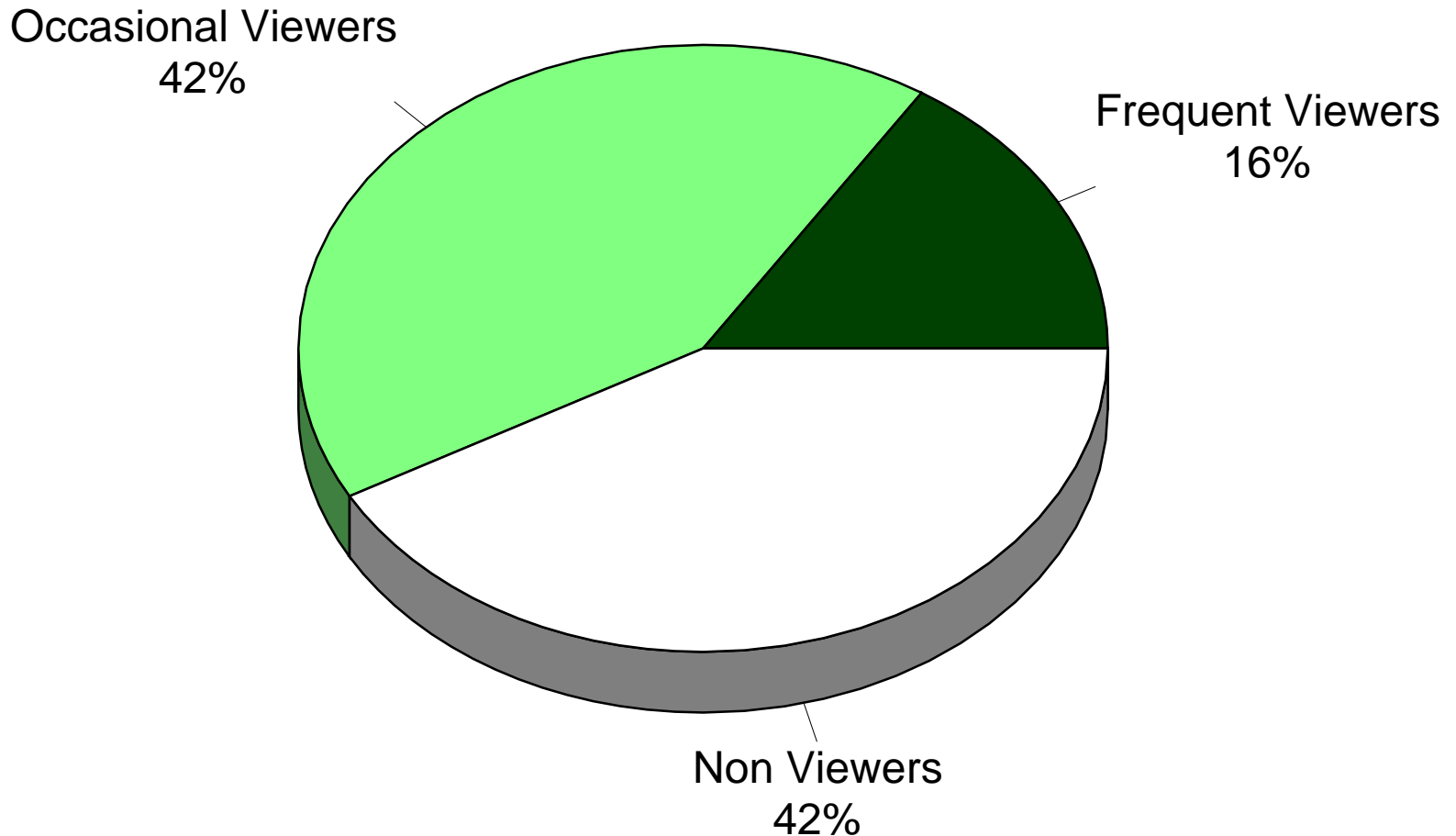
How often do you watch Channel 19....

2016 Quad Cities Cable Television Subscriber Study



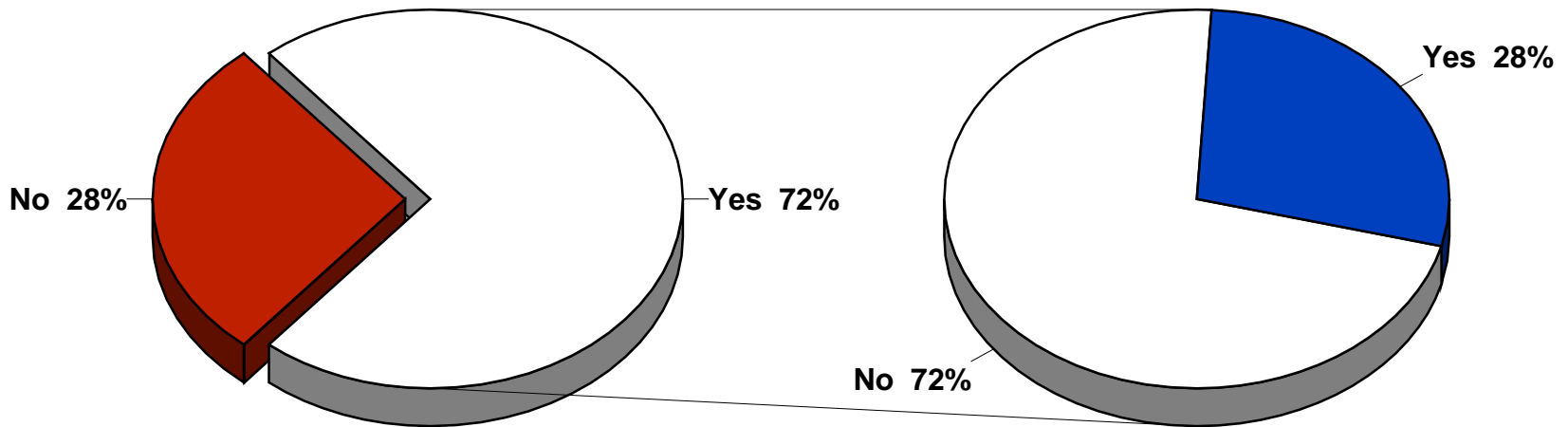
Overall Viewership during the past year

2016 Quad Cities Cable Television Subscriber Study



QCTV Website

2016 Quad Cities Cable Television Subscriber Study



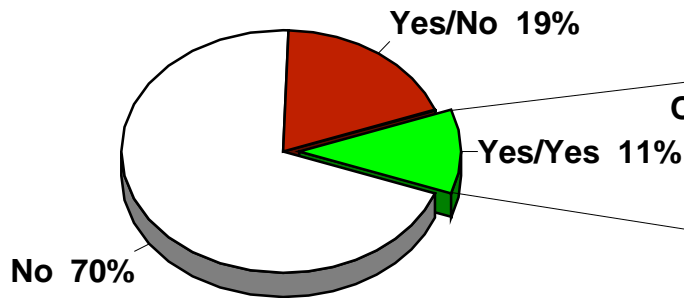
Internet Access

Visited QCTV Website

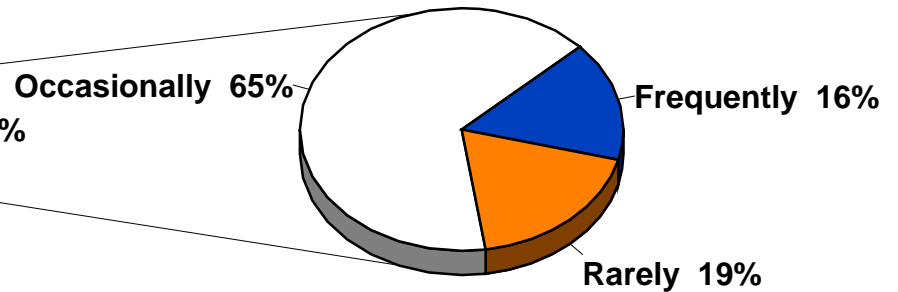
City Meetings on QCTV Website

2016 Quad Cities Cable Television Subscriber Study

Awareness & Viewership



Frequency of Viewing

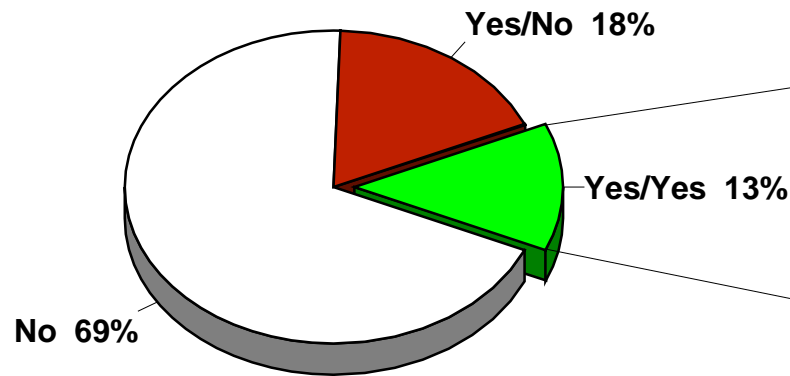


Live 31%
Archived 44%
Both 22%

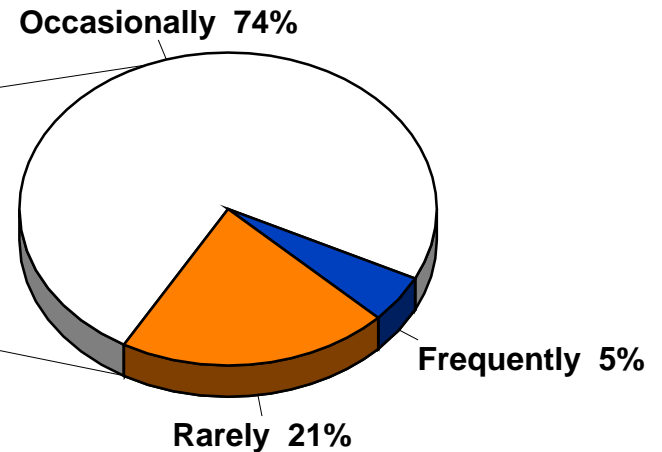
City Programs on QCTV Website

2016 Quad Cities Cable Television Subscriber Study

Awareness & Viewership



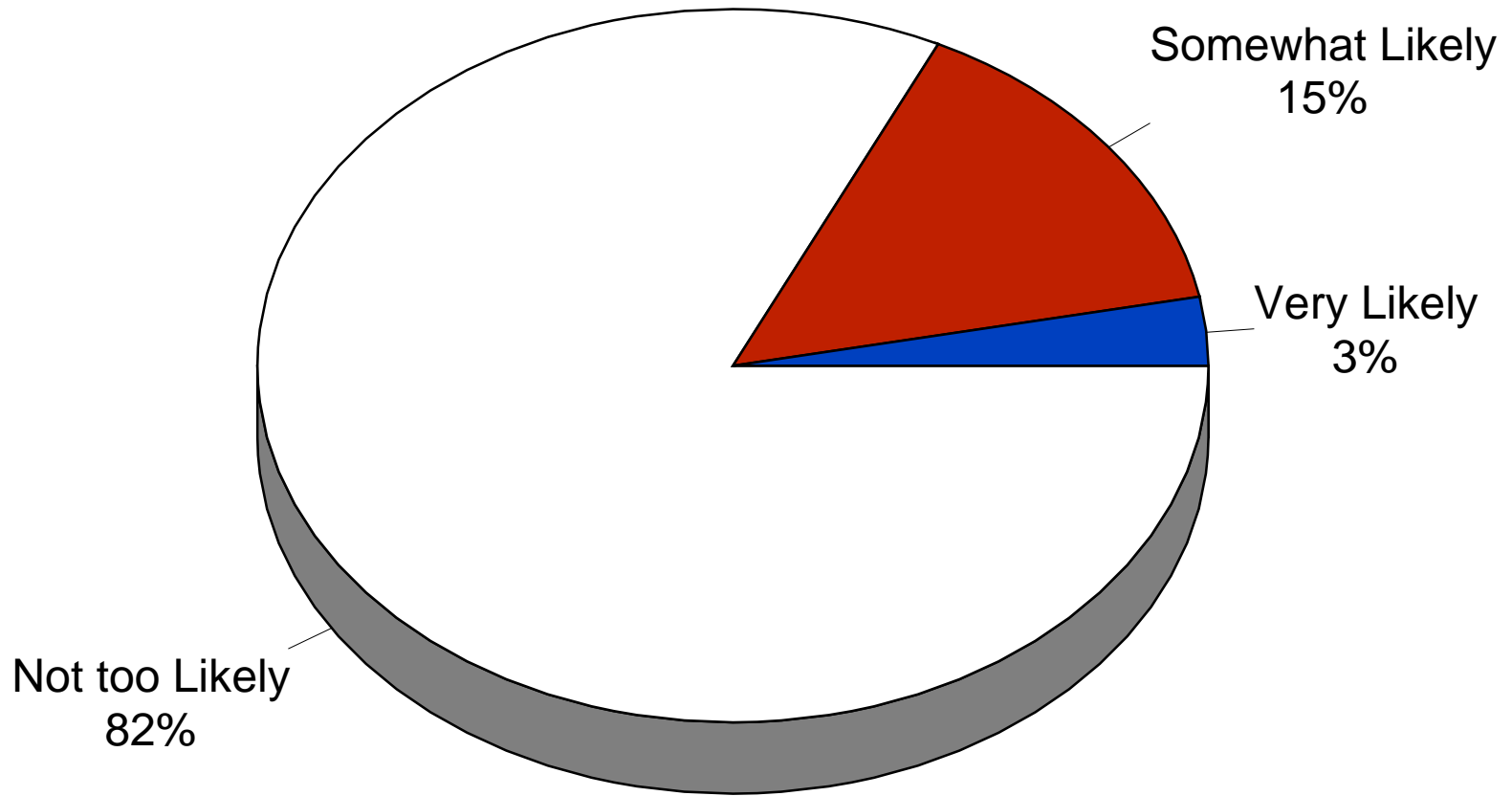
Frequency of Viewing



Live 16%
Video on Demand 61%
Both 21%

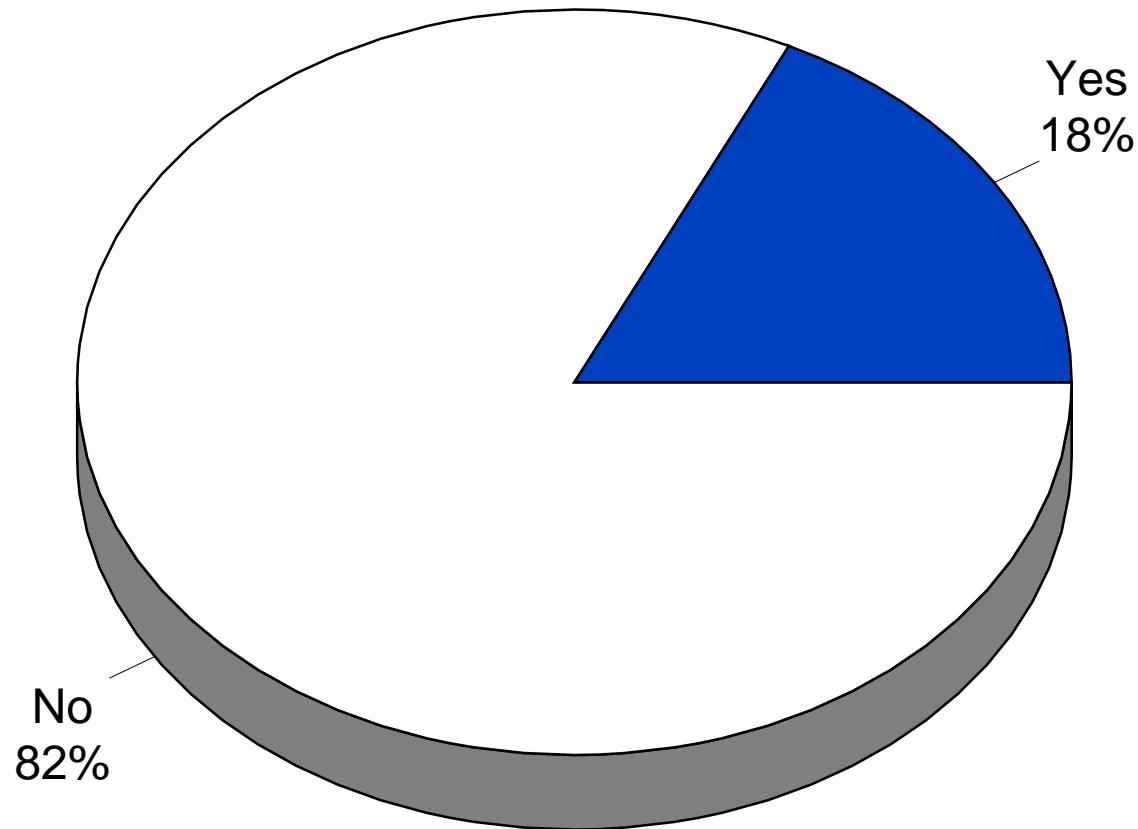
Purchase a QCTV Program via Download

2016 Quad Cities Cable Television Subscriber Study



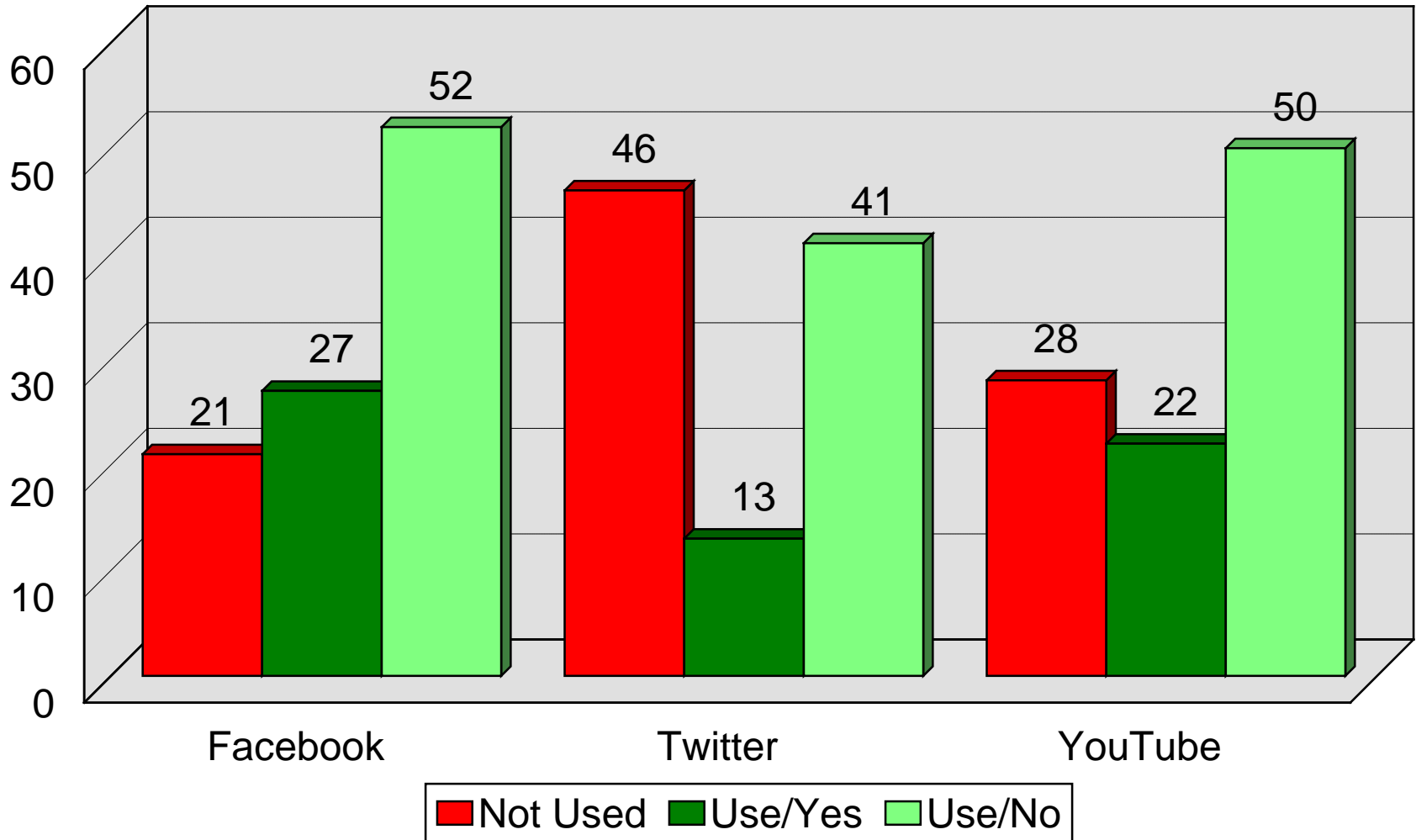
Watched QCTV Program on YouTube

2016 Quad Cities Cable Television Subscriber Study



Social Media for Government/Community Information

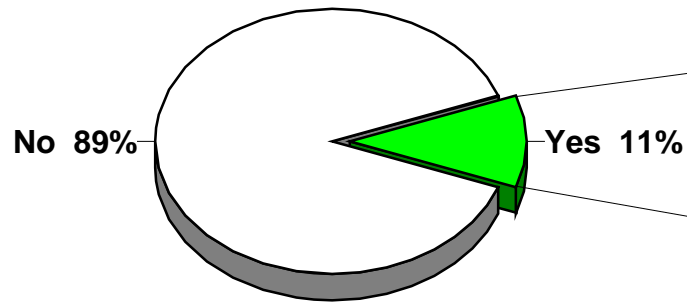
2016 Quad Cities Cable Television Subscriber Study



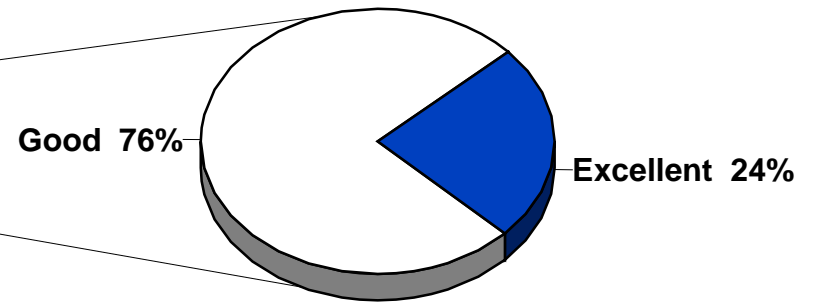
Purchasing DVD

2016 Quad Cities Cable Television Subscriber Study

**Purchased DVD of
QCTV programming**



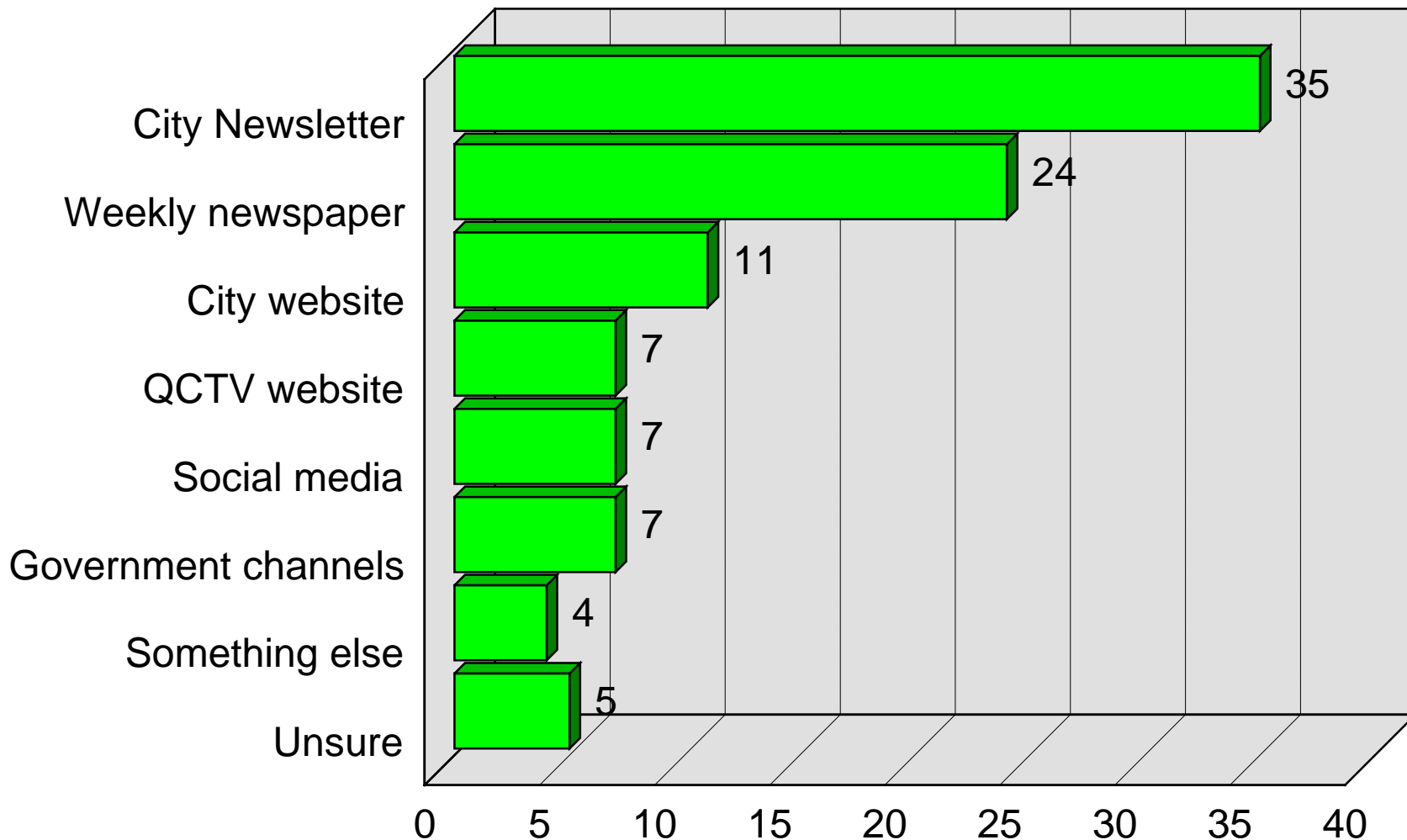
Rating of Service



**Website 40%
Call 60%**

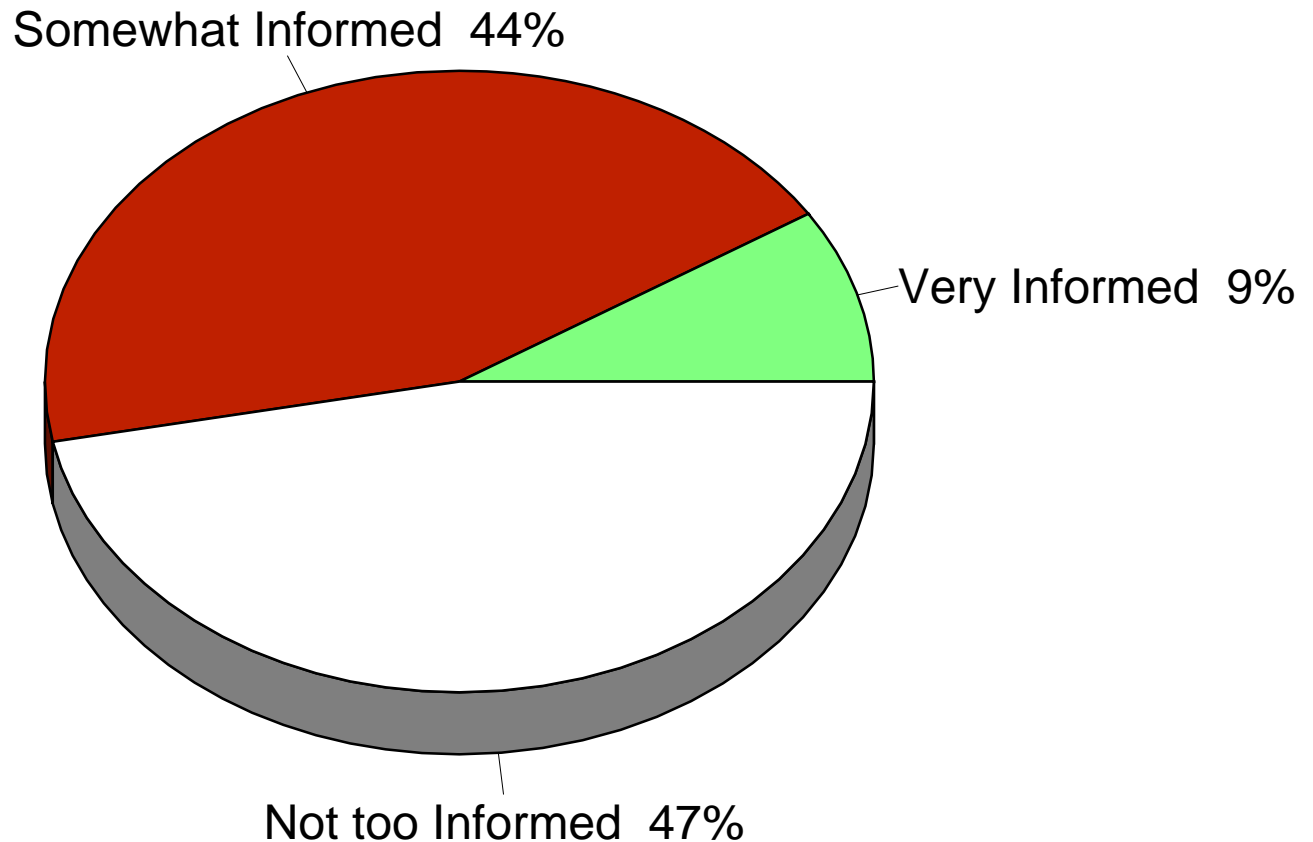
Primary Source about QCTV

2016 Quad Cities Cable Television Subscriber Study



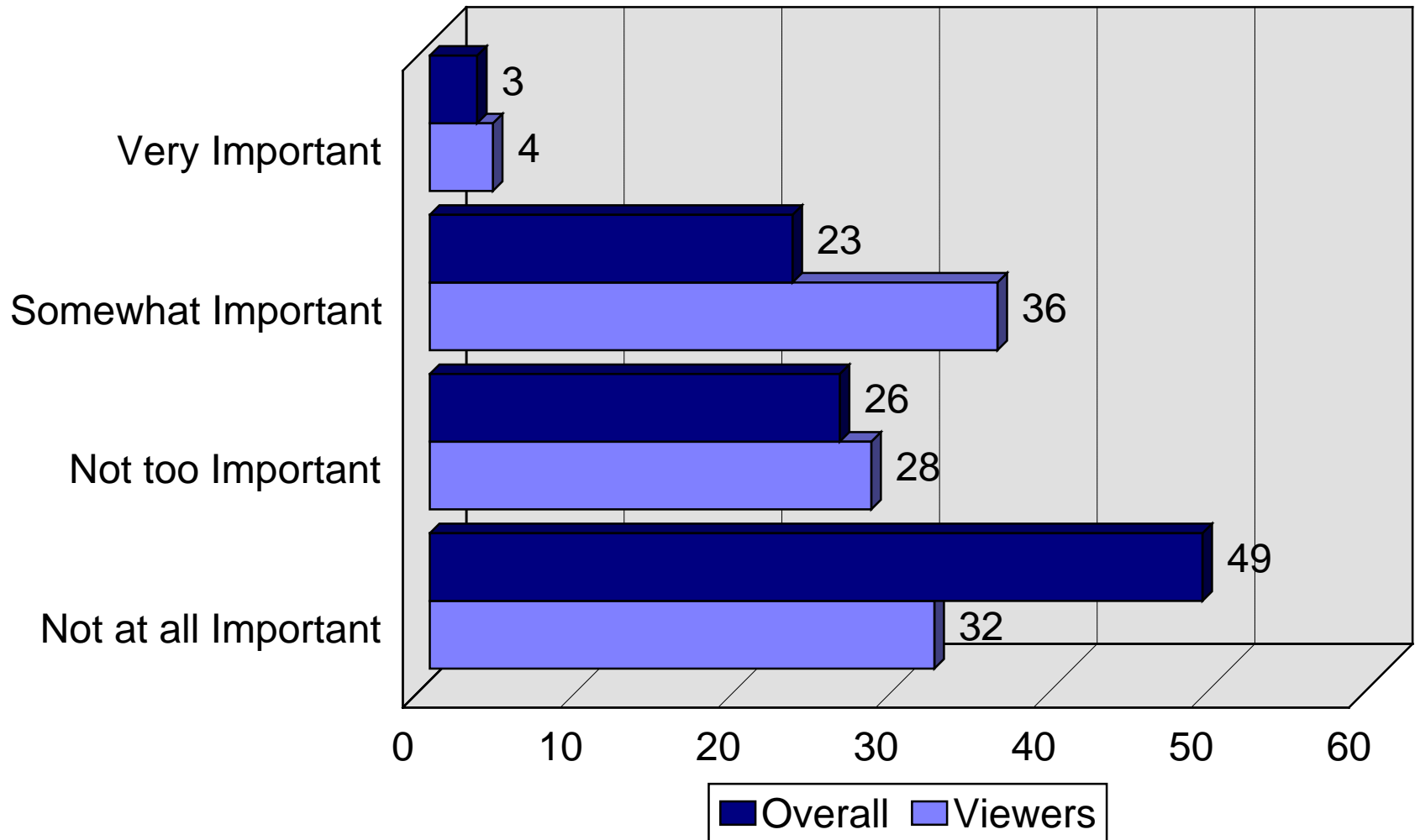
Level of Information about QCTV

2016 Quad Cities Cable Television Subscriber Study



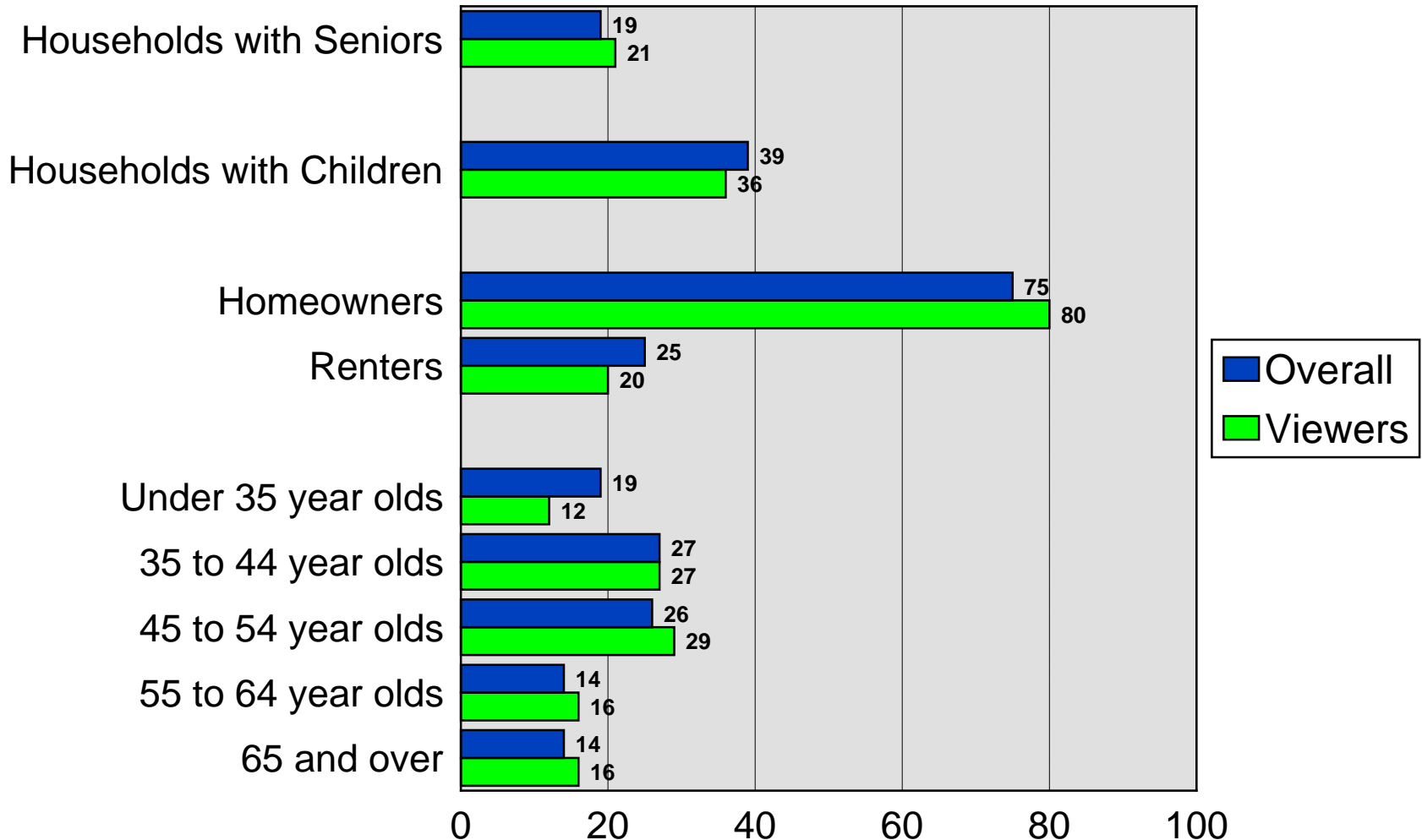
Importance of City Information by Video

2016 Quad Cities Cable Television Subscriber Study



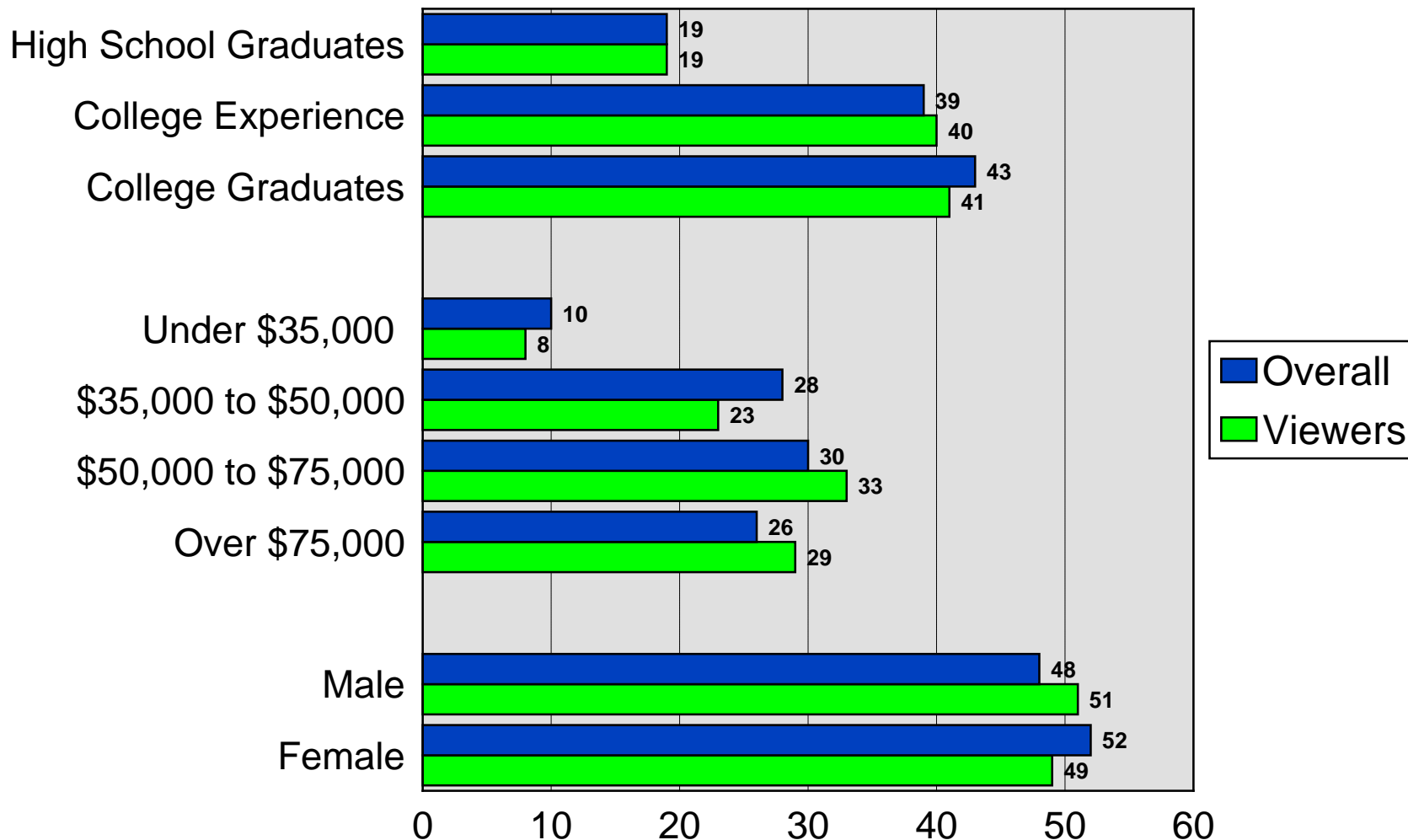
Demographics I

2016 Quad Cities Cable Television Subscriber Study



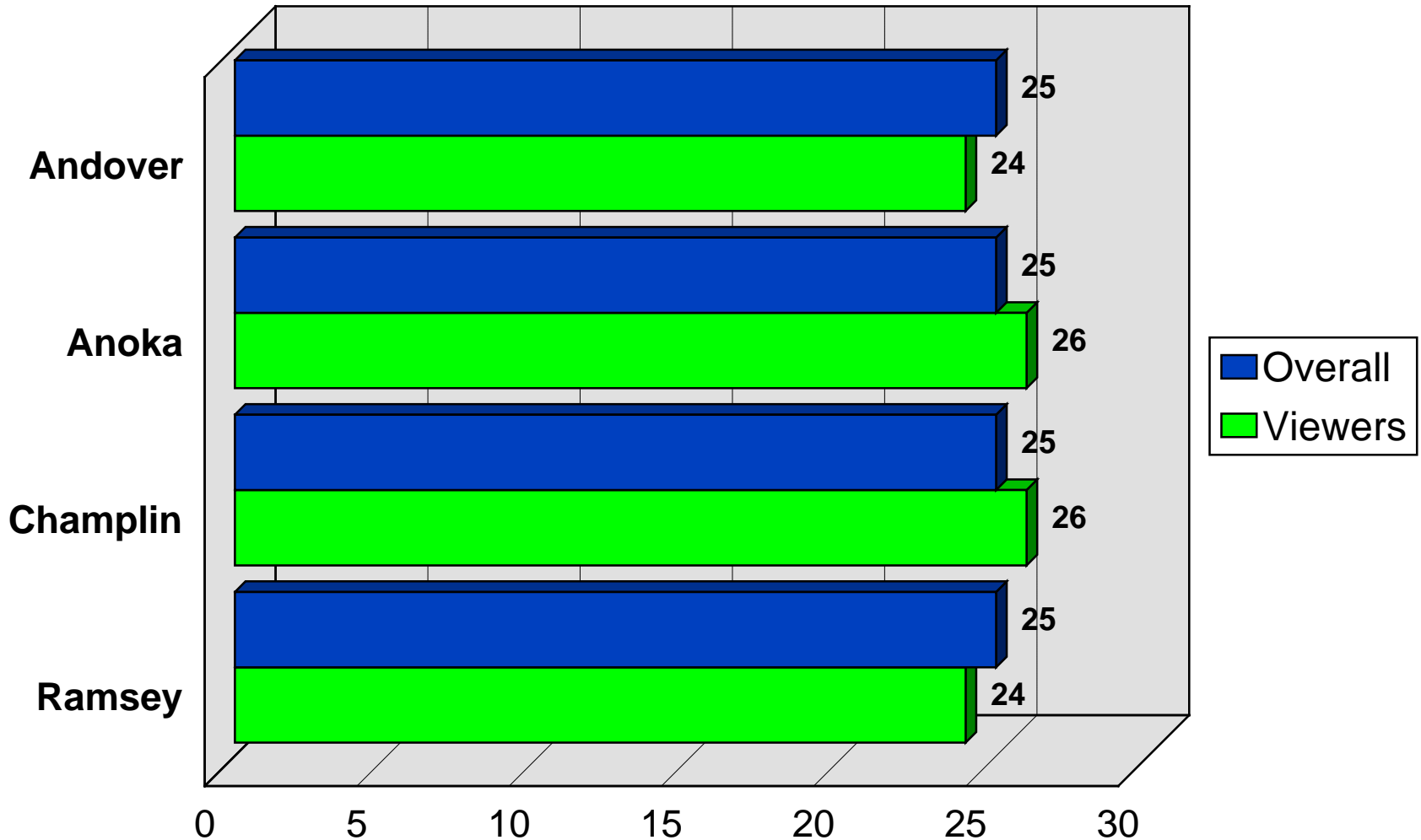
Demographics II

2016 Quad Cities Cable Television Subscriber Study



Demographics III

2016 Quad Cities Cable Television Subscriber Study



THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

QCTV
SUBSCRIBER STUDY
FINAL JANUARY 2016

Hello, I'm _____ of the Morris Leatherman Company, a nationwide polling firm located in Minneapolis. We've been retained by the Quad Cities Cable Television Commission to speak with a random sample of residents about cable television service in your city. The survey is being taken because the Cable Commission is interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- | | |
|--|---|
| 1. Are you a current Comcast Cable television customer, a telephone customer, an Internet customer or do you bundle services from Comcast Cable? | CABLE TV.....38%
BUNDLE.....62%
TELEPHONE/INTERNET
..THANK & TERMINATE
NO.....THANK & TERMINATE |
| 2. How long have you subscribed to cable television? | LESS THAN ONE YEAR.....8%
ONE OR TWO YEARS.....19%
THREE TO FIVE YEARS...17%
SIX TO TEN YEARS.....23%
ELEVEN TO FIFTEEN YRS.18%
SIXTEEN TO TWENTY YRS.11%
OVER TWENTY YEARS.....4%
DON'T KNOW/REFUSED.....1% |
| 3. Overall, how would you rate your cable television service - excellent, good, only fair or poor? | EXCELLENT.....20%
GOOD.....67%
ONLY FAIR.....12%
POOR.....1%
DON'T KNOW/REFUSED.....0% |
| 4. Have you had contact with the cable company during the past year either in person or by telephone? | YES.....56%
NO.....44%
DON'T KNOW/REFUSED.....0% |
| IF "YES," ASK: (n=224) | |
| 5. How would you rate the level of service you received -- excellent, good, only fair or poor? | EXCELLENT.....23%
GOOD.....64%
ONLY FAIR.....10%
POOR.....3%
DON'T KNOW/REFUSED.....0% |

IF "ONLY FAIR" OR "POOR," ASK: (n=30)

6. Why did you rate the service as (only fair/poor)?

DIDN'T FIX THE PROBLEM QUICKLY, 10%;
UNPROFESSIONAL, 3%; RUDE, 40%; BAIT AND SWITCH
PRICING, 10%; NEVER FIXED THE PROBLEM, 10%; LONG
TIME ON HOLD, 13%; DID NOT LISTEN, 10%; HUNG UP
ON, 3%.

7. How frequently have you experienced technical problems such as interruption or pixelization of your television viewing - frequently, occasionally, rarely or not at all?

FREQUENTLY.....	1%
OCCASIONALLY.....	20%
RARELY.....	49%
NOT AT ALL.....	30%
DON'T KNOW/REFUSED.....	0%

IF "FREQUENTLY" OR "OCCASIONALLY," ASK: (n=83)

8. Did you contact the cable company about these technical problems?

YES.....	86%
NO.....	13%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (n=71)

9. How would you rate the service you received -- excellent, good, only fair or poor?

EXCELLENT.....	13%
GOOD.....	68%
ONLY FAIR.....	14%
POOR.....	6%
DON'T KNOW/REFUSED.....	0%

IF "ONLY FAIR" OR "POOR," ASK: (n=14)

10. Why did you rate the service as (only fair/poor)?

RUDE, 7%; TRIED TO SELL SOMETHING TO FIX
PROBLEM, 21%; DID NOT FIX THE PROBLEM, 57%;
LONG TIME ON HOLD, 7%; HUNG UP ON, 7%.

11. When you consider the monthly charge you pay and the quality of cable television service you receive, would you rate the general value of the service as excellent, good, only fair, or poor?

EXCELLENT.....	10%
GOOD.....	56%
ONLY FAIR.....	26%
POOR.....	9%
DON'T KNOW/REFUSED.....	0%

Let's talk about programming on government channel 16.

During the past year, have you or any household members

watched programming on government channel 16.... (ROTATE LIST)

	YES	NO	DK/R
12. Your City Council meetings?	32%	68%	0%
13. Your Planning Commission meetings?	18%	81%	1%
14. Other city government meetings, such as EDA or Parks and Recreation?	15%	85%	0%
15. Bulletin Board listings of meetings, events and information?	17%	82%	1%
16. City news and events program, "News and Views?"	26%	73%	1%
17. How often do you watch programming on Channel 16 - frequently, occasionally or never?			
	FREQUENTLY.....	5%	
	OCCASIONALLY.....	41%	
	NEVER.....	54%	
	DON'T KNOW/REFUSED.....	0%	

Now, let's talk about local programming on channel 15.

During the past year, have you or any household members watched programming on channel 15.... (ROTATE LIST)

	YES	NO	DK/R
18. High School graduations?	11%	89%	0%
19. City parades and festivals?	15%	85%	0%
20. City concerts?	16%	84%	0%
21. Election coverage, including candidate forums?	23%	77%	0%
22. "It's Your History?"	17%	83%	0%
23. "The Sheriff Show?"	13%	87%	0%
24. "Public Safety Talk?"	9%	91%	0%
25. High School sports?	17%	83%	0%
26. "Live and Local?"	19%	81%	0%
27. "The Chamber Report?"	15%	85%	0%
28. "The District Court Show?"	16%	84%	0%
29. Bulletin Board listings of meetings, events and information?	13%	87%	0%
30. Religious programming on Sundays?	12%	88%	0%
31. How often do you watch local programming on Channel 15 - frequently, occasionally or never?			
	FREQUENTLY.....	8%	
	OCCASIONALLY.....	39%	
	NEVER.....	53%	
	DON'T KNOW/REFUSED.....	0%	

Let's talk about education programming on channel 18.

During the past year, have you or any household members

watched programming on channel 18.... (ROTATE LIST)

	YES	NO	DK/R
32. School Board meetings?	23%	76%	1%
33. Bulletin Board listings of meetings, events and information?	14%	86%	1%
34. How often do you watch education programming on Channel 18 - frequently, occasionally or never?	FREQUENTLY.....	8%	
	OCCASIONALLY.....	20%	
	NEVER.....	72%	
	DON'T KNOW/REFUSED.....	0%	

Finally, let's talk about the bulletin message board listing on Channel 19.....

35. How often do you watch the bulletin message board on Channel 19 - frequently, occasionally or never?	FREQUENTLY.....	4%	
	OCCASIONALLY.....	16%	
	NEVER.....	79%	
	DON'T KNOW/REFUSED.....	1%	

36. Is there any additional programming you would like to see offered by QCTV? (IF "YES," ASK) What type of programming would that be?

UNSURE, 2%; NO, 93%; SCATTERED (SCHOOL EVENTS/WEATHER/TRAFFIC REPORTS/HISTORY/CHILDREN'S PROGRAMS/MOVIES/COOKING/SPANISH PROGRAMMING), 5%.

Moving on....

37. Do you currently have access to the Internet?	YES.....	72%	
	NO.....	28%	
	DON'T KNOW/REFUSED.....	0%	

IF "YES," ASK: (n=286)

38. Have you visited QCTV's website?	YES.....	28%	
	NO.....	72%	
	DON'T KNOW/REFUSED.....	0%	

39. Are you aware QCTV is broadcasting city meetings on the QCTV website? (IF "YES," ASK:)	NO.....	70%	
	YES/YES.....	11%	
	YES/NO.....	19%	
Have you viewed a city meeting on the website?	DON'T KNOW/REFUSED.....	0%	

IF "YES/YES," ASK: (n=32)

- | | | |
|-----|---|---|
| 40. | Do you frequently, occasionally or rarely watch city meetings on the QCTV website? | FREQUENTLY.....16%
OCCASIONALLY.....66%
RARELY.....19%
DON'T KNOW/REFUSED.....0% |
| 41. | Do you typically watch city meetings on the website live or archived? | LIVE.....31%
ARCHIVED.....44%
BOTH (VOL.).....22%
DON'T KNOW/REFUSED.....3% |
| 42. | Are you aware QCTV's programs are available for online viewing on the QCTV website? (IF "YES," ASK:) Have you viewed a QCTV program on the website? | NO.....69%
YES/YES.....13%
YES/NO.....18%
DON'T KNOW/REFUSED.....0% |

IF "YES/YES," ASK: (n=38)

- | | | |
|-----|--|---|
| 43. | Do you frequently, occasionally or rarely watch QCTV programs on the website? | FREQUENTLY.....5%
OCCASIONALLY.....74%
RARELY.....21%
DON'T KNOW/REFUSED.....0% |
| 44. | Do you typically watch QCTV programs on the website live or using video on demand? | LIVE.....16%
VIDEO ON DEMAND.....61%
BOTH (VOL.).....21%
DON'T KNOW/REFUSED.....3% |

QCTV will be offering programs available for purchase via download.

- | | | |
|-----|--|--|
| 45. | How likely are you to purchase a QCTV program via download - very likely, somewhat likely or not too likely? | VERY LIKELY.....3%
SOMEWHAT LIKELY.....15%
NOT TOO LIKELY.....81%
DON'T KNOW/REFUSED.....1% |
| 46. | Have you watched QCTV programs on YouTube? | YES.....18%
NO.....81%
DON'T KNOW/REFUSED.....1% |

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you use it to obtain information about your local government and community.

	NOT	USE/YES	USE/NO	DKR
47. Facebook?	21%	27%	52%	0%
48. Twitter?	46%	13%	41%	0%
49. YouTube?	28%	22%	50%	0%
50. Have you purchased a DVD of QCTV programming, such as high school sports games or graduation?		YES.....11%	NO.....89%	DON'T KNOW/REFUSED.....0%
IF "YES," ASK: (n=42)				
51. Did you purchase the DVD using the website or calling the QCTV office?		WEBSITE.....40%	CALL.....60%	DON'T KNOW/REFUSED.....0%
52. How would you rate the service you received -- excellent, good, only fair or poor?		EXCELLENT.....24%	GOOD.....76%	ONLY FAIR.....0%
		POOR.....0%	DON'T KNOW/REFUSED.....0%	
IF "ONLY FAIR" OR "POOR," ASK: (n=0)				
53. Why did you rate the service as (only fair/poor)?	NOT APPLICABLE.			
54. Which of the following would you say is your primary source of information about QCTV and its activities - your city newsletter, your city website, the QCTV website, your local weekly newspaper, social media, such as Facebook, Twitter and YouTube, or the City's government channels?		CITY NEWSLETTER.....35%	CITY WEBSITE.....11%	QCTV WEBSITE.....7%
		WEEKLY NEWSPAPER.....24%	SOCIAL MEDIA.....7%	GOVERNMENT CHANNELS....7%
		ELSE (VOL.).....4%	DON'T KNOW/REFUSED.....5%	
55. Do you feel very informed, somewhat informed, or not too informed about QCTV and its activities?		VERY INFORMED.....9%	SOMEWHAT INFORMED.....44%	NOT TOO INFORMED.....47%
		DON'T KNOW/REFUSED.....0%		
56. How important is it to you to be able to get information about your city by video - very important, somewhat important, not too important or not at all important?		VERY IMPORTANT.....3%	SOMEWHAT IMPORTANT....23%	NOT TOO IMPORTANT.....26%
		NOT AT ALL IMPORTANT..49%	DON'T KNOW/REFUSED.....0%	

Just a few final questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Let's start oldest to youngest, and be sure to include yourself....

57.	First, persons 65 or over?	NONE.....81%
		ONE.....9%
		TWO.....10%
58.	Adults under 65?	NONE.....14%
		ONE.....20%
		TWO.....61%
		THREE OR MORE.....5%
59.	School-aged children and pre-schoolers?	NONE.....61%
		ONE.....23%
		TWO OR MORE.....16%
60.	Do you own or rent your present residence?	OWN.....75%
		RENT.....25%
		REFUSED.....1%
61.	What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....6%
		25-34.....13%
		35-44.....27%
		45-54.....26%
		55-64.....14%
		65 AND OVER.....14%
		REFUSED.....0%
62.	What is the last grade of school you completed?	LESS THAN HIGH SCHOOL..2%
		HIGH SCHOOL GRADUATE..17%
		VO-TECH SCHOOL.....16%
		SOME COLLEGE.....23%
		COLLEGE GRADUATE.....37%
		POST-GRADUATE.....6%
63.	Is your pre-tax yearly household income above or below \$50,000? (IF "BELOW," ASK:) Is it below \$35,000? (IF "ABOVE," ASK:) Is it above \$75,000? (IF "ABOVE," ASK:) Is it above \$100,000?	UNDER \$35,000.....10%
		\$35,000-\$50,000.....28%
		\$50,001-\$75,000.....30%
		75,0001-\$100,000.....16%
		OVER \$100,000.....10%
		DON'T KNOW.....0%
		REFUSED.....7%
64.	Gender.	MALE.....48%
		FEMALE.....52%

65. City

ANDOVER.....25%
ANOKA.....25%
CHAMPLIN.....25%
RAMSEY.....25%

QCCCC Agenda Item

5.2 Technical Audit Update

April 14, 2016

To: Commissioners

From: Karen George, Executive Director

Subject: Technical Audit Update

The commission contracted with CBG Communications to conduct a technical audit of the franchised cable television system owned and operated by Comcast. The report was presented to the commission last fall and a special commission work session with Comcast representatives occurred in December. The commission reviewed outstanding items at the January meeting and requested legal counsel and staff work with Comcast on the outstanding issues.

The outstanding issues can be divided into two categories: the subscriber network and the institutional network.

Subscriber Network

Comcast has addressed all outstanding issues with the subscriber network. A copy of the updated spreadsheet denotes resolutions on all matters except one. This exception is due to a homeowner not granting Comcast access to private property.

Institutional Network

As the technical audit reported, the Institutional Network (I-Net) is “30 years old and has served beyond its anticipated lifespan”. Notably, the system relies on analog format yet the prevailing technology is now digital. The I-Net needs to be addressed to meet future needs of subscribers.

The I-Net was intended to serve as a separate (from the subscriber network) data connection between public buildings including schools, fire stations, city halls, and community centers, as well as PEG video signal distribution. The member cities and the local school district do not use the I-Net for data services, however it is used for PEG video signal distribution. Thus, the I-Net is primarily used for PEG video signal distribution.

Negotiations with Comcast have focused on the locations used for signal distribution among six locations and the varied community locations for live remote truck

shoots. The negotiations set aside I-Net use for data services as that community need is being address by other business solutions providers (Comcast Business Internet and Zayo).

Comcast has researched implementation options for the six PEG video signal distribution locations: Andover City Hall, Anoka City Hall, Champlin City Hall, Ramsey City Hall, Anoka-Hennepin School District, and QCTV. They have also researched live remote video distribution options for the mobile truck productions.

PEG video signal distribution options include: do nothing and continue to have signal problems with outdated equipment; upgrade the I-Net to carry the PEG video signals; install a fiber PEG video signal distribution network among the six locations; access the subscriber network using IP technology to deliver PEG video signals. The most promising of the options is using Comcast subscriber network to deliver PEG video signals.

The return on investment for each of these options varies greatly.

Do nothing and continue to have signal problems with outdated equipment

This is a non-option as the signal problems affect the core services of live government meetings; particularly at Anoka City Hall. It is also a problem for mobile production truck shoots in the community (high school sports).

Upgrade the I-Net to carry the PEG video signals

Upgrading the entire I-Net to digital and HD signal delivery is cost prohibitive, particularly when many of the locations are not used for PEG video signal distribution.

Install a fiber PEG video signal distribution network among the six locations

The cost estimate for implementation of fiber for the four city hall locations is approximately \$52,000. The school district signal was not considered in the fiber installation option at this time. Comcast has not made a proposal for funding this option.

Access the subscriber network using IP technology to deliver PEG video signals

This option relies on franchisee permission to use the subscriber network. The proposal is each city hall location would install an "open" modem, and encoders / decoders. This would convert the signal for Internet Protocol (IP) distribution via a Comcast Business Internet connection. Comcast has implemented this option for other franchise areas in the Twin Cities. A similar solution is also being used for remote productions by other access centers. Comcast has provided one open modem to QCTV to test with mobile production truck shoots in the community. QCTV is awaiting technical assistance from Comcast to test in the spring sports season. Comcast has not made a proposal for funding this option.

Action requested:

Accept Comcast report documenting completion of outstanding items related to the subscriber network.

Direct staff to test IP signal delivery option for remote truck shoots.

Direct staff to provide update of IP signal delivery test at a future meeting.

Attachment:

Comcast spreadsheet – subscriber network resolution

Yellow= completed

Blue= no problem found

Red= not active customers and will need their permission to relocate or drill in home

Quad Cities Comcast Random Sample Physical Plant Audit Issues

Address	City	At Residence or Facility up to the pole or	At Pole, Pedestal/Vault or	Done	Expected Completion	Comments	Codes	
							NESC	NEC
2 17074 Salish St NW	AND	Ground/bond is not connected to other utilities	No problem found	X	17-Dec	Completed on 12/17/15 by T572		820.100
3 17275 Navajo St NW	AND	No problem found	Drop pedestal is open	X			381/Good engineering	
7 3421 152nd Ln NW	AND	No apparent bond to power	No problem found	X	21-Dec	Completed on 12/21 by T2827		820.100
14 16658 Zion St NW	AND	No problem found	Open pedestal	X			381/Good engineering	
16 2760 177th Ave NW	AND	No problem found	Cracked, open pedestal	X			381/Good engineering	
19 1055 161st Ln NW	AND	Loose ground/bond wire connection	No problem found	X		Dish Now		820.100
25 234 157th Ave NW	AND	No apparent bond to power	No problem found	X	17-Dec	Completed on 12/17/15 by T513		820.100
26 2181 150th Ln NW	AND	attach ground/bond wire to house	Open pedestal	X	18-Dec	Completed on 12/18/15 by T594	381/Good engineering	820.24
28 15387 Wren St NW	AND	No problem found	Open pedestal	X	18-Dec	Job cancelled, sub would not give permission	381/Good engineering	
32 13880 Woodbine St NW	AND	No problem found	Open pedestal	X			381/Good engineering	
33 13445 Gladiola St NW	AND	Loose ground/bond wire connection	Open pedestal	X			381/Good engineering	820.100
34 13981 Orchid St NW	AND	Loose ground/bond wire connection	No problem found	X		Reattach drop to house		820.100
39 13763 Partridge St NW	AND	No drop	Open pedestal	X			381/Good engineering	
40 13802 Nightingale St NW	AND	No apparent bond to power	No problem found	X				820.100
41 14640 Jay St NW	AND	No drop	Open pedestal	X			381/Good engineering	
46 14005 Butternut St NW	AND	Loose ground/bond wire connection	Open pedestal	X		Ground Inside Tag	381/Good engineering	820.100
49 772 141st Ave NW	AND	No apparent bond to power	No problem found	X				820.100
50 922 138th Ave NW	AND	No access	No problem found	X		Open amp pedestal due to unburied drop		
52 1418 138th Ave NW	AND	No apparent bond to power	Smashed pedestal pole and laying on ground	X			381/Good engineering	820.100
57 2323 Uplander Dr NW	AND	No problem found		X	21-Dec	Completed by T2827 on 12/21/15	239D3	
64 3438 138th Ct NW	AND	No drop	Open pedestal	X			381/Good engineering	

65	2501 Bunker Lake Blvd N	AND	No problem found	Drop not properly attached	X			239D3	
67	913 38th Ave	ANO	Ground/bond wire is disconnected	No problem found	X				820.100
72	3351 Bryant Ave	ANO	No access	Drop not properly attached to pole	X	21-Dec	Hanging 2 feet from pole, all the way to the ground. Non customer. Job Cancelled	239D3	
75	2625 9th Ln	ANO	No problem found	Drop not buried at pedestal	X	19-Dec	Cable should be attached to house better. Completed on 12/19/15 by T2716	Section 3	
77	2515 Fair oak Ave, Apt 11	ANO	No apparent bond to power	No ground in amplifier pedestal	X			Section 9	820.100
81	1103 Fremont St	ANO	No drop	Missing down guy hanging just off the ground		1-Apr		264	
82	635 Madison St, Apt 5	ANO	No apparent bond to power	No problem found		1-Apr		239D3	820.100
83	615 Bean St, Apt 1	ANO	No apparent bond to power	No problem found		1-Apr	1 drop was unburied		820.100
86	432 Van Buren St	ANO	No apparent bond to power	No problem found		1-Jan	Limited access		820.100
87	1782 Riverspointe Pl	ANO	Ground/bond wire is disconnected	No problem found		1-Jan			820.100
91	1025 Washington St, Apt	ANO	No apparent bond to power	No problem found		1-Apr			820.100
92	1015 Washington St, Apt	ANO	No apparent bond to power	No problem found		1-Apr			820.100
101	2321 Branch Ave, Apt 10	ANO	No apparent bond to power	No problem found		1-Jan	No grounds on any of the drops at this building		820.100
102	1803 1st Avenue	ANO	No problem found	Broken lashing wire	X			214/264	
104	215 Revere Ln N	CH	Partially unburied drop	No problem found		1-Apr		Section 3	
105	13065 Union Terrace Ln N	CH	No problem found	Open pedestal		1-Jan		381/Good engineering	
106	12818 Belle Aire Dr	CH	No apparent bond to power	No problem found		1-Jan			820.100
107	12849 Monticello Ln	CH	No problem found	Open pedestal		1-Jan		381/Good engineering	
109	411 Pebble Rd N	CH	No problem found	Unsecured amplifier pedestal	X		No Problem found by Comcast	381/Good engineering	
110	201 Hayden Lake Rd E, A	CH	No problem found	Drop boxes are not grounded		1-Apr			820.100
113	7200 122nd Ave N	CH	Ground/bond wire is disconnected	No problem found		1-Jan			820.100
117	7064 120th Ave N	CH	No drop	No problem found	X		No drop per resident		
118	7613 116th Ave N	CH	No drop	No problem found	X	1-Apr	A drop at the pedestal needs to be buried		

120	6235 114th Pl N	CH	No drop	Smashed pedestal	X			381/Good engineering	
123	11455 Mississippi Dr N	CH	Ground/bond wire not properly attached to house	No problem found	X				820.24
135	9550 Woodlawn Pl N	CH	No problem found	No ground in amplifier pedestal	X			Section 9	
138	11450 Hazelwood Ln N	CH	No problem found	No problem found	X		Ped needs to be reset		
141	11564 Elmwood Ave N	CH	No apparent bond to power	No problem found	X				820.100
145	11716 Texas Ave N	CH	No problem found	Power Supply is not secured (locked)	X			224B2c	
146	11809 Florida Ave N	CH	No problem found	Smashed pedestal	X			381/Good engineering	
148	11741 Mississippi Dr N	CH	No problem found	Drop not buried at pedestal	X	1-Apr		Section 3	
149	713 Haden Lake Road	CH	No problem found	Drop not properly attached to pole	X	21-Dec	Completed on 12/24/15 by T540	239D3	
150	1209 Sherwood St N	CH	No problem found	Cable hanging low in yard	X		Missing down guy, Sherwood @ W River Rd causing problem	Table 232.1	
151	7201 113th Avenue N	CH	No problem found	Power Supply is not secured	X			224B2c	
158	6011 145th Ln NW	Ram	No problem found	Open pedestal	X			381/Good engineering	
159	5921 148th Ave NW	Ram	No apparent bond to power	No problem found	X		Grounded inside tag		820.100
161	15250 Yakima St NW	Ram	Drop disconnected	Drops not properly attached to pole		21-Dec	Unknown account	239D3	
167	5551 153rd Ct NW	Ram	Ground/bond wire is disconnected	No problem found	X				820.100
172	6512 153rd Ln NW	Ram	No problem found	Drops not properly attached to pole	X	1-Jan	Drops need better pole attachments. Completed on 12/19 by T525	239D3	
178	7287 147th Ln NW	Ram	No apparent bond to power	No problem found	X				820.100
187	17325 Iguana St NW	Ram	No problem found	Open amplifier pedestal	X		No Problem found by Comcast	381/Good engineering	
188	17331 Chameleon St NW	Ram	No problem found	Abandoned drop laying on ground at pole	X			239D3	
195	7209 167th Ter NW	Ram	No problem found	Cut ground wire in amplifier pedestal	X			Section 9	
197	7630 166th Ave NW	Ram	Loose ground/bond wire connection	No problem found	X				820.100
199	7965 173rd ave nw	Ram	No problem found	Power Supply is not secured	X			224B2c	
200	7329 166th Ave NW	Ram	No problem found	Loose down guy		1-Jan		264	

Sites below contain issues found, but were not included in random sample									
A	15111 Armstrong Blvd N	Ram	NA	Loose down guy	X		Approximate address, 2 poles north of 150th LN NW	264	
B	Armstrong Blvd N	Ram	NA	Loose down guy & broken down guy	X		@ 152nd LN NW	264	
C	16311 Marmoset St NW	Ram	NA	NA			Exposed drop from digging project (Approximate Address)	NA	NA
D	7965 173rd Ave NW	Ram	NA	Abandoned drop hanging off pole		1-Jan		239D3	
E	11340 Quebec Ave N	CH	NA	Power Supply is not secur	X			224B2c	
F	Cartway Rd & Kimball Dr	CH	NA	Loose down guy		1-Jan		264	
G	Andover Blvd & Bluebird	AND	NA	Drop not properly attached	X			239D3	
H	14532 7th Ave NW	AND	NA	Power Supply is not secur	X			224B2c	
I	2302 Branch Ave	ANO	NA	Abandoned drops hanging	X			239D3	
J	2761 Yellowstone Blvd	ANO	NA	Power Supply is not secur	X		Approximate address	224B2c	
K	14411 Round Lake Blvd N	AND	NA	Drop not properly attached to pole		1-Apr		239D3	
L	14385 Round Lake Blvd N	AND	NA	Loose down guy		1-Jan		264	
M	3917 158th Ave NW	AND	NA	Drop not properly attached to pole	X	1-Apr	Completed by T2836 on 12/21/15	239D3	