

Quad Cities Cable Communications Commission
Anoka City Hall – Council Chambers

July 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 April 21, 2016, commission minutes.
 - 4.1.2. Approval of the May 19, 2016, commission minutes.
 - 4.1.3. Approval of the May 19, 2016 commission work session notes.
 - 4.2. Treasurer
 - 4.2.1. April Financial Reports
 - 4.2.2. May Financial Reports
 - 4.3. Executive Director
- 5. General Business**
 - 5.1. Personnel Policy Update
 - 5.2. Liability Waiver
- 6. Adjourn**

MINUTES OF THE REGULAR MEETING OF APRIL 21, 2016

CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 11:00 a.m. at the Anoka City Hall.

ROLL CALL– 2

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

Commissioners absent and excused: John LeTourneau, Ramsey.

Others present included Karen George, Executive Director; Steve Ulrich, Technology Director; Karly Werner, Comcast Director of Government Affairs; and Peter Leatherman, Morris Leatherman Company.

APPROVAL OF AGENDA – 3

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

7 ayes – 0 nays. Motion carried.

ADMINISTRATIVE REPORTS – 4

4.1 Secretary

4.1.1. Approval of meeting minutes from February 18, 2016

Motion was made by Trude and seconded by Ulrich to approve the February 18, 2016 minutes as presented.

7 ayes – 0 nays. Motion carried.

4.1.2. Approval of meeting minutes from March 3, 2016 Work Session

Motion was made by Trude and seconded by Ulrich to approve the March 3, 2016 work session minutes as presented.

7 ayes – 0 nays. Motion carried.

4.2 Treasurer

4.2.1. January and February Financial Reports

Commissioner Dickinson stated that the organization is in good shape when looking at the annual budget.

Motion was made by Ulrich and seconded by Trude to accept the January and February Financial Reports.

7 ayes – 0 nays. Motion carried

4.3 Executive Director

Ms. George highlighted some aspects from the combined report from March and April. She noted that the cargo van delivery has been delayed to May and advised of a new program targeted at the millennial group titled *The Grid*. She stated that the transition to high definition channels has begun and the organization is working to create promotional materials that can educate customers on how to best view the programming. She noted that channel 15 would still be available in analog format as well as high definition. She provided a brief summary of items included in the Minnesota Association of Community Telecommunications Administrators (MACTA) report. She reported that the audit has been completed and will come before the Board for action at the May meeting. She also shared some positive feedback that has been received from customers.

Commissioner Johnson asked when the punch list for the website would be completed.

Ms. George stated that the deadline has been extended for another three months to complete the punch list and provided more details on the items still to be completed.

Commissioner Johnson asked if any progress has been made to include the programming on the guide with the transition to HD service.

Ms. George stated that there has been a delay in the receipt of the pricing for the organization to be included on the guide and once she receives that she would know additional information.

The Board accepted the report.

GENERAL BUSINESS – 5

5.1 Subscriber Survey Presentation

Ms. George introduced Peter Leatherman of the Morris Leatherman Company who will be presenting the executive summary of the survey results that the Board reviewed last month via work session.

~~Peter Leatherman reviewed a summary of the survey results noting that 400 random samples were taken of QCTV subscribers. He reviewed the longevity of the cable subscribers, the rating of cable television service, experience with technical problems, value of cable television service, what was watched on the QCTV channels, how often the QCTV channels are watched by subscribers, overall viewership, use of the QCTV website and whether the website was used to watch City meetings or programming, the use of social media to gather government information, the primary source people use to gather information about QCTV, the level of information known about QCTV, the importance of City information by video, and demographics.~~

Peter Leatherman reviewed the methodology of the survey noting that a random sample of 400 subscribers were contacted through a list provided by Comcast. He stated that the interviews were conducted between January 6th and January 20th via telephone and had an average length of 15 minutes. He stated that the length of time as a subscriber was asked noting the various responses received with an average of 6.9 years of experience with the cable system. He stated that a strong 87 percent of subscribers rated the service as fair or good while one in five subscribers rated the service as excellent. He stated that when compared to the norms across the metro area the 87 percent is 12 points higher than what is typically seen, which indicates that the subscribers in this area are very satisfied. He stated that in regard to contact with the cable company 56 percent replied that they had contact in the past two years and 87 percent of those rated that contact strongly. He noted that 75 percent is the threshold for good customer service and this is well above. He noted that one in four subscribers rated that contact as excellent. He stated that for experience with technical problems this result was about ten points lower for the typical and occasional responses, noting that typically that response is around 30 while only 21 percent of those surveyed answered in that manner. He stated that for the value of cable television services 65 percent rated either excellent or good, which is about 12

points higher than what is typically seen for this question. He stated that normally it is not a question of the quality but the cost becomes a factor when people consider what they are getting, noting that is not as big of a concern in this area as the value exceeds the cost in the minds of two thirds of respondents. He stated that a breakdown was done of each channel of QCTV into the types of programs provided to determine whether or not people had watched those programs. He stated that one third of those surveyed replied that they have watched a Council meeting, which is a strong response. He advised that *News and Views* also has a strong viewership. He stated the subscribers were then asked how often they watch the different channels, noting that 46 percent of those surveyed replied that they watch channel 16 frequent or occasionally, which is five points higher than they typically see for a response. He stated that there is also a strong viewership of channel 15 with a median viewership of 15 percent, noting that the top four ranking programs were higher than they typically see. He noted that this survey was done in January when the special election was occurring, which may account for the higher ratings. He reviewed similar information for channel 18, noting that there is a high amount of viewership for school district meetings for those subscribers with children. He provided similar information for channel 19. He noted that for overall viewership of the four channels there are very strong ratings and the frequent viewer results are double what they normally see. He stated that there has been very strong viewership for the past year. He reviewed the questions and responses that there provided in regard to QCTV website access and access through other media features such as on demand and YouTube videos. He noted that there is a mix of live and archived viewership for those watching the programming on the website. He stated that there is higher viewership for the video on demand, more than double what is typically seen. He noted that 82 percent of those surveyed would not be interested in paying a fee for video on demand which means that through the marketing calculations there would be an overall rate of about five percent of cable subscribers that would be likely to purchase video content. He reviewed the methods that those surveyed responded as their primary source about QCTV. He stated that 53 percent of those surveyed that they are very or somewhat informed, noting that there would be opportunity to increase the level of awareness which could in turn increase viewership. He reviewed additional information asked of those surveyed, such as the importance of receiving information from the city by video and the demographics. He stated that there is an expected uptick in the viewership of seniors and an a-typical downtick in those with children, noting that typically those houses have higher viewership because of sports events and other activity that may be broadcast. He stated that homeownership tends to increase viewership as people are typically more invested in their community when they own property. He stated that typically there is an increase in viewership for those over 45 and less likely to watch if under, especially is under 30. He stated that the YouTube viewership is higher for those 35 and under. He stated that typical responses were received regarding education and economics, noting that men are more likely to watch

than women. He noted that the viewership for the member's cities were very similar as all the communities are watching and interested in what is going on in their community.

Chair Heitkamp left the meeting at 11:28 a.m.

Acting Chair Ulrich thanked Mr. Leatherman for his presentation.

Commissioner Trude stated that there is a lot of interest focused on government meetings and asked if there should be additional programming based on the items that are discussed during those meetings.

Mr. Leatherman stated that potentially that could be beneficial as he has found that some subscribers do not want to view the entire meeting and simply want to see the hot topics.

Commissioner Trude asked and received confirmation that a program which highlights aspects of the City meetings would be well received. She also asked if there would be a viewership level at which a program should be considered for discontinuation, such as ten percent.

Mr. Leatherman replied that even at ten percent that is still one in ten people watching that show. He stated that perhaps if a rating was falling near two percent it could be considered for discontinuation. He provided additional information on the public safety programs, noting that very high viewership often indicates that people do not feel safe and therefore lower viewership is often a good thing, again reminding the Commission that one in ten people are still watching.

Commissioner Johnson asked the biggest revelation of this survey.

Mr. Leatherman replied that he was surprised to see that one in six cable subscribers indicating that they frequently watch a program on one of the QCTV channels, which is very high. He explained that result means that there is a breath of programming that is meeting the interest level of people and encourage them to frequently watch.

Commissioner Trude stated that people are watching and the Councilmembers are recognized in public from those people that watch the meetings.

5.2 Technology Audit Update

Ms. George stated Karly Werner is present today from Comcast to address the Commission. She stated that the subscriber issues that were identified and discussed were included in the report and have been addressed and corrected.

She stated that she would recommend continued testing of the IP signal noting that staff will be testing the IP signal from different locations in the communities.

Karly Werner stated that the completed spreadsheet has been provided following the technical audit. She stated that Comcast will continue to work with QCTV staff regarding the I-Net and the possibilities for the future. She stated that she was pleased to hear the results from the survey, which shows the high satisfaction of the customers and viewership in this area. She advised that Comcast has taken into account comments that they have received from customers to determine what could be done to increase customer satisfaction. She noted that they have recently redesigned the bills for Comcast customers which has begun to roll out this month and will continue next month. She reported that Comcast is in the process of hiring 400 customer care agents for the Saint Paul call center which will also increase the customer satisfaction. She stated that there are thousands of Xfinity Wi-Fi hotspots in the Twin Cities and will continue to add more 1,700 more in the area. She stated that they just announced the Xfinity TV partner program the previous day which would add the Xfinity app to smart televisions and other devices, such as Roku, and would allow Xfinity customers to access their cable services without a set top box.

Commissioner Trude thanked Ms. Werner for her report. She stated that she loves the Xfinity hotspots and uses them frequently. She noted that the survey results show the increased customer service of Comcast. She recounted a positive experience she has recently had with a technician that visited her home.

Acting Chair Ulrich echoed the comments of Commissioner Trude and noted that the enhancements are making a difference.

Commissioner Johnson asked if there is a location where you can go to see the Xfinity hotspots.

Ms. Werner replied that there is an Xfinity hotspot app that will identify hotspots in the area and noted that there is also a map on the Xfinity website.

Commissioner Anderson left the meeting.

Motion was made by Dickinson and seconded by Trude to accept the subscriber network report and direct staff to test IP signal delivery option for remote truck shoots and to provide an update of IP signal delivery test at a future meeting.

5 ayes – 0 nays. Motion carried.

ADJOURN – 6

Time of adjournment 11:48 a.m.

Respectfully submitted,

Amanda Staple
Recording Secretary
TimeSaver Off Site Secretarial, Inc.

Reviewed for approval,

Karen George
Executive Director

MINUTES OF THE WORK SESSION OF MAY 19, 2016

CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 10:08 a.m. at the Anoka City Hall.

ROLL CALL– 2

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

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

Others present included Karen George, Executive Director and Katherine Lenaburg, Operations Manager.

TOPIC FOR DISCUSS – 3

3.1 Annual Programming Presentation

Ms. George stated that this is the annual programming presentation, noting that the first presentation was provided the year prior.

Ms. Lenaburg stated that this presentation is focused on the local programming produced at QCTV in the last year and reviewed a list of the meetings included in the programming. She reviewed the total number of runs for the different types of meetings as well as the number of different programs and average length of programs for each city. She highlighted testimonials received from different partners and viewers. She reviewed the number of community channel programs and average length of the programs. She highlighted the web statistics for 2014 and 2015 in order to provide a comparison. She reviewed a list of new shows that were added in 2015 and a list of all the QCTV productions, including the number of episodes that were created during the year for each program. She reviewed the foundation of quality for the organization highlighting changes, improvements, staff training, collaborations, and new friends and connections in the community. She noted awards that have been received by

the organization throughout the past year. She stated that she is very proud of the staff and the hard work and effort that they put into their programs. She expressed her appreciation to the Commission for their vision and strategic plan noting that staff is committed to delivering quality programming for the member cities.

Commissioner Trude stated that she would still like to see an opportunity for elected officials to discuss government topics. She stated that there is a lot of time provided for staff to discuss topics and noted that some of those items are already covered in the city newsletters. She explained that some issues which come before the city government are confusing and the residents would benefit from additional time for elected officials to explain some of the issues that were discussed at the meetings. She stated that perhaps during the News and Views program the staff portion could be shortened to allow for a member of the Council to provide clarification on what occurred during recent meetings.

Ms. Lenaburg provide an explanation of how the News and Views program is currently setup.

Commissioner Trude stated that the previous programs, such as QC News were cut and the programming is now more public relations related. She stated that there are certain things in the communities which generate a lot of questions and it would be nice to have that additional time on QCTV to explain those items.

Chair Heitkamp stated that the Champlin staff monitors issues in the community and if there is an issue that is gaining traction Champlin staff will address the issue on the City Facebook page or City website. He confirmed, with Commissioner Trude, that topic is separate from recapping of Council meeting activities that she mentioned.

Commissioner Johnson believed that there was discussion at a previous meeting that QCTV staff would stay after a Council meeting to tape a short segment that would not necessarily be aired but would be provided to the member city to use as they please.

Ms. George confirmed that there were additional options discussed but there was no clear direction made.

Commissioner Johnson acknowledged that there are multiple avenues a city can use to present information to constituents but noted that they will follow the path of least resistance and therefore will bring up topics when they see a Councilmember in public.

Commissioner Ulrich stated that perhaps a city could be given the opportunity to have a short segment related to hot topics in that community.

Commissioner Dickinson stated that it has come to light that video on demand is becoming more popular and perhaps short segments could be taped that could be shared by a member city on its website or Facebook page.

Commissioner Johnson stated that it would be nice to highlight alternative sports and clubs the local high schools have, such as mountain biking or shooting. He stated that numbers for the more popular sports are decreasing across the state which means that kids are looking for alternative options. He stated that if kids see some of these activities featured on television they may feel more comfortable pursuing some of those alternative sports or clubs.

Commissioner Trude agreed that it would be beneficial to be more involved in the high schools in the communities.

Commissioner Ulrich stated that if any community has an issue he would not oppose a 15-minute program to be made and aired in their community on occasion.

Commissioner Johnson stated that in times of elections there would need to be a balance between community advocacy versus someone that is running for office and wants to have airtime.

Chair Heitkamp stated that he would like to speak with his Mayor and Council to gain their input on this topic as well and suggested that the other communities do the same to gain a better understanding of how big the issue is in each community. He noted that a follow-up work session could be scheduled to discuss the topic further and determine the best medium for conveying that information.

Commissioner Anderson stated that he believes that staff is doing a good job with News and Views and provides a good perspective because they have a detached point of view. He stated that the cities should be utilizing their own websites more to educate their residents about the hot topics that arise in that community.

Ms. George noted that election season is arising and there is a fairness measure that would need to be considered in launching new programming.

Chair Heitkamp stated that this discussion could continue with an implementation date of January 1st.

The Commission commended Ms. Lenaburg and Ms. George for their great report which highlights the improvements in community programming.

ADJOURN – 4

Time of adjournment 11:02 a.m.

Respectfully submitted,

Reviewed for approval,

Amanda Staple
Recording Secretary
TimeSaver Off Site Secretarial, Inc.

Karen George
Executive Director

MINUTES OF THE REGULAR MEETING OF MAY 19, 2016

CALL TO ORDER – 1

Chair Heitkamp called the meeting to order at 11:10 a.m. at the Anoka City Hall.

ROLL CALL– 2

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

Commissioners absent and excused: Greg Lee, Anoka and John LeTourneau, Ramsey.

Others present included Karen George, Executive Director; and Steve Ulrich, Technology Director.

APPROVAL OF AGENDA – 3

Motion was made by Johnson and seconded by Ulrich 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 April 21, 2016

Commissioner Trude stated that there was just a short paragraph regarding the presentation from Mr. Leatherman and asked that the minutes be tabled to include additional comments from Mr. Leatherman.

Motion was made by Trude and seconded by Dickinson to table the April 21, 2016 minutes.

6 ayes – 0 nays. Motion carried.

4.2 Treasurer

4.2.1. March Financial Reports

Commissioner Dickinson stated that the organization is in good shape three months into the year and is looking good heading into the budget and CIP discussions.

Motion was made by Ulrich and seconded by Trude to accept the March Financial Report.

6 ayes – 0 nays. Motion carried

4.3 Executive Director

Ms. George stated that it has been another busy month and highlighted some items to note. She advised that she has met again with CenturyLink representatives to continue negotiations, the organization took possession of the cargo van, the organization launched new Comcast HD channel 859, and noted that the legislation to provide the organization with tax exempt status would be effective January 1, 2017. She noted that a rate notice from Comcast was also included in the packet for informational purposes.

Motion was made by Dickinson and seconded by Trude to accept the Executive Director Report.

6 ayes – 0 nays. Motion carried.

GENERAL BUSINESS – 5

5.1 Audit Presentation

Peggy Moeller, Redpath and Company, provided a review of the annual audit. She reported that the organization received a clean opinion on the 2015 financial statements. She highlighted a change that will affect statements one and two regarding GASB 68 (pensions). She provided a brief summary of the financial highlights, compliance, and communications. She thanked Ms. George and the Andover staff for their assistance and cooperation with the audit.

Commissioner Trude stated that everything looks great.

Chair Heitkamp commended Commissioner Dickinson and the Budget Committee for the excellent work.

Motion was made by Dickinson and seconded by Trude to accept the 2015 Audit Report.

6 eyes – 0 nays. Motion carried.

5.2 Vehicle Safety Policy Manual

Ms. George noted that the organization has taken possession of the new cargo van and has drafted a vehicle safety policy manual.

Taylor Johnson stated that the fleet policy manual would address the two fleet vehicles in possession of the organization.

Motion was made by Dickinson and seconded by Ulrich to approve the Fleet Policy Manual.

6 eyes – 0 nays. Motion carried.

ADJOURN – 6

Time of adjournment 11:25 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 April 30, 2016

| | <u>Total</u> |
|-------------------------------------|------------------------|
| ASSETS | |
| Current Assets | |
| Bank Accounts - QCTV | 1,877,651.45 |
| - PayPay acct | 438.51 |
| - US Bank Reserve | 5,000.00 |
| - Petty Cash | 250.00 |
| Accounts Receivable | 0.00 |
| Other current assets | 0.00 |
| Total Current Assets | \$ 1,883,339.96 |
| | |
| Fixed Assets | <u>0.00</u> |
| | |
| TOTAL ASSETS | \$ 1,883,339.96 |
| | <hr/> <hr/> |
| LIABILITIES AND EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | 8,954.65 |
| Other Current Liabilities | 31.22 |
| Total Current Liabilities | \$ 8,985.87 |
| | <hr/> <hr/> |
| | |
| Equity | 1,874,354.09 |
| TOTAL LIABILITIES AND EQUITY | \$ 1,883,339.96 |
| | <hr/> <hr/> |

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

| | Apr 2016 | | | | YTD | | | |
|----------------------------|----------------------|----------------------|----------------------|----------------|----------------------|------------------------|-----------------------|---------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Income | | | | | | | | |
| Duplication Revenue | 27.80 | 208.00 | -180.20 | 13.37% | 438.75 | 2,500.00 | -2,061.25 | 17.55% |
| Equipment Grant | | 0.00 | 0.00 | | 55,870.85 | 0.00 | 55,870.85 | |
| Franchise Fees | 255,868.56 | 72,854.00 | 183,014.56 | 351.21% | 255,868.56 | 874,248.00 | -618,379.44 | 29.27% |
| Interest Income | 98.53 | 8.00 | 90.53 | 1231.63% | 394.43 | 100.00 | 294.43 | 394.43% |
| PEG Fee | 127,934.40 | 36,427.00 | 91,507.40 | 351.21% | 127,934.40 | 437,125.00 | -309,190.60 | 29.27% |
| Total Income | \$ 383,929.29 | \$ 109,497.00 | \$ 274,432.29 | 350.63% | \$ 440,506.99 | \$ 1,313,973.00 | -\$ 873,466.01 | 33.52% |
| Expenses | | | | | | | | |
| Accounting / HR Services | 1,296.28 | 1,166.00 | 130.28 | 111.17% | 4,531.10 | 14,000.00 | -9,468.90 | 32.37% |
| Ads/Promos/Sponsorships | 80.00 | 570.00 | -490.00 | 14.04% | 2,645.00 | 6,850.00 | -4,205.00 | 38.61% |
| Andover Capital Equipment | | 500.00 | -500.00 | 0.00% | 0.00 | 6,000.00 | -6,000.00 | 0.00% |
| Announcers Fees | 565.00 | 833.00 | -268.00 | 67.83% | 2,780.00 | 10,000.00 | -7,220.00 | 27.80% |
| Anoka Capital Equipment | 155.94 | 500.00 | -344.06 | 31.19% | 623.76 | 6,000.00 | -5,376.24 | 10.40% |
| 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 | 1,793.00 | 166.00 | 1,627.00 | 1080.12% | 1,793.00 | 2,000.00 | -207.00 | 89.65% |
| Building - Cleaning | 535.63 | 525.00 | 10.63 | 102.02% | 3,075.00 | 6,300.00 | -3,225.00 | 48.81% |
| Building - Insurance | | 208.00 | -208.00 | 0.00% | 1,370.00 | 2,500.00 | -1,130.00 | 54.80% |
| Building - Maintenance | | 583.00 | -583.00 | 0.00% | 670.64 | 7,000.00 | -6,329.36 | 9.58% |
| Building - Supplies | 70.03 | 166.00 | -95.97 | 42.19% | 566.28 | 2,000.00 | -1,433.72 | 28.31% |
| Car Allowance | 250.00 | 250.00 | 0.00 | 100.00% | 1,000.00 | 3,000.00 | -2,000.00 | 33.33% |
| Cell Phone - Allowance | 515.00 | 555.00 | -40.00 | 92.79% | 1,920.00 | 6,660.00 | -4,740.00 | 28.83% |
| Champlin Capital Equipment | 84.90 | 500.00 | -415.10 | 16.98% | 339.60 | 6,000.00 | -5,660.40 | 5.66% |
| City Sewer & Water | 94.79 | 216.00 | -121.21 | 43.88% | 379.16 | 2,600.00 | -2,220.84 | 14.58% |
| Commission Expense | | 600.00 | -600.00 | 0.00% | 600.00 | 7,200.00 | -6,600.00 | 8.33% |
| Consulting Services | | 3,166.00 | -3,166.00 | 0.00% | 9,250.00 | 38,000.00 | -28,750.00 | 24.34% |
| 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 | 1,081.86 | 1,596.00 | -514.14 | 67.79% | 3,997.30 | 19,152.00 | -15,154.70 | 20.87% |

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

| | Apr 2016 | | | | YTD | | | |
|-------------------------------|----------|----------|-------------|-------------|-----------|-----------|-------------|-------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Emp / Comm Appreciation | 10.78 | 208.00 | -197.22 | 5.18% | 10.78 | 2,500.00 | -2,489.22 | 0.43% |
| Equip/Repair/Supply/Software | 1,326.42 | 3,817.00 | -2,490.58 | 34.75% | 10,038.07 | 45,812.00 | -35,773.93 | 21.91% |
| Federal Unempl Expense | 36.17 | 62.00 | -25.83 | 58.34% | 421.35 | 750.00 | -328.65 | 56.18% |
| Health Insurance | 5,449.91 | 5,814.00 | -364.09 | 93.74% | 21,454.34 | 69,768.00 | -48,313.66 | 30.75% |
| 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 | -2,283.00 | 61.95% |
| Lawn Service | 455.92 | 375.00 | 80.92 | 121.58% | 455.92 | 4,500.00 | -4,044.08 | 10.13% |
| Leg Lobbying - Do NOT Use | | 161.00 | -161.00 | 0.00% | 0.00 | 1,940.00 | -1,940.00 | 0.00% |
| Legal Fees | | 2,500.00 | -2,500.00 | 0.00% | 5,337.59 | 30,000.00 | -24,662.41 | 17.79% |
| 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 | 308.60 | 460.00 | -151.40 | 67.09% | 7,018.60 | 5,520.00 | 1,498.60 | 127.15% |
| Mileage | 552.91 | 600.00 | -47.09 | 92.15% | 2,118.63 | 7,200.00 | -5,081.37 | 29.43% |
| Miscellaneous Expenses | | 83.00 | -83.00 | 0.00% | 0.00 | 1,000.00 | -1,000.00 | 0.00% |
| Natural Gas | 202.87 | 316.00 | -113.13 | 64.20% | 1,264.66 | 3,800.00 | -2,535.34 | 33.28% |
| Office Supplies / Equipment | 682.78 | 416.00 | 266.78 | 164.13% | 2,806.60 | 5,000.00 | -2,193.40 | 56.13% |
| Parking Lot Maintenance | | 266.00 | -266.00 | 0.00% | 0.00 | 3,200.00 | -3,200.00 | 0.00% |
| Payroll Expenses (ADP/HSA) | 510.15 | 491.00 | 19.15 | 103.90% | 1,789.25 | 5,900.00 | -4,110.75 | 30.33% |
| PERA | 4,131.19 | 3,248.00 | 883.19 | 127.19% | 12,274.00 | 38,982.00 | -26,708.00 | 31.49% |
| Postage | 25.92 | 108.00 | -82.08 | 24.00% | 141.84 | 1,300.00 | -1,158.16 | 10.91% |
| Printing / Copy Services | | 83.00 | -83.00 | 0.00% | 0.00 | 1,000.00 | -1,000.00 | 0.00% |
| Professional Development | 532.56 | 1,416.00 | -883.44 | 37.61% | 1,941.18 | 17,000.00 | -15,058.82 | 11.42% |
| 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% | 516.32 | 6,000.00 | -5,483.68 | 8.61% |
| Sales Tax | 216.26 | 41.00 | 175.26 | 527.46% | 216.26 | 500.00 | -283.74 | 43.25% |
| Secretary Services | 136.00 | 249.00 | -113.00 | 54.62% | 577.50 | 2,992.00 | -2,414.50 | 19.30% |
| Snow Plowing Service | | 375.00 | -375.00 | 0.00% | 1,016.25 | 4,500.00 | -3,483.75 | 22.58% |
| SS/Medicare Expense | 4,390.17 | 3,728.00 | 662.17 | 117.76% | 11,908.92 | 44,747.00 | -32,838.08 | 26.61% |
| State Unemploy Exp | | 208.00 | -208.00 | 0.00% | 0.00 | 2,500.00 | -2,500.00 | 0.00% |
| STD / LTD / Life Insurance | 606.83 | 626.00 | -19.17 | 96.94% | 1,798.16 | 7,520.00 | -5,721.84 | 23.91% |

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

| | Apr 2016 | | | | YTD | | | |
|--|----------------------|---------------------|----------------------|-----------------|----------------------|------------------------|-----------------------|---------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Studio Sets | | 583.00 | -583.00 | 0.00% | 0.00 | 7,000.00 | -7,000.00 | 0.00% |
| Subscription Services | 634.90 | 1,334.00 | -699.10 | 47.59% | 8,993.68 | 16,017.00 | -7,023.32 | 56.15% |
| Temp Staff Services | | 208.00 | -208.00 | 0.00% | 0.00 | 2,500.00 | -2,500.00 | 0.00% |
| Vehicle - Equipment / Repair | 158.36 | 833.00 | -674.64 | 19.01% | 688.79 | 10,000.00 | -9,311.21 | 6.89% |
| Vehicle - Insurance | | 291.00 | -291.00 | 0.00% | 1,759.00 | 3,500.00 | -1,741.00 | 50.26% |
| Vehicle - Maintenance / Gas | 172.86 | 666.00 | -493.14 | 25.95% | 857.83 | 8,000.00 | -7,142.17 | 10.72% |
| Wages - Full-time | 52,891.21 | 38,748.00 | 14,143.21 | 136.50% | 140,448.83 | 464,977.00 | -324,528.17 | 30.21% |
| Wages - Part-time | 4,805.62 | 9,993.00 | -5,187.38 | 48.09% | 15,997.45 | 119,922.00 | -103,924.55 | 13.34% |
| Waste Removal | 85.97 | 100.00 | -14.03 | 85.97% | 343.88 | 1,200.00 | -856.12 | 28.66% |
| Web / VOD / Int / CaTV / Phone | 1,264.78 | 1,652.00 | -387.22 | 76.56% | 3,593.80 | 19,830.00 | -16,236.20 | 18.12% |
| Work Comp Insurance | | 191.00 | -191.00 | 0.00% | 0.00 | 2,300.00 | -2,300.00 | 0.00% |
| Total Expenses | \$ 86,240.65 | \$ 96,904.00 | -\$ 10,663.35 | 89.00% | \$ 295,047.32 | \$ 1,163,129.00 | -\$ 868,081.68 | 25.37% |
| Revenues greater (less) than Expenditures | \$ 297,688.64 | \$ 12,593.00 | \$ 285,095.64 | 2363.92% | \$ 145,459.67 | \$ 150,844.00 | -\$ 5,384.33 | 96.43% |

ZCIP - Cargo Van
 ZCIP - Network Servers
 ZCIP - Truck

22,665.61
 2,842.80
 9,156.39
34,664.80

QCTV Bank Reconciliation

April 2016

| | |
|----------------------------------|-----------------------|
| Beginning Balance - 4M Statement | 1,581,408.50 |
| Less: Cleared Checks/Withdrawals | (74,525.55) |
| Plus: 4M Fund Interest | 98.53 |
| Plus: Bank Deposits/Credits | 383,896.91 |
| Bank Balance | \$1,890,878.39 |
| Book Balance | 1,890,878.39 |
| Adjusted Book Balance | 1,890,878.39 |
| Difference: | \$0.00 |

Completed by: MK

Quad Cities Communications Commission**Reconciliation Report****Quad Cities Commission, Period Ending 04/30/2016**

Reconciled on: 05/19/2016 (any changes to transactions after this date aren't reflected on this report)

Reconciled by: Lee Brezinka

Summary

| | |
|---|--------------|
| Statement Beginning Balance | 1,581,408.50 |
| Checks and Payments cleared | -74,525.55 |
| Deposits and Other Credits cleared | +383,995.44 |
| Statement Ending Balance | 1,890,878.39 |
| Uncleared transactions as of 04/30/2016 | -13,226.94 |
| Register Balance as of 04/30/2016 | 1,877,651.45 |
| Uncleared transactions after 04/30/2016 | -22,841.66 |
| Register Balance as of 05/19/2016 | 1,854,809.79 |

Details

Checks and Payments cleared

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|-----------------|-----------------------------------|---------------|
| 03/04/2016 | Bill Payment | 11213 | Pete C. Andersen | -195.00 |
| 03/25/2016 | Bill Payment | 11228 | Bret Heitkamp | -120.00 |
| 03/25/2016 | Bill Payment | 11231 | Dustin Cooper | -53.50 |
| 03/25/2016 | Bill Payment | 11232 | Eric Johnson | -120.00 |
| 03/25/2016 | Bill Payment | 11236 | John Letourneau | -40.00 |
| 03/25/2016 | Bill Payment | 11237 | Julie Trude | -80.00 |
| 03/25/2016 | Bill Payment | 11238 | Kurtis G. Ulrich | -80.00 |
| 03/25/2016 | Bill Payment | 11245 | Verizon Wireless | -190.08 |
| 04/01/2016 | Bill Payment | 11247 | Comcast Cable | -176.25 |
| 04/01/2016 | Bill Payment | 11248 | Karen George - Petty Cash | -67.32 |
| 04/01/2016 | Bill Payment | 11249 | NATOA | -725.00 |
| 04/01/2016 | Bill Payment | W/D | Minnesota State Retirement System | -300.00 |
| 04/01/2016 | Bill Payment | W/D | PERA | -2,599.23 |
| 04/01/2016 | Journal | 04A - 2016MK | | -160.05 |
| 04/08/2016 | Bill Payment | 11250 | ACE Solid Waste, Inc. | -85.97 |
| 04/08/2016 | Bill Payment | 11251 | BizzyWeb, LLC | -149.50 |
| 04/08/2016 | Bill Payment | 11252 | Comcast Cable | -359.61 |
| 04/08/2016 | Bill Payment | 11253 | G & B Environmental, Inc | -116.49 |
| 04/08/2016 | Bill Payment | 11254 | Joe G. Ruhland | -225.00 |
| 04/08/2016 | Bill Payment | 11255 | Kennedy & Graven, Chartered | -1,270.00 |
| 04/08/2016 | Bill Payment | 11256 | LiveU Inc. | -8,156.39 |
| 04/08/2016 | Bill Payment | 11257 | The Morris Leatherman Company | -7,250.00 |
| 04/08/2016 | Bill Payment | 11258 | U.S. Bank Corporate | -2,535.51 |
| 04/08/2016 | Bill Payment | 11259 | Vividly Clean Inc. | -535.63 |
| 04/08/2016 | Bill Payment | 11260 | Xcel Energy | -1,018.50 |
| 04/15/2016 | Bill Payment | 11262 | CenterPoint Energy | -202.87 |
| 04/15/2016 | Bill Payment | 11263 | City of Champlin | -94.79 |
| 04/15/2016 | Bill Payment | 11264 | Markertek Video Supply | -587.07 |
| 04/15/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 04/15/2016 | Bill Payment | W/D | PERA | -2,547.11 |
| 04/15/2016 | Journal | 04B - 2016MK | | -5,216.00 |
| 04/15/2016 | Journal | 04B - 2016MK | | -172.55 |
| 04/15/2016 | Journal | 04B - 2016MK | | -14,114.54 |
| 04/22/2016 | Bill Payment | 11266 | Alpha Video & Audio Inc. | -122.00 |
| 04/22/2016 | Bill Payment | 11267 | Barna, Guzy & Steffen, LTD | -10.80 |
| 04/22/2016 | Bill Payment | 11268 | City of Andover | -1,154.25 |
| 04/22/2016 | Bill Payment | 11269 | Comcast 2 | -452.73 |

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|-----------------|-------------------------------|---------------|
| 04/22/2016 | Bill Payment | 11270 | Fire Suppression Services LLC | -150.00 |
| 04/22/2016 | Bill Payment | 11271 | HealthEquity Inc. | -3.95 |
| 04/29/2016 | Bill Payment | W/D | PERA | -2,565.17 |
| 04/29/2016 | Journal | 04C - 2016MK | | -5,413.34 |
| 04/29/2016 | Journal | 04C - 2016MK | | -14,539.35 |
| Total | | | | -74,525.55 |

Deposits and Other Credits cleared

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|-------------|-----------------|-------------------|---------------|
| 03/30/2016 | Deposit | | Dave Peterson | 15.00 |
| 03/30/2016 | Deposit | | Jeff Nelson | 30.00 |
| 03/30/2016 | Deposit | | Luke Weatherspoon | 30.00 |
| 04/13/2016 | Deposit | | Robert Albers | 18.95 |
| 04/26/2016 | Deposit | | Comcast | 40,287.33 |
| 04/26/2016 | Deposit | | Comcast | 22,898.30 |
| 04/26/2016 | Deposit | | Comcast | 34,140.61 |
| 04/26/2016 | Deposit | | Comcast | 30,608.16 |
| 04/26/2016 | Deposit | | Comcast | 80,574.63 |
| 04/26/2016 | Deposit | | Comcast | 45,796.63 |
| 04/26/2016 | Deposit | | Comcast | 68,281.02 |
| 04/26/2016 | Deposit | | Comcast | 61,216.28 |
| 04/30/2016 | Journal | 04D - 2016MK | | 98.53 |
| Total | | | | 383,995.44 |

Additional Information

Uncleared Checks and Payments as of 04/30/2016

| <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 |
| 02/12/2016 | Bill Payment | 11191 | Kurtis G. Ulrich | -40.00 |
| 03/25/2016 | Bill Payment | 11229 | Carl E. Anderson | -40.00 |
| 03/25/2016 | Bill Payment | 11239 | MAGC | -1,105.00 |
| 04/15/2016 | Bill Payment | 11261 | Alliance for Community Media | -50.00 |
| 04/15/2016 | Bill Payment | 11265 | Pete C. Andersen | -75.00 |
| 04/29/2016 | Bill Payment | 11272 | Amazon | -1,648.35 |
| 04/29/2016 | Bill Payment | 11273 | Anoka Area Chamber of Commerce | -30.00 |
| 04/29/2016 | Bill Payment | 11274 | B&H Photo-Video | -285.00 |
| 04/29/2016 | Bill Payment | 11275 | Comcast Cable | -20.31 |
| 04/29/2016 | Bill Payment | 11276 | Greenery Enterprises, Inc | -455.92 |
| 04/29/2016 | Bill Payment | 11277 | Huebsch | -33.07 |
| 04/29/2016 | Bill Payment | 11278 | Kennedy & Graven, Chartered | -2,222.50 |
| 04/29/2016 | Bill Payment | 11279 | Preferred One Insurance Co. | -5,671.90 |
| 04/29/2016 | Bill Payment | 11280 | The Lincoln National Life Ins. Co. | -606.83 |
| 04/29/2016 | Bill Payment | 11281 | Verizon Wireless | -70.51 |
| 04/29/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 04/29/2016 | Journal | 04C - 2016MK | | -177.55 |
| Total | | | | -13,226.94 |

Uncleared Deposits and Other Credits as of 04/30/2016

| <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 04/30/2016

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|------------|-----------------------------------|---------------|
| 05/02/2016 | Bill Payment | W/D | MN Department of Revenue | -216.26 |
| 05/06/2016 | Bill Payment | 11282 | David S. Washburn | -75.00 |
| 05/06/2016 | Bill Payment | 11283 | Gerald S. Thomson | -225.00 |
| 05/06/2016 | Bill Payment | 11284 | HealthEquity Inc. | -3.95 |
| 05/06/2016 | Bill Payment | 11285 | Joe G. Ruhland | -190.00 |
| 05/06/2016 | Bill Payment | 11286 | LiveU Inc. | -536.40 |
| 05/06/2016 | Bill Payment | 11287 | Timesavers | -136.00 |
| 05/06/2016 | Bill Payment | 11288 | Vividly Clean Inc. | -1,606.89 |
| 05/13/2016 | Bill Payment | 11289 | ACE Solid Waste, Inc. | -85.97 |
| 05/13/2016 | Bill Payment | 11290 | Comcast Cable | -369.92 |
| 05/13/2016 | Bill Payment | 11291 | HealthEquity Inc. | -3.95 |
| 05/13/2016 | Bill Payment | 11292 | Holiday Station | -172.86 |
| 05/13/2016 | Bill Payment | 11293 | Lynda.com, Inc. | -1,750.00 |
| 05/13/2016 | Bill Payment | 11294 | Nelson Auto Center, Inc. | -11,332.81 |
| 05/13/2016 | Bill Payment | 11295 | Pierce Refrigeration | -280.00 |
| 05/13/2016 | Bill Payment | 11296 | U.S. Bank Corporate | -1,638.90 |
| 05/13/2016 | Bill Payment | 11297 | Xcel Energy | -1,081.86 |
| 05/18/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 05/18/2016 | Bill Payment | W/D | PERA | -2,614.84 |
| Total | | | | -22,890.61 |

Uncleared Deposits and Other Credits after 04/30/2016

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|-------------|------------|----------------|---------------|
| 05/06/2016 | Deposit | | Kristie Zimmer | 18.95 |
| 05/06/2016 | Deposit | | Eileen Griffin | 15.00 |
| 05/06/2016 | Deposit | | Donna Wilber | 15.00 |
| Total | | | | 48.95 |

Quad Cities Communications Commission Balance Sheet Summary

As of May 31, 2016

| | <u>Total</u> |
|-------------------------------------|-------------------------------|
| ASSETS | |
| Current Assets | |
| Bank Accounts - QCTV | 1,783,576.59 |
| - PayPay acct | 492.81 |
| - US Bank Reserve | 5,000.00 |
| - Petty Cash | 250.00 |
| Accounts Receivable | 0.00 |
| Other current assets | 0.00 |
| Total Current Assets | <u>\$ 1,789,319.40</u> |
| Fixed Assets | <u>0.00</u> |
| TOTAL ASSETS | <u><u>\$ 1,789,319.40</u></u> |
| | |
| LIABILITIES AND EQUITY | |
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | 20,264.81 |
| Other Current Liabilities | 31.21 |
| Total Current Liabilities | <u>\$ 20,296.02</u> |
| Equity | <u>1,769,023.38</u> |
| TOTAL LIABILITIES AND EQUITY | <u><u>\$ 1,789,319.40</u></u> |

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

| | May 2016 | | | | Total | | | |
|----------------------------|---------------|-------------------|---------------------|--------------|-------------------|---------------------|---------------------|---------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Income | | | | | | | | |
| Duplication Revenue | \$ 163.25 | \$ 208.00 | \$ (44.75) | 78.49% | \$ 602.00 | \$ 2,500.00 | \$ (1,898.00) | 24.08% |
| Equipment Grant | | - | - | | 55,870.85 | - | 55,870.85 | |
| Franchise Fees | | 72,854.00 | (72,854.00) | 0.00% | 255,868.56 | 874,248.00 | (618,379.44) | 29.27% |
| Interest Income | 132.66 | 8.00 | 124.66 | 1658.25% | 527.09 | 100.00 | 427.09 | 527.09% |
| PEG Fee | | 36,427.00 | (36,427.00) | 0.00% | 127,934.40 | 437,125.00 | (309,190.60) | 29.27% |
| Total Income | 295.91 | 109,497.00 | (109,201.09) | 0.27% | 440,802.90 | 1,313,973.00 | (873,170.10) | 33.55% |
| Expenses | | | | | | | | |
| Accounting / HR Services | 39.95 | 1,166.00 | (1,126.05) | 3.43% | 4,571.05 | 14,000.00 | (9,428.95) | 32.65% |
| Ads/Promos/Sponsorships | 280.00 | 570.00 | (290.00) | 49.12% | 2,925.00 | 6,850.00 | (3,925.00) | 42.70% |
| Andover Capital Equipment | | 500.00 | (500.00) | 0.00% | - | 6,000.00 | (6,000.00) | 0.00% |
| Announcers Fees | 300.00 | 833.00 | (533.00) | 36.01% | 3,080.00 | 10,000.00 | (6,920.00) | 30.80% |
| Anoka Capital Equipment | 155.94 | 500.00 | (344.06) | 31.19% | 779.70 | 6,000.00 | (5,220.30) | 13.00% |
| Audit | 13,075.00 | 1,125.00 | 11,950.00 | 1162.22% | 13,075.00 | 13,500.00 | (425.00) | 96.85% |
| Bank Fees / CC Fees | | 41.00 | (41.00) | 0.00% | - | 500.00 | (500.00) | 0.00% |
| Brand Apparel | | 166.00 | (166.00) | 0.00% | 1,793.00 | 2,000.00 | (207.00) | 89.65% |
| Building - Cleaning | 803.63 | 525.00 | 278.63 | 153.07% | 3,878.63 | 6,300.00 | (2,421.37) | 61.57% |
| Building - Insurance | | 208.00 | (208.00) | 0.00% | 1,370.00 | 2,500.00 | (1,130.00) | 54.80% |
| Building - Maintenance | 957.74 | 583.00 | 374.74 | 164.28% | 1,628.38 | 7,000.00 | (5,371.62) | 23.26% |
| Building - Supplies | 96.17 | 166.00 | (69.83) | 57.93% | 662.45 | 2,000.00 | (1,337.55) | 33.12% |
| Car Allowance | 250.00 | 250.00 | - | 100.00% | 1,250.00 | 3,000.00 | (1,750.00) | 41.67% |
| Cell Phone - Allowance | 515.00 | 555.00 | (40.00) | 92.79% | 2,435.00 | 6,660.00 | (4,225.00) | 36.56% |
| Champlin Capital Equipment | 84.90 | 500.00 | (415.10) | 16.98% | 424.50 | 6,000.00 | (5,575.50) | 7.08% |
| City Sewer & Water | 94.79 | 216.00 | (121.21) | 43.88% | 473.95 | 2,600.00 | (2,126.05) | 18.23% |
| Commission Expense | | 600.00 | (600.00) | 0.00% | 600.00 | 7,200.00 | (6,600.00) | 8.33% |
| Consulting Services | | 3,166.00 | (3,166.00) | 0.00% | 9,250.00 | 38,000.00 | (28,750.00) | 24.34% |
| Contingency Fund | | 2,057.00 | (2,057.00) | 0.00% | - | 24,690.00 | (24,690.00) | 0.00% |
| Duplication Expenses | 83.70 | 83.00 | 0.70 | 100.84% | 83.70 | 1,000.00 | (916.30) | 8.37% |
| Electric Service | 1,144.05 | 1,596.00 | (451.95) | 71.68% | 5,141.35 | 19,152.00 | (14,010.65) | 26.84% |

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

| | May 2016 | | | | Total | | | |
|-------------------------------|----------|----------|-------------|-------------|-----------|-----------|-------------|-------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Emp / Comm Appreciation | | 208.00 | (208.00) | 0.00% | 10.78 | 2,500.00 | (2,489.22) | 0.43% |
| Equip/Repair/Supply/Software | 2,036.66 | 3,817.00 | (1,780.34) | 53.36% | 12,074.73 | 45,812.00 | (33,737.27) | 26.36% |
| Federal Unempl Expense | 28.41 | 62.00 | (33.59) | 45.82% | 449.76 | 750.00 | (300.24) | 59.97% |
| Health Insurance | 5,453.86 | 5,814.00 | (360.14) | 93.81% | 26,908.20 | 69,768.00 | (42,859.80) | 38.57% |
| Insurance - Deductibles | | 41.00 | (41.00) | 0.00% | - | 500.00 | (500.00) | 0.00% |
| Insurance - Liability / Bonds | | 500.00 | (500.00) | 0.00% | 3,717.00 | 6,000.00 | (2,283.00) | 61.95% |
| Lawn Service | 718.74 | 375.00 | 343.74 | 191.66% | 1,174.66 | 4,500.00 | (3,325.34) | 26.10% |
| Leg Lobbying - Do NOT Use | | 161.00 | (161.00) | 0.00% | - | 1,940.00 | (1,940.00) | 0.00% |
| Legal Fees | 255.00 | 2,500.00 | (2,245.00) | 10.20% | 5,592.59 | 30,000.00 | (24,407.41) | 18.64% |
| Licenses and Permits | | 83.00 | (83.00) | 0.00% | - | 1,000.00 | (1,000.00) | 0.00% |
| Meals | | 83.00 | (83.00) | 0.00% | - | 1,000.00 | (1,000.00) | 0.00% |
| Memberships - NATOA / Others | | 460.00 | (460.00) | 0.00% | 7,018.60 | 5,520.00 | 1,498.60 | 127.15% |
| Mileage | 479.18 | 600.00 | (120.82) | 79.86% | 2,597.81 | 7,200.00 | (4,602.19) | 36.08% |
| Miscellaneous Expenses | | 83.00 | (83.00) | 0.00% | - | 1,000.00 | (1,000.00) | 0.00% |
| Natural Gas | 152.44 | 316.00 | (163.56) | 48.24% | 1,417.10 | 3,800.00 | (2,382.90) | 37.29% |
| Office Supplies / Equipment | 435.98 | 416.00 | 19.98 | 104.80% | 3,242.58 | 5,000.00 | (1,757.42) | 64.85% |
| Parking Lot Maintenance | | 266.00 | (266.00) | 0.00% | - | 3,200.00 | (3,200.00) | 0.00% |
| Payroll Expenses (ADP/HSA) | 485.15 | 491.00 | (5.85) | 98.81% | 2,274.40 | 5,900.00 | (3,625.60) | 38.55% |
| PERA | 2,685.82 | 3,248.00 | (562.18) | 82.69% | 14,959.82 | 38,982.00 | (24,022.18) | 38.38% |
| Postage | 31.04 | 108.00 | (76.96) | 28.74% | 172.88 | 1,300.00 | (1,127.12) | 13.30% |
| Printing / Copy Services | | 83.00 | (83.00) | 0.00% | - | 1,000.00 | (1,000.00) | 0.00% |
| Professional Development | 1,484.00 | 1,416.00 | 68.00 | 104.80% | 3,425.18 | 17,000.00 | (13,574.82) | 20.15% |
| Publications | | 41.00 | (41.00) | 0.00% | - | 500.00 | (500.00) | 0.00% |
| Ramsey Capital Equipment | 129.08 | 500.00 | (370.92) | 25.82% | 645.40 | 6,000.00 | (5,354.60) | 10.76% |
| Sales Tax | | 41.00 | (41.00) | 0.00% | 216.26 | 500.00 | (283.74) | 43.25% |
| Secretary Services | 209.85 | 249.00 | (39.15) | 84.28% | 787.35 | 2,992.00 | (2,204.65) | 26.32% |
| Snow Plowing Service | | 375.00 | (375.00) | 0.00% | 1,016.25 | 4,500.00 | (3,483.75) | 22.58% |
| SS/Medicare Expense | 3,001.55 | 3,728.00 | (726.45) | 80.51% | 14,910.47 | 44,747.00 | (29,836.53) | 33.32% |
| State Unemploy Exp | | 208.00 | (208.00) | 0.00% | - | 2,500.00 | (2,500.00) | 0.00% |
| STD / LTD / Life Insurance | 517.43 | 626.00 | (108.57) | 82.66% | 2,315.59 | 7,520.00 | (5,204.41) | 30.79% |

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

| | May 2016 | | | | Total | | | |
|--|-----------------------|---------------------|-----------------------|-----------------|----------------------|------------------------|------------------------|---------------|
| | Actual | Budget | over Budget | % of Budget | Actual | Budget | over Budget | % of Budget |
| Studio Sets | | 583.00 | (583.00) | 0.00% | - | 7,000.00 | (7,000.00) | 0.00% |
| Subscription Services | 3,302.52 | 1,334.00 | 1,968.52 | 247.57% | 12,296.20 | 16,017.00 | (3,720.80) | 76.77% |
| Temp Staff Services | | 208.00 | (208.00) | 0.00% | - | 2,500.00 | (2,500.00) | 0.00% |
| Vehicle - Equipment / Repair | 207.72 | 833.00 | (625.28) | 24.94% | 1,593.83 | 10,000.00 | (8,406.17) | 15.94% |
| Vehicle - Insurance | | 291.00 | (291.00) | 0.00% | 1,759.00 | 3,500.00 | (1,741.00) | 50.26% |
| Vehicle - Maintenance / Gas | 2,009.97 | 666.00 | 1,343.97 | 301.80% | 2,867.80 | 8,000.00 | (5,132.20) | 35.85% |
| Wages - Full-time | 34,771.87 | 38,748.00 | (3,976.13) | 89.74% | 175,220.70 | 464,977.00 | (289,756.30) | 37.68% |
| Wages - Part-time | 4,654.91 | 9,993.00 | (5,338.09) | 46.58% | 20,652.36 | 119,922.00 | (99,269.64) | 17.22% |
| Waste Removal | 85.97 | 100.00 | (14.03) | 85.97% | 429.85 | 1,200.00 | (770.15) | 35.82% |
| Web / VOD / Int / CaTV / Phone | 1,245.67 | 1,652.00 | (406.33) | 75.40% | 4,839.47 | 19,830.00 | (14,990.53) | 24.40% |
| Work Comp Insurance | | 191.00 | (191.00) | 0.00% | - | 2,300.00 | (2,300.00) | 0.00% |
| Total Expenses | \$ 82,263.69 | \$ 96,904.00 | \$ (14,640.31) | 84.89% | \$ 378,008.33 | \$ 1,163,129.00 | \$ (785,120.67) | 32.50% |
| Revenues greater (less) than Expenditures | \$ (81,967.78) | \$ 12,593.00 | \$ (94,560.78) | -650.90% | \$ 62,794.57 | \$ 150,844.00 | \$ (88,049.43) | 41.63% |
| | | | | | | | | |
| ZCIP - Cargo Van | 22,665.61 | | | | 22,665.61 | | | |
| ZCIP - Network Servers | | | | | 2,842.80 | | | |
| ZCIP - Truck | | | | | 9,156.39 | | | |
| | <u>22,665.61</u> | | | | <u>34,664.80</u> | | | |

QCTV Bank Reconciliation

May 2016

| | |
|----------------------------------|-----------------------|
| Beginning Balance - 4M Statement | 1,890,878.39 |
| Less: Cleared Checks/Withdrawals | (97,230.50) |
| Plus: 4M Fund Interest | 132.66 |
| Plus: Bank Deposits/Credits | 108.95 |
| Bank Balance | \$1,793,889.50 |
| Book Balance | 1,793,889.50 |
| Adjusted Book Balance | 1,793,889.50 |
| Difference: | \$0.00 |

Completed by: MK

Quad Cities Communications Commission Reconciliation Report

Quad Cities Commission, Period Ending 05/31/2016

Reconciled on: 06/15/2016 (any changes to transactions after this date aren't reflected on this report)

Reconciled by: Lee Brezinka

Summary

| | |
|---|--------------|
| Statement Beginning Balance | 1,890,878.39 |
| Checks and Payments cleared | -97,230.50 |
| Deposits and Other Credits cleared | +241.61 |
| Statement Ending Balance | 1,793,889.50 |
| Uncleared transactions as of 05/31/2016 | -10,312.91 |
| Register Balance as of 05/31/2016 | 1,783,576.59 |
| Uncleared transactions after 05/31/2016 | -27,335.87 |
| Register Balance as of 06/15/2016 | 1,756,240.72 |

Details

Checks and Payments cleared

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|-----------------|------------------------------------|---------------|
| 03/25/2016 | Bill Payment | 11229 | Carl E. Anderson | -40.00 |
| 04/15/2016 | Bill Payment | 11261 | Alliance for Community Media | -50.00 |
| 04/15/2016 | Bill Payment | 11265 | Pete C. Andersen | -75.00 |
| 04/29/2016 | Bill Payment | 11272 | Amazon | -1,648.35 |
| 04/29/2016 | Bill Payment | 11273 | Anoka Area Chamber of Commerce | -30.00 |
| 04/29/2016 | Bill Payment | 11274 | B&H Photo-Video | -285.00 |
| 04/29/2016 | Bill Payment | 11275 | Comcast Cable | -20.31 |
| 04/29/2016 | Bill Payment | 11276 | Greenery Enterprises, Inc | -455.92 |
| 04/29/2016 | Bill Payment | 11277 | Huebsch | -33.07 |
| 04/29/2016 | Bill Payment | 11278 | Kennedy & Graven, Chartered | -2,222.50 |
| 04/29/2016 | Bill Payment | 11279 | Preferred One Insurance Co. | -5,671.90 |
| 04/29/2016 | Bill Payment | 11280 | The Lincoln National Life Ins. Co. | -606.83 |
| 04/29/2016 | Bill Payment | 11281 | Verizon Wireless | -70.51 |
| 04/29/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 04/29/2016 | Journal | 04C - 2016MK | | -177.55 |
| 05/02/2016 | Bill Payment | W/D | MN Department of Revenue | -216.26 |
| 05/06/2016 | Bill Payment | 11282 | David S. Washburn | -75.00 |
| 05/06/2016 | Bill Payment | 11283 | Gerald S. Thomson | -225.00 |
| 05/06/2016 | Bill Payment | 11284 | HealthEquity Inc. | -3.95 |
| 05/06/2016 | Bill Payment | 11285 | Joe G. Ruhland | -190.00 |
| 05/06/2016 | Bill Payment | 11286 | LiveU Inc. | -536.40 |
| 05/06/2016 | Bill Payment | 11287 | Timesavers | -136.00 |
| 05/06/2016 | Bill Payment | 11288 | Vividly Clean Inc. | -1,606.89 |
| 05/13/2016 | Bill Payment | 11289 | ACE Solid Waste, Inc. | -85.97 |
| 05/13/2016 | Bill Payment | 11290 | Comcast Cable | -369.92 |
| 05/13/2016 | Bill Payment | 11291 | HealthEquity Inc. | -3.95 |
| 05/13/2016 | Bill Payment | 11292 | Holiday Station | -172.86 |
| 05/13/2016 | Bill Payment | 11293 | Lynda.com, Inc. | -1,750.00 |
| 05/13/2016 | Bill Payment | 11294 | Nelson Auto Center, Inc. | -11,332.81 |
| 05/13/2016 | Bill Payment | 11295 | Pierce Refrigeration | -280.00 |
| 05/13/2016 | Bill Payment | 11296 | U.S. Bank Corporate | -1,638.90 |
| 05/13/2016 | Bill Payment | 11297 | Xcel Energy | -1,081.86 |
| 05/13/2016 | Journal | 05A - 2016MK | | -15,384.27 |
| 05/13/2016 | Journal | 05A - 2016MK | | -5,460.79 |
| 05/13/2016 | Journal | 05A - 2016MK | | -182.55 |
| 05/13/2016 | Journal | 05B - 2016MK | | -120.05 |

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|-----------------|------------------------------------|---------------|
| 05/13/2016 | Journal | 05B - 2016MK | | -675.83 |
| 05/13/2016 | Journal | 05B - 2016MK | | -131.67 |
| 05/18/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 05/18/2016 | Bill Payment | W/D | PERA | -2,614.84 |
| 05/19/2016 | Bill Payment | 11298 | Minnesota Dept of Public Safety | -1,947.02 |
| 05/20/2016 | Bill Payment | 11299 | Amazon | -1,858.52 |
| 05/20/2016 | Bill Payment | 11300 | American Legion Baseball | -280.00 |
| 05/20/2016 | Bill Payment | 11301 | CenterPoint Energy | -152.44 |
| 05/20/2016 | Bill Payment | 11302 | City of Andover | -1,282.25 |
| 05/20/2016 | Bill Payment | 11303 | City of Champlin | -94.79 |
| 05/20/2016 | Bill Payment | 11304 | Comcast 2 | -452.73 |
| 05/20/2016 | Bill Payment | 11305 | Comcast Cable | -165.94 |
| 05/20/2016 | Bill Payment | 11306 | Huebsch | -33.07 |
| 05/20/2016 | Bill Payment | 11308 | Kahuna Window Cleaning | -268.00 |
| 05/20/2016 | Bill Payment | 11311 | Nelson Auto Center, Inc. | -11,332.80 |
| 05/20/2016 | Bill Payment | 11312 | The Lincoln National Life Ins. Co. | -517.43 |
| 05/20/2016 | Bill Payment | 11313 | Trans Alarm | -425.10 |
| 05/20/2016 | Bill Payment | 11314 | Verizon Wireless | -70.29 |
| 05/27/2016 | Bill Payment | W/D | PERA | -2,398.70 |
| 05/27/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| 05/27/2016 | Journal | 05C - 2016MK | | -5,130.94 |
| 05/27/2016 | Journal | 05C - 2016MK | | -13,447.77 |
| Total | | | | -97,230.50 |

Deposits and Other Credits cleared

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|-------------|-----------------|----------------------|---------------|
| 05/06/2016 | Deposit | | Kristie Zimmer | 18.95 |
| 05/06/2016 | Deposit | | Eileen Griffin | 15.00 |
| 05/06/2016 | Deposit | | Donna Wilber | 15.00 |
| 05/20/2016 | Deposit | | Anastasios Bakritges | 45.00 |
| 05/20/2016 | Deposit | | Diana Olson | 15.00 |
| 05/31/2016 | Journal | 05D - 2016MK | | 132.66 |
| Total | | | | 241.61 |

Additional Information

Uncleared Checks and Payments as of 05/31/2016

| <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 |
| 02/12/2016 | Bill Payment | 11191 | Kurtis G. Ulrich | -40.00 |
| 03/25/2016 | Bill Payment | 11239 | MAGC | -1,105.00 |
| 05/20/2016 | Bill Payment | 11307 | Ideal Advertising | -1,793.00 |
| 05/20/2016 | Bill Payment | 11309 | MACTA | -1,020.00 |
| 05/20/2016 | Bill Payment | 11310 | Monarch Pest Control | -112.64 |
| 05/27/2016 | Bill Payment | 11316 | Preferred One Insurance Co. | -5,671.90 |
| 05/27/2016 | Bill Payment | 11315 | Greenery Enterprises, Inc | -262.82 |
| 05/27/2016 | Journal | 05C - 2016MK | | -182.55 |
| Total | | | | -10,312.91 |

Uncleared Deposits and Other Credits as of 05/31/2016

| <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 05/31/2016

| <u>Date</u> | <u>Type</u> | <u>Num</u> | <u>Name</u> | <u>Amount</u> |
|-------------|--------------|------------|-----------------------------------|---------------|
| 06/03/2016 | Bill Payment | 11317 | ACE Solid Waste, Inc. | -85.97 |
| 06/03/2016 | Bill Payment | 11318 | Alliance for Community Media | -80.00 |
| 06/03/2016 | Bill Payment | 11319 | Comcast Cable | -390.23 |
| 06/03/2016 | Bill Payment | 11320 | David S. Washburn | -150.00 |
| 06/03/2016 | Bill Payment | 11321 | Gerald S. Thomson | -150.00 |
| 06/03/2016 | Bill Payment | 11322 | Greenery Enterprises, Inc | -455.92 |
| 06/03/2016 | Bill Payment | 11323 | Holiday Station | -62.95 |
| 06/03/2016 | Bill Payment | 11324 | LiveU Inc. | -697.32 |
| 06/10/2016 | Bill Payment | 11340 | Xcel Energy | -1,144.05 |
| 06/10/2016 | Bill Payment | 11339 | Vividly Clean Inc. | -535.63 |
| 06/10/2016 | Bill Payment | 11338 | Verus Corporation | -633.75 |
| 06/10/2016 | Bill Payment | 11337 | U.S. Bank Corporate | -2,118.40 |
| 06/10/2016 | Bill Payment | 11336 | Timesavers | -209.85 |
| 06/10/2016 | Bill Payment | 11335 | Redpath and Company | -13,075.00 |
| 06/10/2016 | Bill Payment | 11334 | Prime Advertising & Design, Inc. | -1,961.37 |
| 06/10/2016 | Bill Payment | 11333 | Pierce | -140.00 |
| 06/10/2016 | Bill Payment | 11332 | LiveU Inc. | -536.40 |
| 06/10/2016 | Bill Payment | 11331 | Kennedy & Graven, Chartered | -255.00 |
| 06/10/2016 | Bill Payment | 11330 | Kahuna Window Cleaning | -120.00 |
| 06/10/2016 | Bill Payment | 11329 | Huebsch | -33.07 |
| 06/10/2016 | Bill Payment | 11328 | Gerald S. Thomson | -40.00 |
| 06/10/2016 | Bill Payment | 11327 | Comcast Cable | -165.94 |
| 06/10/2016 | Bill Payment | 11326 | City of Andover | -1,152.96 |
| 06/10/2016 | Bill Payment | 11325 | CenterPoint Energy | -81.52 |
| 06/10/2016 | Bill Payment | W/D | PERA | -2,490.54 |
| 06/10/2016 | Bill Payment | W/D | Minnesota State Retirement System | -570.00 |
| Total | | | | -27,335.87 |

QCCCC Agenda Item

4.3 Executive Director's Report

July 11, 2016

To: Commissioners

From: Karen George, Executive Director

Subject: Executive Director's Report (June and July)

Comcast Electronic Program Guide

The QCTV Community Channel (Comcast Channel 15) will be the first QCTV channel with on-screen electronic program guide available to viewers. Our business partner Comcast is providing this service free of charge. Although there is typically a 90-day implementation period, the EPG was launched in June.

Legislative Update

Attached to this report is the MACTA legislative weekly update for May 24.

Insurance claim

The insurance claim for the damaged camera and related equipment is in process of replacement/repair. The League of Minnesota Cities Insurance Trust has valued the repair costs at:

| | |
|-----------|--------------------|
| Camera | \$14,291.71 |
| Zoom | \$ 3,312.76 |
| Lens | \$ 508.19 |
| Tripod | \$ 728.28 |
| Rental | \$ 1,350.00 |
| Total | <u>\$20,190.94</u> |
| Less Ded. | \$ 250 |
| Payment | <u>\$19,904.94</u> |

The camera lens and zoom will be repaired. The camera and tripod will be replaced. There were three estimates received for the camera replacement and Alpha Video came in with the lowest cost. The camera has been ordered and received. There are sufficient funds in the operating budget to cover the cost difference between the insurance repair value and the replacement cost. We are awaiting final lens repair cost as there was more damage discovered once in the repair lab.

2015 Audit completed

The commission accepted the 2015 audit at the May 19 meeting. The final reports have been filed with the State Auditor's Office. There is one year remaining on the contract with Redpath and Company, which will complete the 2016 audit.

Century Link negotiations

Representatives of the commission and CenturyLink have met to review latest draft agreement. Additional talks are scheduled in July.

Web site

The web site basic features are functioning and the QCTV network server has been upgraded to allow live channel viewing via the web site. Staff continues to work with the vendor for resolution of other outstanding items on the punch list as referenced in the Technology monthly report.

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 sponsored a workshop on this topic at the June 9 conference in St. Paul. I moderated the panel discussion. Staff will continue to monitor.

Comcast rate notice – customer inquiries

Comcast customers have been contacting Comcast regarding the line-itemization increase in Broadcast fee and the Regional Sports fee. Comcast representatives are informing customers that this is a city-imposed fee. Customers then call the city and are referred to QCTV. I have informed Comcast to remedy this incorrect information with their customer service representatives. I work with each customer to help them understand what is an authorized government fee and which are programming fees under the control of Comcast. There are two letters from Comcast regarding other services attached to this report.

City programming service

QCTV has added still photos of each city to the Razuna for city staff to use in publications, web sites, and social media posts. Staff has also completed a Slow TV featuring each city hall that has been playing on the channel for the past month.

August 18 commission meeting cancelled

The regular meeting of the commission scheduled for August 18 has been cancelled.

Electronic calendars

QCTV has expanded use of electronic calendars from the master production and staffing calendars to sharing all individual calendars.

Replacement cargo van

The new cargo van has been delivered, the old vehicle delivered for trade in, and all safety features have been installed. The insurance has been updated.



News staff announced

QCTV is proud to announce the promotions of two employees: Chris Carpenter and Dave Washburn.

Please join me in welcoming Chris Carpenter to the role of Full-time Producer at QCTV. Chris has worked as a QCTV Associate Producer – PT since 2005. He most recently served as a television production technician for the Minnesota House of Representatives where he honed his live government meeting skills and deepened his understanding of the legislative process. Chris also brings a rich background in radio as a show producer, writer, interviewer, and on-air talent for sports-related talk shows. In his new role at QCTV, Chris will continue his work delivering quality coverage of government meetings and segment producer/interviewer for News & Views. He will produce It's Your History and collaborate on staff productions such as The Grid, Live and Local, and the Local Show. Welcome, Chris!

Please join me in welcoming Dave Washburn to the role of part-time Associate Producer at QCTV. Dave has worked in broadcasting on a full and part time basis for over twenty years, most recently as a part-time production assistant at QCTV. Some of his jobs along the way have included nearly 15 years as a volunteer and part time employee with North Metro Channel 15, and 12 years as sports announcer and writer with Minnesota Score. Dave currently works as the producer/engineer with the Johnnies Football Radio Network, and will enter a 10th season this fall. Dave holds a broadcast certificate from Brown College and is currently completing his AA degree at Hennepin Technical College. Dave will continue his work on mobile production shoots and will begin delivering quality coverage of government meetings. He will also collaborate on staff productions such as The Grid, Live and Local, and the Local Show. Welcome, Dave!

George nominated for Chamber of Commerce Board

I have been nominated for a seat on the board of directors for the Anoka Area Chamber of Commerce. The election is to take place this fall.

Employee logo apparel delivered



All full-time and part-time staff have received logo apparel as approved by the board of directors. Employees are appreciative and proudly wear the logo shirts and jackets to work and on shoots.

Monthly reports

Attached to this agenda item are the operations and technology updates for April and May and the April and May statistical reports.

Customer comments

Thank you so much for the update and for providing such awesome sports programming to the communities in which you serve. My dad is in a nursing home and loves watching his grandson play via your site.

Thanks again,

Rob

iPhone from my

From Twitter:



Andover Legion BBall @AndoverLegion · 4h

Thanks goes out to @qctv for televising last night's game! You guys are top notch! 👍👍



Action Requested: None.



June 24, 2016

Ms. Karen George
Executive Director
Quad Cities Cable
12254 Ensign Avenue North
Champlin, MN East

Dear Karen:

Improving the customer experience is our number one priority. We are implementing changes across the board to put our customers at the center of every decision we make and to give our employees the tools and support they need to deliver excellent service to our customers.

Customers have already begun seeing positive changes in the following areas:

- Narrowed appointment times
- On-time arrivals
- Hiring thousands of U.S.-based call centers representatives and technicians
- Digital support
- Easier returns through our partnership with UPS
- Redesigned stores
- Easier ordering through our partnership with Amazon

Technology and innovation have always been at the heart of what we do. We've reimagined the entertainment you love and we're committed to doing the same for your entire experience. Our commitment to every customer is to respect their time, simplify their experience and make it right if we ever fall short. Because we should fit into their lives. Not the other way around.

As always, if you have any questions please don't hesitate to contact me at 651-493-5778.

Sincerely,

Kate Hensing
Manager, External Affairs

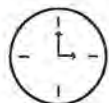
Enc. Customer Experience Fact Sheet

Our customers deserve the best.

We're on a mission to respect our customers' time, simplify their experience, and make it right if we fall short. Because we should fit into their lives. Not the other way around.

1

SERVING OUR CUSTOMERS FASTER.



SHORTER WINDOWS

Narrowed appointment windows from 4 hours to 2 hours.



SOCIAL CARE

Tripled our social care team and improved social media response time by 98%.



ON-TIME ARRIVALS

Hit 98.9% on-time arrival rate for scheduled appointments.



MORE PEOPLE

Hired thousands of U.S.-based call center reps, technicians, store experts and digital care experts to get to customers faster.

Opening four new call centers

Opening new call centers in Albuquerque, NM, Tucson, AZ, Spokane, WA and Charleston, SC so we can serve our customers faster.

All employee training

Since September 2015, conducted 6,000 peer-led training sessions with nearly 80,000 employees focused on what we need to do to deliver better customer service. From senior leaders to frontline employees, all were asked to focus on what they can do to make a positive difference for our customers.

2

IMPROVING AND SIMPLIFYING THE EXPERIENCE.



DIGITAL SUPPORT

More than 9 million customers using My Account to restart devices, make payments and schedule a call with us.



EASIER RETURNS

2.5 million Xfinity devices delivered to The UPS Store since September 2014.



REDESIGNING STORES

Eliminating lines and creating an interactive environment. 170 Xfinity Store renovations completed.



EASIER ORDERING

Partnered with Amazon to make the purchase process seamless.

2,400 military hires in 2015

On track to hire an additional 10,000 by the end of 2017.

Simplified billing

Making our pricing simpler and more consistent and sending customers digital receipts so there is no confusion. Also eliminating policies and fees that don't make sense.

3

FIXING IT THE FIRST TIME. MAKING IT RIGHT IF WE FALL SHORT.



Improvement in resolving an issue the first time a customer calls.



Reduction in repeat tech visits within 30 days, meaning we are fixing it right the first time we're in a customer's home.

\$20

If we're late, customers get an automatic \$20 credit.

Over 100,000 participants in Comcast Cares Day

Employees, their families and our community partners come together annually for the nation's largest single-day corporate volunteer event.

Creating products people love.

We have thousands of engineers and technologists who are responsible for building the network, platforms and products that tens of millions of people enjoy every day.

WE CREATE PLATFORMS THAT DELIVER AMAZING EXPERIENCES.

X1

Quickly search and navigate live TV & tens of thousands of on demand movies and shows. Installing 40,000 boxes per day.



HIGH SPEED INTERNET

Increased speeds 17 times in 15 years. Added 13 million Wi-Fi Hotspots. 77% of users have access to 50 Mbps or faster, and Gigabit speeds are available nationwide.



VOICE CONTROL

Search and navigate TV with your voice. More than 6 million homes have a voice remote and we're shipping 70,000 new ones every day.

WE'RE INNOVATING TO DELIVER MORE VALUE.



CREATING A SMARTER NETWORK FOR THE SMART HOME.



NETWORK RELIABILITY

Network-monitoring tools that can detect issues long before customers experience interruptions.



SMARTER NETWORK

Powerful enough to meet growing demand, but flexible enough to anticipate new trends.



INTERNET OF THINGS

A single home automation platform that helps consumers control Internet of Things (IoT) devices and home security.

Making products accessible

Built the industry's first "talking guide" for people who are blind and created a customer service call center specifically dedicated to those with disabilities.

Creating options for multicultural viewers

More than 100 networks geared toward diverse audiences. X1 has a new Spanish-Language TV interface and voice remote now recognizes spanish commands.

Appealing to a new generation of customers

Xfinity on Campus lets students watch their favorite shows and movies on devices, anywhere on campus.

Serving businesses, big and small

Offering high-performance Ethernet, cloud-computing and video services to small and mid-size businesses. Launched an enterprise group in 2015, establishing a new choice for large business customers.

Partnerships that drive innovation





June 3, 2016

Ms. Karen George
Quad Cities Cable
12254 Ensign Avenue North
Champlin, MN 55316

Dear Karen:

Comcast customers can bring even more entertainment with them wherever they go with our XFINITY apps. At Comcast we want our customers to make the most of their services by unlocking the total XFINITY experience with our nine free apps:

- **XFINITY TV:** Turn any device into a personal TV screen anywhere in your home.
- **XFINITY SHARE:** Share live's moments with friends and family.
- **XFINITY TV GO:** Take your entertainment with you, anywhere you go.
- **XFINITY TV Remote:** Use your smartphone or tablet as a remote control.
- **XFINITY Connect:** Use your home phone number to stay connected on the go.
- **XFINITY My Account:** Manage your account anytime, anywhere. No Lines. No Waiting.
- **XFINITY Home:** Look after your home, family and valuables from anywhere.
- **XFINITY WiFi:** Locate XFINITY WiFi Hotspots in your neighborhood.
- **XFINITY On Demand Purchases App:** Watch any shows you have purchased through Xfinity On Demand™, on your tablet or smart phone.

To download our free apps, go to xfinity.com/apps.

As always, should you have any questions, please don't hesitate to contact me.

Sincerely,

Kate Hensing
Manager, Comcast Government Affairs

XFINITY® apps do it all. Literally.

XFINITY Share app

With new live-streaming to TV, it's easy to share life's moments with friends and family so they'll never miss out — and it's only from XFINITY.®

XFINITY TV Go app

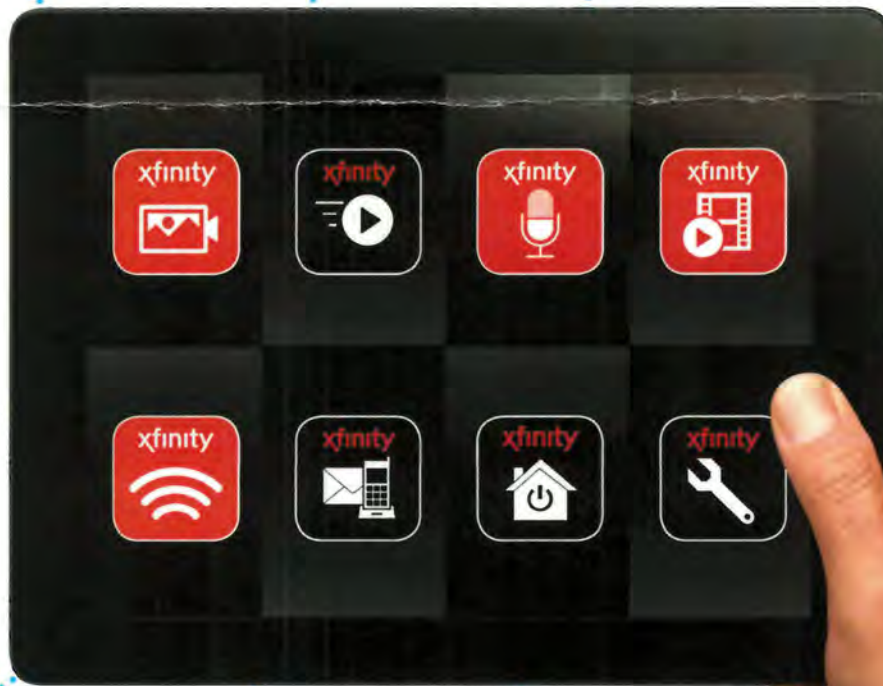
Take your entertainment with you. Watch thousands of XFINITY On Demand™ TV shows and movies on your mobile device.

XFINITY TV X1 Remote app

With a mere tap, swipe or voice command, you can search for shows and schedule DVR recordings.

XFINITY On Demand Purchases app

Access the shows and movies you have purchased to own through XFINITY On Demand™ and watch on your tablet or smartphone.



XFINITY WiFi app

Locate and get directions to millions of XFINITY WiFi hotspots in cities nationwide.

XFINITY Connect app

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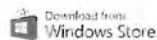
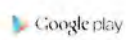
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QCCCC Agenda Item

4.3.1 Operations Report

June 2, 2016

To: Karen George, Executive Director

From: Katherine Lenaburg, Operations Manager

Subject: Operations Update

QCTV produced a show with the League of Women Voters ABC called "Water Resources in the Quad Cities Area" with Gretchen Sabel and Todd Haas from the City of Andover. We are also working on a show with the local league called "Get Ready to Vote" so we were at Champlin Park High School to get video and interviews of league members signing up seniors to vote in the fall elections. We will produce the rest of the show in June.

The mobile production van was active this month with the spring sports including boys and girls Lacrosse games as well as softball and baseball games. We produced two more "In The Game" shows for playback at half time during our games.

We covered the Anoka County Law Enforcement Memorial Ceremony. We also worked on "The Sheriff's Show" which will be completed next month.

For "News and Views" we shot eight packages throughout the community and had eight guests in our studio that resulted in a one hour show and four fifteen minute shows.

We worked with the Anoka County Master Gardeners and produced a show called "In the Garden: Zone Envy".

Our sister station CTN is covering all 50 St. Paul Saints games and QCTV will be carrying them as well. We have customized some promos to let our viewers know they can see live coverage of Saints games.

We produced seven new "Slow TV's" including The Mill Pond, Elm Creek, Rum River, and one that features all four city halls.

QCTV produced city meetings in our four cities as well as the cable commission meeting.

We produced “The District Court Show”, “The Chamber Show”, and were in pre-production for “It’s Your History” and post-production for “The Sheriff’s Show” and “The Local Show”.

We attended the Minnesota Association of Government Communicators Award ceremony and received three awards in the Live or live-to-tape category. 1st place went to The Anoka Pumpkin Football game, 2nd place was a collaboration with CTV for a Minnesota Gopher Hockey game, and third place for “Live and Local: Wargo Nature Center”.

Action: None

QCCCC Agenda Item

4.3.1 Operations Report

July 11, 2016

To: Karen George, Executive Director

From: Katherine Lenaburg, Operations Manager

Subject: Operations Update

QCTV produced live coverage of five area graduations (Andover, Anoka, Champlin Park, Metro North, and Anoka Hennepin Regional High School). The schools were very appreciative and we have sold DVD's and downloads from our website. Besides graduations, the mobile production van was used for several spring and summer sports events. We kicked off parade season with live coverage of The Father Hennepin Parade in Champlin and also produced live coverage of The Fun Fest Parade in Andover.

We covered the "The State of Anoka County" show produced by the Chamber of Commerce. Chairperson Rhonda Sivarajah was the guest speaker.

QCTV held "PSA Day" in our studio and invited 20 non-profit organizations as well as our four member cities to our studio and offered free production of free PSA. The PSA can be used by the organization as well as the QCTV. We produced five PSA's that are now running on our channels and website. The organizations are using their PSA's on their websites and Facebook pages.

We continued our partnership with the Anoka County Library and produced a show on summer teen programs called "Let's Go To The Library".

We produced several government meetings as well as our regular monthly shows: "News and Views", "The Chamber Show", and "The Sheriff's Show." "The Local Show" was also completed. We continue to work on "It's Your History" and "The Grid" for completion next month.

Our work with the League of Women Voters continues and we produced a show called "Get Ready to Vote." Minnesota Secretary of State Steve Simon was the guest of host Geri Nelson. For this program, we also had 35 people in our studio to answer the question "Why should I vote?" that will be included in the show. This program will be shown

throughout the state of Minnesota. Pre-planning is taking place for candidate forums for fall elections.

We produced a pilot called “QC Cooks” in our studio. Volunteer Nadia Giordana hosted and she had as her guests a chef from Anoka and a representative from the Minnesota Department of Agriculture to talk about the cottage food industry. It went well and we are planning a second episode.

We attended the annual MACTA conference in St. Paul. The session had good seminars on production techniques, drones, and an update on the legislative session.

We also produced two episodes of “What’s new at the Q” to promote our programs. Nine new “Slow TV’s” were produced- several of them at scenic spots on local rivers, dams, fishing piers, and fountains.

Our sister station CTN is covering all 50 St. Paul Saints games and QCTV carries them as well. We have customized some promos to let our viewers know they can see live coverage of Saints games.

We produced a show called “Mel Aanerud as Will Rogers”. Mr. Aanerud came to our studio and we had an audience and Mel acted as Will Rogers and told tales.

Action: None

June 1, 2016

To: Karen George, Executive Director

From: Steve Ulrich

Subject: May 2016 Technology Report

Equipment Issues:

QCTV Equipment

- Installed Microsoft Server 2012R2 as redundant Active Directory server.
- Worked with WatchGuard to resolve a report issue with the Dimension server.
- Completed connections from Century Link demark.
- Installed switch for Xpressions machine to facilitate automated inserts.
- Resolve issue with Vbrick video for Saint's games.

Web Site:

- No progress from BizzyWeb on outstanding issues.
- Continue to add games to web store.

May Projects:

- Complete Studio wiring.
- Install and configure studio tally lights
- Install redundant Active Directory server.

June Planned Projects:

- Continue to add Games to store
- Internal web project
- Replace network switches

Ongoing Projects:

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

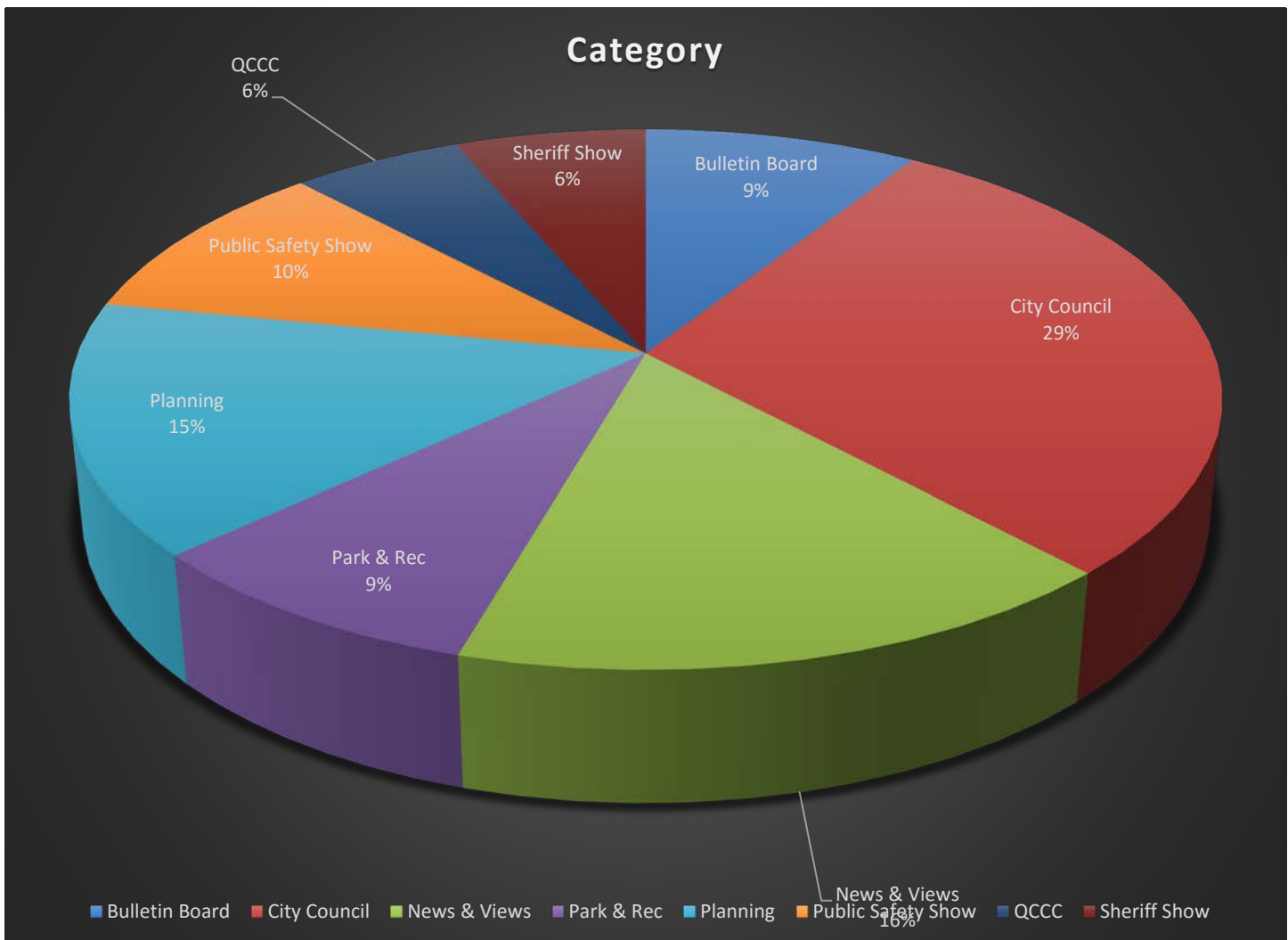
Action: None.

Andover Channel & Web Statistics

May 2016

| Playback: | Shows: | Bulletin Board: | Web Hits: |
|--------------------|-----------------|----------------------------|--------------------------------------|
| Total Runs: 872 | New Shows: 8 | Total Hours: 66.84 | Page Hits: 153 |
| Total Time: 677.16 | New Time: 8.8 | Saturation: 8.9% | See separate report for full details |
| Saturation: 91.1% | All Shows: 20 | New Andover: 77 | |
| | All Time: 14.35 | New All Cities: 392 | |

| Shown In Multiple Cities | | |
|--------------------------|-----------------------------------|------|
| 5/4/2016 | News & Views - May 2016 | 1.00 |
| 4/1/2016 | News and Views - April 2016 | 1.00 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.97 |
| 4/21/2016 | QCCC 04-21-2016 | 0.77 |
| 5/19/2016 | QCCC 05-19-2016 | 0.23 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.50 |



Detail

| Title | Event Date | Category | Length-d | Runs | Total-d |
|--|------------|---------------|----------|------|----------|
| A Greener Read - Recycling 01-07-2015 | 1/7/2016 | Informational | 0.051944 | 35 | 1.818056 |
| Andover City Council 05-17-2016 | 5/17/2016 | City Council | 2.415278 | 59 | 142.5014 |
| Andover City Council Meeting 04-19-2016 | 4/19/2016 | City Council | 0.73 | 10 | 7.3 |
| Andover City Council Meeting 05-03-2016 | 5/3/2016 | City Council | 1.073889 | 61 | 65.50722 |
| Andover News & Views - April 2016 | 4/1/2016 | News & Views | 0.262778 | 30 | 7.883333 |
| Andover News & Views - May 2016 | 5/4/2016 | News & Views | 0.239722 | 148 | 35.47889 |
| Andover Park and Recreation 05-05-2016 | 5/5/2016 | Park & Rec | 1.288333 | 28 | 36.07333 |
| Andover Park and Recreation 05-19-2016 | 5/19/2016 | Park & Rec | 0.645833 | 28 | 18.08333 |
| Andover Park and Recreation Meeting 04-07-2016 | 4/7/2016 | Park & Rec | 0.614722 | 16 | 9.835556 |
| Andover Planning Commission 4-12-2016 | 4/12/2016 | Planning | 0.589722 | 30 | 17.69167 |
| Andover Planning Commission 05-10-2016 | 5/10/2016 | Planning | 1.908611 | 49 | 93.52194 |
| Mayor Trude Water Challenge PSA | 4/4/2016 | PSA | 0.019444 | 35 | 0.680556 |
| Meet Brian Kraabel | 7/17/2014 | Informational | 0.018889 | 12 | 0.226667 |
| Meet Kameron Kytonen | 7/17/2014 | Informational | 0.027222 | 12 | 0.326667 |
| News & Views - May 2016 ** | 5/4/2016 | News & Views | 1 | 67 | 67 |
| News and Views - April 2016 ** | 4/1/2016 | News & Views | 1 | 11 | 11 |
| Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.967778 | 76 | 73.55111 |
| Quad Cities Cable Commission 04-21-2016 ** | 4/21/2016 | QCCC | 0.774444 | 47 | 36.39889 |
| Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.226667 | 24 | 5.44 |
| The Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.498333 | 94 | 46.84333 |

**** Shown In Multiple Cities**

14.35361 872 677.1619

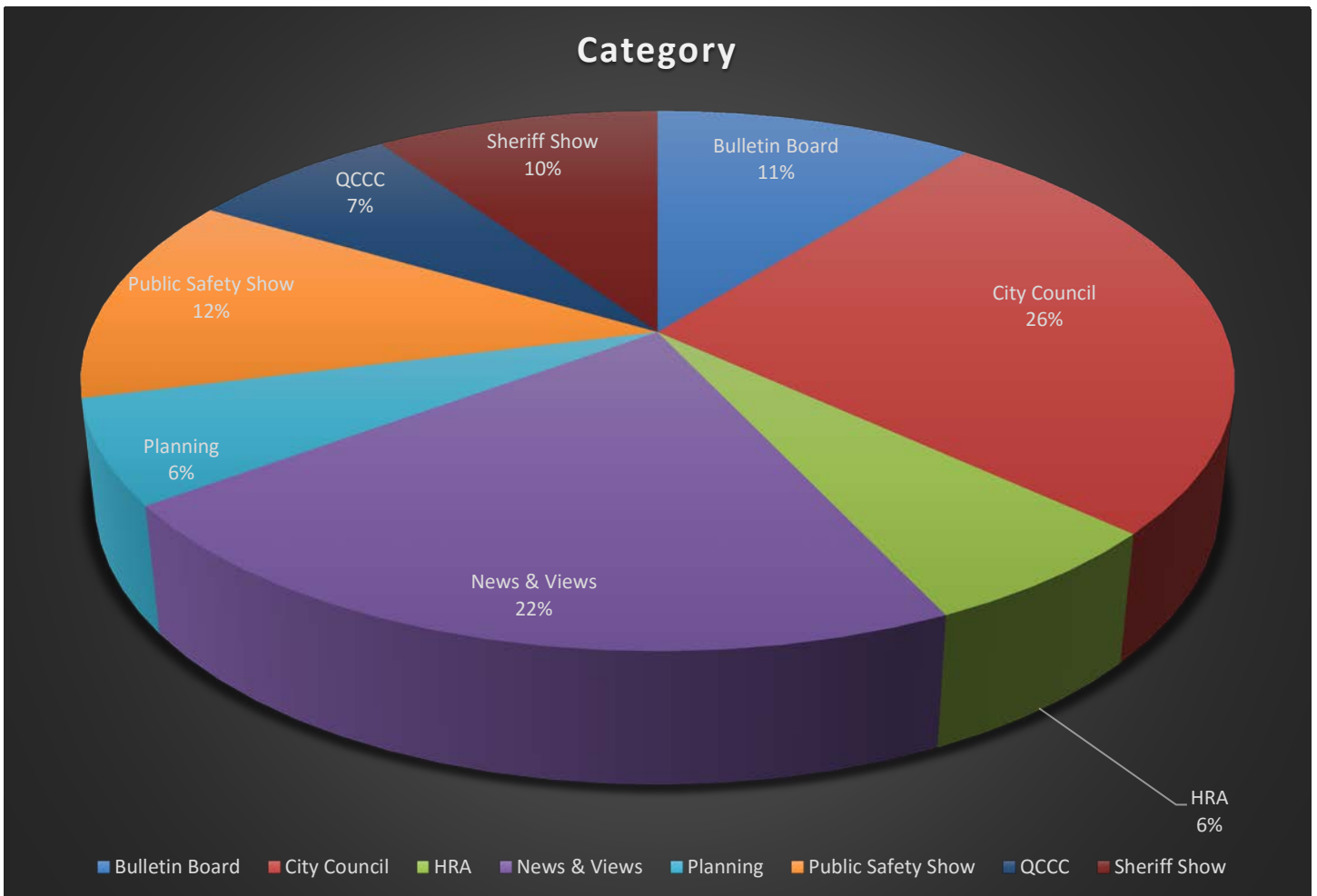
| | |
|-----------------------------|----------|
| Total Programming Hours: | 677.1619 |
| Total Bulletin Board Hours: | 66.8381 |
| Total Runs: | 872 |
| May Total Time: | 744 |

Anoka Channel & Web Statistics

May 2016

| Playback: | Shows: | Bulletin Board: | Web Hits: |
|--------------------|----------------|----------------------------|--------------------------------------|
| Total Runs: 991 | New Shows: 7 | Total Hours: 79.04 | Page Hits: 295 |
| Total Time: 664.96 | New Time: 5.92 | Saturation: 10.6% | See separate report for full details |
| Saturation: 89.4 % | All Shows: 16 | New Anoka: 71 | |
| | All Time: 15.4 | New All Cities: 392 | |

| Shared With Multiple Cities | | |
|-----------------------------|-------------------------------------|------|
| 4/13/2016 | Anoka-Champlin Fireboard 04-13-2016 | 0.80 |
| 5/4/2016 | News & Views - May 2016 | 1.00 |
| 4/1/2016 | News and Views - April 2016 | 1.00 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.97 |
| 4/21/2016 | QCCC 04-21-2016 | 0.77 |
| 5/19/2016 | QCCC 05-19-2016 | 0.23 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.50 |



Detail

| Title | Event Date | Category | Length-d | Runs | Total-d |
|--|------------|---------------|----------|------|----------|
| Anoka City Council Meeting 04-18-2016 | 4/18/2016 | City Council | 1.4564 | 5 | 7.2819 |
| Anoka City Council Meeting 05-02-2016 | 5/2/2016 | City Council | 2.4211 | 52 | 125.8978 |
| Anoka City Council Meeting 05-16-2016 | 5/16/2016 | City Council | 1.2222 | 50 | 61.1111 |
| Anoka HRA Meeting 04-11-2016 | 4/11/2016 | HRA | 0.6153 | 19 | 11.6903 |
| Anoka HRA Meeting 05-09-2016 | 5/9/2016 | HRA | 0.4478 | 76 | 34.0311 |
| Anoka News & Views - April 2016 | 4/1/2016 | News & Views | 0.2167 | 27 | 5.8500 |
| Anoka News & Views - May 2016 | 5/4/2016 | News & Views | 0.2333 | 224 | 52.2667 |
| Anoka Planning Commission 05-03-2016 | 5/3/2016 | Planning | 0.3650 | 92 | 33.5800 |
| Anoka Planning Commission 04-05-2016 | 4/5/2016 | Planning | 3.1575 | 4 | 12.6300 |
| Anoka-Champlin Fireboard 04-13-2016 ** | 4/13/2016 | Fire Board | 0.7978 | 3 | 2.3933 |
| News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 93 | 93.0000 |
| News and Views - April 2016 ** | 4/1/2016 | News & Views | 1.0000 | 11 | 11.0000 |
| Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 95 | 91.9389 |
| Quad Cities Cable Commission 04-21-2016 ** | 4/21/2016 | QCCC | 0.7744 | 54 | 41.8200 |
| Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 45 | 10.2000 |
| The Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.4983 | 141 | 70.2650 |

** Shared With Multiple Cities

15.4003 991 664.9561

Total Programming Hours: 664.9561

Total Bulletin Board Hours: 79.0439

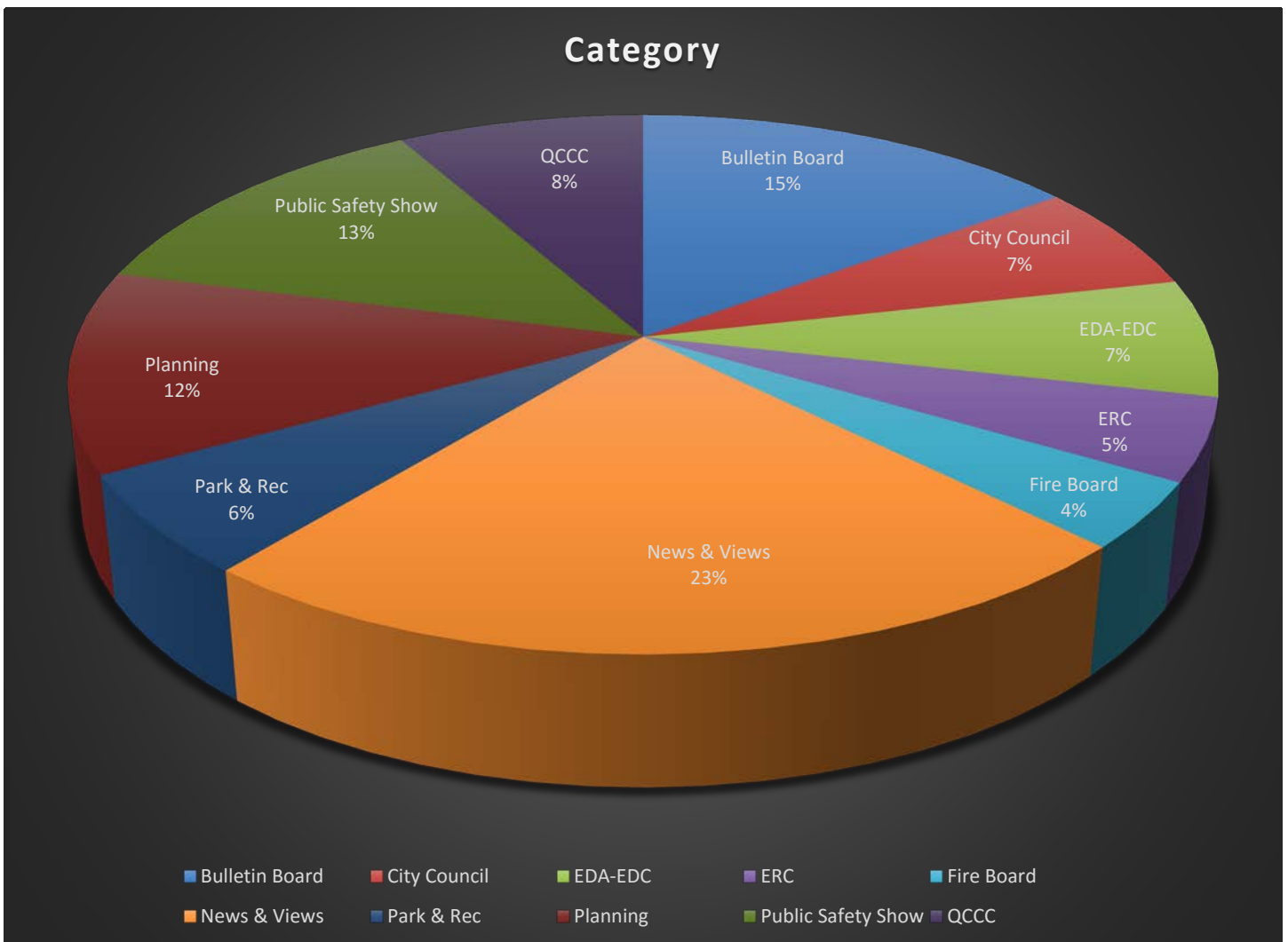
Total Runs: 991

May Total Hours: 744

Champlin Channel & Web Statistics May 2016

| Playback: | | Shows: | | Bulletin Board: | | Web Hits: | |
|-------------|--------|------------|-------|------------------------|------------|--------------------------------------|-----|
| Total Runs: | 1032 | New Shows: | 8 | Total Hours: | 111.01 | Page Hits: | 168 |
| Total Time: | 632.99 | New Time: | 4.85 | Saturation: | 15% | See separate report for full details | |
| Saturation: | 85% | All Shows: | 17 | New Champlin: | 59 | | |
| | | All Time: | 11.24 | New All Cities: | 392 | | |

| Shared With Multiple Cities | | |
|-----------------------------|-------------------------------------|------|
| 4/13/2016 | Anoka-Champlin Fireboard 04-13-2016 | 0.80 |
| 5/4/2016 | News & Views - May 2016 | 1.00 |
| 4/1/2016 | News and Views - April 2016 | 1.00 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.97 |
| 4/21/2016 | QCCC 04-21-2016 | 0.77 |
| 5/19/2016 | QCCC 05-19-2016 | 0.23 |



Detail

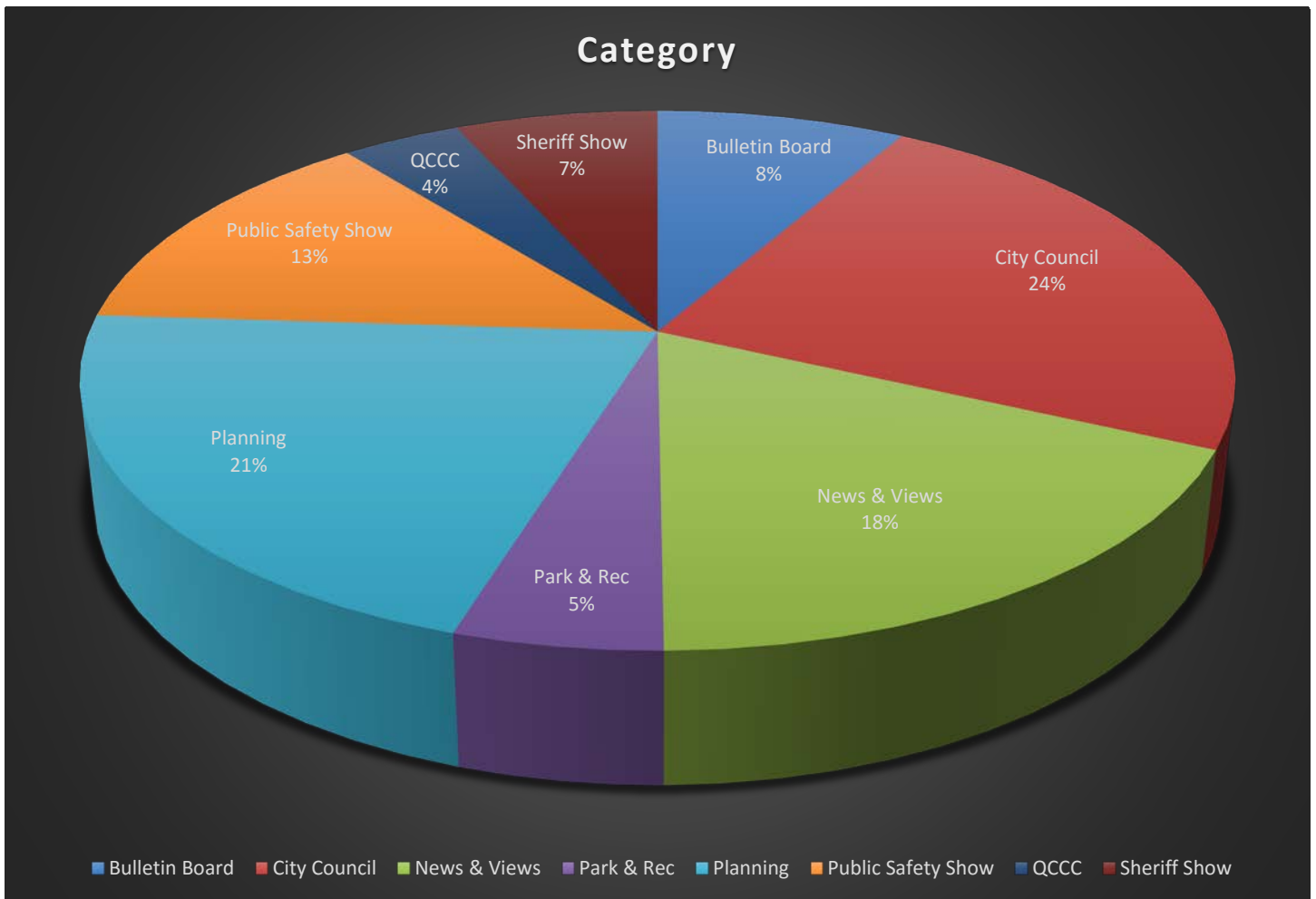
| Title | Event Date | Category | Length-d | Runs | Total-d |
|---|------------|---------------|----------|------|----------|
| Anoka-Champlin Fireboard 04-13-2016 ** | 4/13/2016 | Fire Board | 0.7978 | 37 | 29.5178 |
| Champlin City Council Meeting 05-09-2016 | 5/9/2016 | City Council | 0.6797 | 47 | 31.9469 |
| Champlin City Council Meeting 05-23-2016 | 5/23/2016 | City Council | 0.6239 | 27 | 16.8450 |
| Champlin EDA & City Council Meeting 04-25-2016 | 4/25/2016 | EDA-EDC | 1.1211 | 47 | 52.6922 |
| Champlin ERC Meeting 02-01-2016 | 2/1/2016 | ERC | 0.7128 | 6 | 4.2767 |
| Champlin ERC Meeting 05-02-2016 | 5/2/2016 | ERC | 0.3436 | 94 | 32.2994 |
| Champlin News & Views - April 2016 | 4/1/2016 | News & Views | 0.2375 | 38 | 9.0250 |
| Champlin News & Views - May 2016 | 5/4/2016 | News & Views | 0.2806 | 203 | 56.9528 |
| Champlin Park and Recreation Meeting 05-03-2016 | 5/3/2016 | Park & Rec | 0.4642 | 92 | 42.7033 |
| Champlin Park and Recreation Meeting 2-16-2016 | 2/16/2016 | Park & Rec | 0.1656 | 11 | 1.8211 |
| Champlin Planning Commission 05-16-2016 | 5/16/2016 | Planning | 1.2336 | 50 | 61.6806 |
| Champlin Planning Commission 04-18-2016 | 4/18/2016 | Planning | 0.6147 | 46 | 28.2772 |
| News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 99 | 99.0000 |
| News and Views - April 2016 ** | 4/1/2016 | News & Views | 1.0000 | 10 | 10.0000 |
| Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 98 | 94.8422 |
| Quad Cities Cable Commission 04-21-2016 ** | 4/21/2016 | QCCC | 0.7744 | 59 | 45.6922 |
| Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 68 | 15.4133 |
| ** Shared With Multiple Cities | | | 11.2439 | 1032 | 632.9858 |

Total Programming Hours: 632.9858
Total Bulletin Board Hours: 111.0142
Total Runs: 1032
May Total Time: 744

Ramsey Channel & Web Statistics May 2016

| Playback: | Shows: | Bulletin Board: | Web Hits: |
|--------------------|-----------------|----------------------------|---------------------------------------|
| Total Runs: 811 | New Shows: 6 | Total Hours: 61.65 | Total Hits: 84 |
| Total Time: 682.35 | New Time: 5.98 | Saturation: 8.3% | See separate report for full details. |
| Saturation: 91.7% | All Shows: 14 | New Ramsey: 83 | |
| | All Time: 13.85 | New All Cities: 392 | |

| Shared With Multiple Cities | | |
|-----------------------------|-----------------------------------|------|
| 5/4/2016 | News & Views - May 2016 | 1.00 |
| 4/1/2016 | News and Views - April 2016 | 1.00 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.97 |
| 4/21/2016 | QCCC 04-21-2016 | 0.77 |
| 5/19/2016 | QCCC 05-19-2016 | 0.23 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.50 |



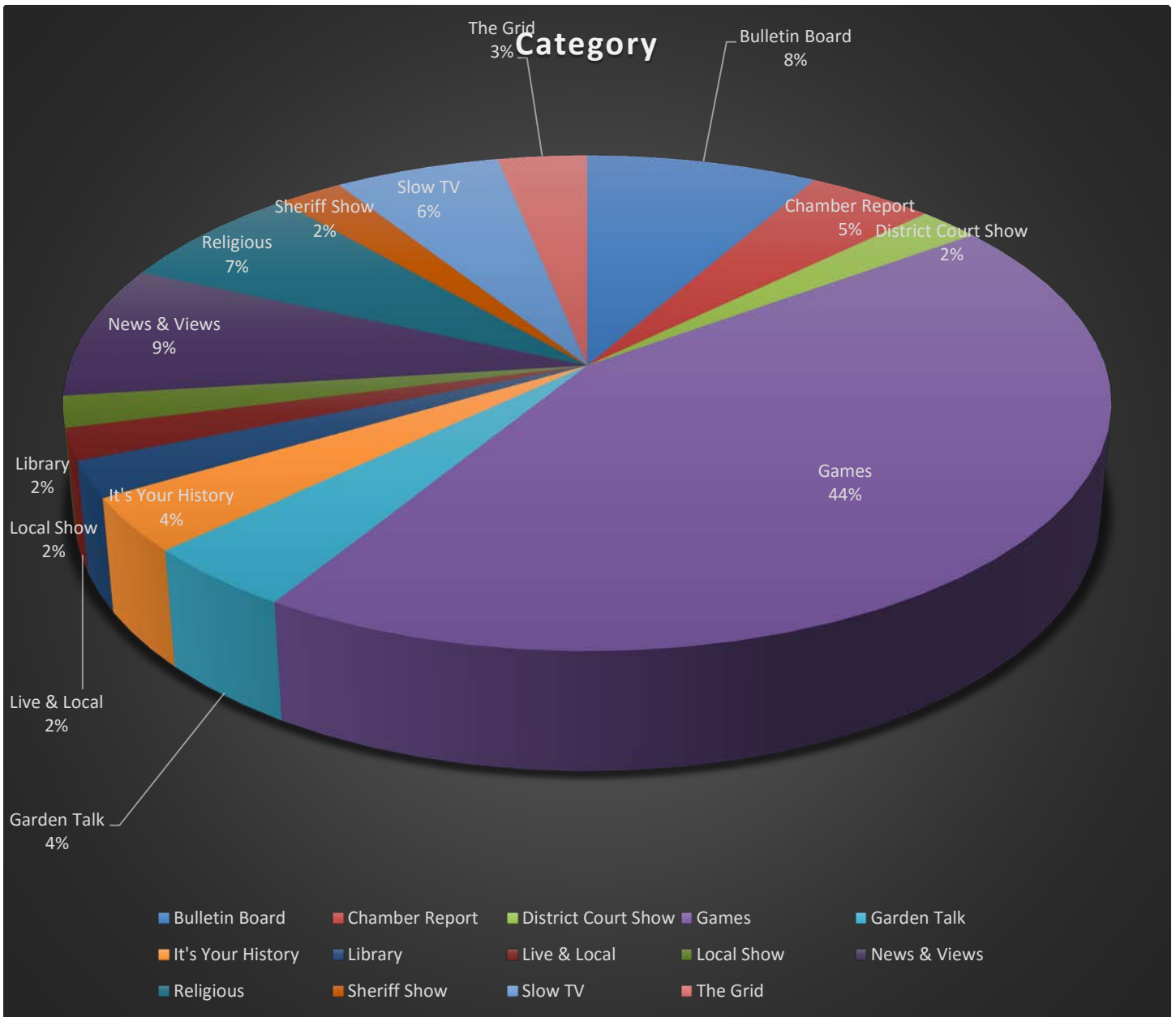
Detail

| Title | Event Date | Category | Length-d | Runs | Total-d |
|--|------------|---------------|----------|------|----------|
| News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 97 | 97.0000 |
| News and Views - April 2016 ** | 4/1/2016 | News & Views | 1.0000 | 8 | 8.0000 |
| Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 102 | 98.7133 |
| Quad Cities Cable Commission 04-21-2016 ** | 4/21/2016 | QCCC | 0.7744 | 31 | 24.0078 |
| Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 24 | 5.4400 |
| Ramsey City Council Meeting 04-26-2016 | 4/26/2016 | City Council | 1.4992 | 40 | 59.9667 |
| Ramsey City Council Meeting 05-10-2016 | 5/10/2016 | City Council | 1.6264 | 49 | 79.6931 |
| Ramsey City Council Meeting 05-24-2016 | 5/24/2016 | City Council | 1.5000 | 24 | 36.0000 |
| Ramsey News & Views - April 2016 | 4/1/2016 | News & Views | 0.2586 | 7 | 1.8103 |
| Ramsey News & Views - May 2016 | 5/4/2016 | News & Views | 0.2350 | 114 | 26.7900 |
| Ramsey Park and Recreation 4-14-2016 | 4/14/2016 | Park & Rec | 0.3386 | 109 | 36.9086 |
| Ramsey Planning Commission 04-07-2016 | 4/7/2016 | Planning | 2.5375 | 10 | 25.3750 |
| Ramsey Planning Commission 05-05-2016 | 5/5/2016 | Planning | 1.3928 | 95 | 132.3139 |
| The Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.4983 | 101 | 50.3317 |
| ** Shared With Multiple Cities | | | 13.8553 | 811 | 682.3503 |

Total Programming Hours: 682.3503
Total Bulletin Board Hours: 61.6497
Total Runs: 811
May Total Time: 744

Community Channel May 2016

| Playback: | | Shows: | | Bulletin Board: | | Web Hits: | |
|-------------|--------|------------|-------|----------------------|------------|--------------------------------------|------|
| Total Runs: | 1530 | New Shows | 58 | Total Hours | 54.59 | Sessions: | 1510 |
| Total Time: | 689.41 | New Time: | 40.38 | Saturation: | 7.4% | See separate report for full details | |
| Saturation: | 92.6 % | All Shows: | 127 | New Bulletins | 51 | | |
| | | All Time: | 87.49 | All Bulletins | 392 | | |



• Detail available upon request

Web Statistics

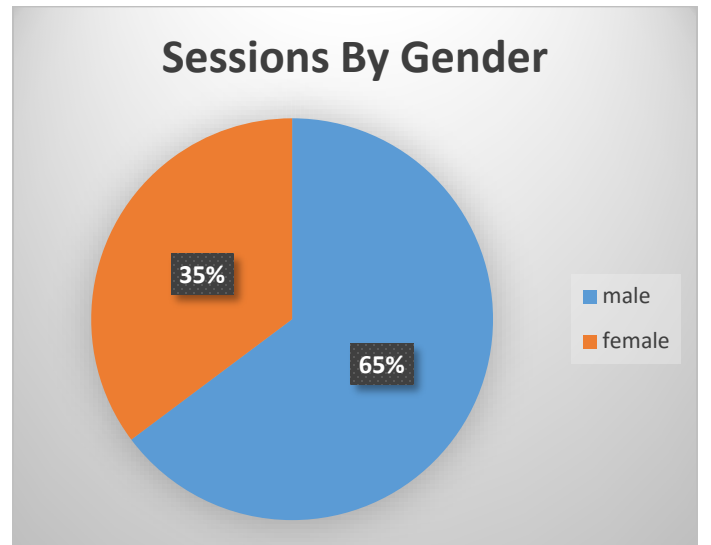
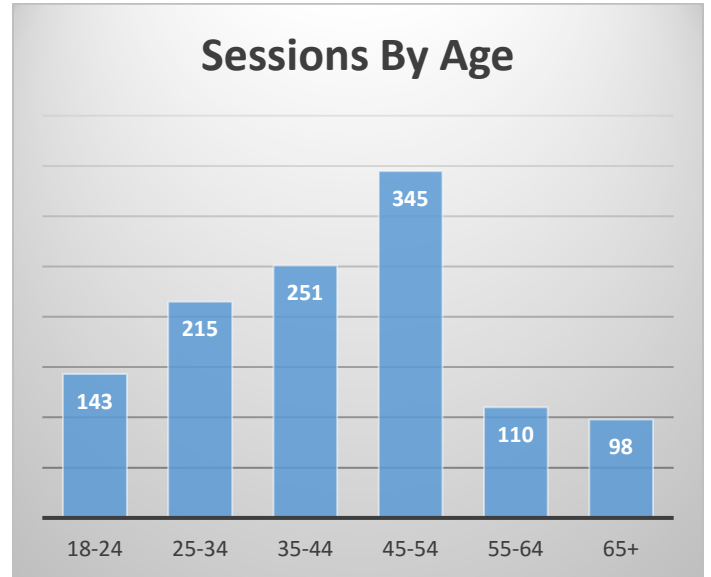
April 2016

| Overview | |
|----------------------|--------|
| Sessions | 3131 |
| Users | 1324 |
| Page views | 6309 |
| Pages per Session | 2.96 |
| Average Session | 2:44 |
| Bounce Rate | 45.14% |
| Percent New Sessions | 52.60% |

| Sessions by Browser | | |
|---------------------|------|--------|
| Chrome | 1053 | 49.41% |
| Safari | 511 | 23.98% |
| Internet Explorer | 262 | 12.29% |
| Firefox | 131 | 6.15% |
| Edge | 48 | 2.25% |
| Safari (in app) | 47 | 2.21% |
| Android Browser | 43 | 2.02% |
| Mozilla Compatible | 22 | 1.03% |
| Amazon Silk | 3 | 0.14% |

| Sessions by Mobile | | |
|--------------------|------------|-----|
| iOS | 504 | 66% |
| Android | 257 | 34% |
| Total | 761 | |

| Device Category | | |
|-----------------|------|--------|
| Desktop | 1370 | 64.29% |
| Mobile | 611 | 28.67% |
| Tablet | 150 | 7.04% |

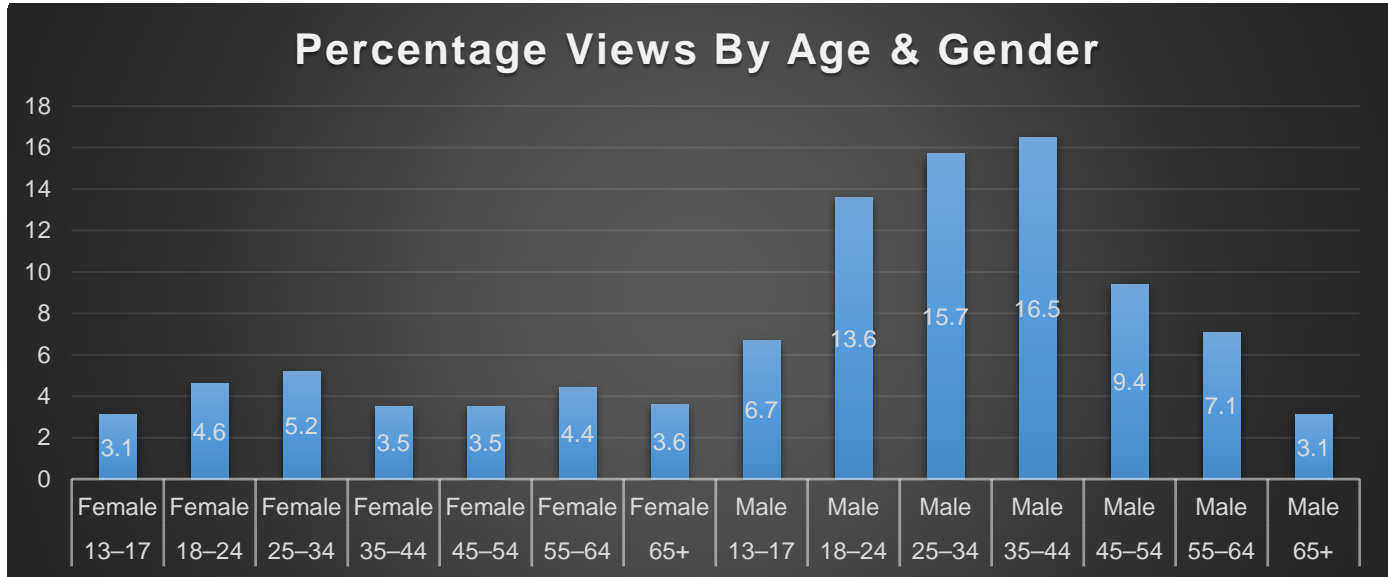


| Page Path Level 1 | Page Views | Unique Views | Avg. Time | Bounce Rate |
|--|------------|--------------|-----------|-------------|
| /home page | 1510 | 1060 | 71.41 | 35.21% |
| /sports/ | 741 | 535 | 259.12 | 48.84% |
| /program-guide/ | 331 | 219 | 42.45 | 13.64% |
| /anoka/ | 295 | 197 | 32.91 | 22.09% |
| /program-guide/qctv-community-channel/ | 178 | 108 | 176.15 | 29.41% |
| /champlin/ | 168 | 125 | 45.89 | 69.35% |
| /andover/ | 153 | 113 | 23.10 | 16.28% |
| /qctv-programs/ | 153 | 120 | 37.74 | 38.46% |
| /meeting_category/anoka/anoka-city-council-meetings/ | 131 | 93 | 24.87 | 33.33% |
| /city_meeting/anoka-news-views-may-2016/ | 107 | 89 | 111.93 | 80.00% |
| /shop/ | 102 | 69 | 56.88 | 0.00% |
| /in-the-game/ | 94 | 77 | 81.18 | 100.00% |
| /meeting_category/andover/andover-city-council-meetings/ | 85 | 64 | 11.15 | 38.46% |
| /ramsey/ | 84 | 60 | 13.48 | 16.13% |
| /jobs/ | 78 | 62 | 312.52 | 78.26% |
| /events/ | 68 | 53 | 75.61 | 5.88% |
| /meet-the-staff/ | 67 | 65 | 129.82 | 75.00% |
| /agendas/ | 63 | 44 | 178.54 | 85.71% |
| /live-and-local/ | 63 | 54 | 40.13 | 66.67% |
| /city_meeting/ramsey-news-views-may-2016/ | 58 | 48 | 308.42 | 74.36% |
| /city_meeting/andover-city-council-05-17-2016/ | 51 | 41 | 98.50 | 78.95% |
| /local-show/ | 49 | 39 | 83.43 | 66.67% |
| /meeting_category/champlin/champlin-city-council-meetings/ | 45 | 35 | 25.71 | 0.00% |
| /city_meeting/anoka-city-council-05-02-2016/ | 40 | 36 | 391.77 | 80.00% |
| /city_meeting/anoka-news-views-april-2016/ | 40 | 33 | 111.22 | 82.76% |
| /itsyourhistory/ | 37 | 29 | 297.29 | 75.00% |
| /program-guide/anoka-city-channel/ | 35 | 28 | 44.79 | 0.00% |
| /qctv-community-programs/ | 35 | 21 | 21.11 | 50.00% |
| /news-and-views/ | 33 | 27 | 189.06 | 40.00% |
| /who-we-are/ | 33 | 27 | 98.90 | 50.00% |
| /your-story/ | 32 | 31 | 57.00 | 83.33% |
| /meeting_category/ramsey/ramsey-city-council-meetings/ | 30 | 23 | 7.24 | 0.00% |
| /districtcourtshow/ | 28 | 24 | 688.83 | 58.82% |
| /league-of-women-voters/ | 27 | 19 | 103.75 | 57.14% |
| /city_meeting/andover-city-council-5-3-2016/ | 26 | 22 | 216.63 | 100.00% |
| /meeting_category/anoka/anoka-news-views/ | 26 | 22 | 13.50 | 0.00% |

| | | | | |
|---|----|----|--------|---------|
| /the-grid/ | 26 | 19 | 227.71 | 100.00% |
| /meeting_category/cable-commission/ | 25 | 22 | 11.71 | 100.00% |
| /program-guide/andover-city-channel/ | 24 | 16 | 32.05 | 0.00% |
| /event/7aaaa-section-softball-qf-round-1-time-team-tbd/ | 23 | 14 | 71.75 | 85.71% |
| /meeting_category/ramsey/ramsey-planning-commission-meetings/ | 23 | 18 | 6.28 | 0.00% |
| /city_meeting/anoka-city-council-5-16-2016/ | 21 | 21 | 280.67 | 100.00% |
| /meeting_category/anoka/anoka-planning-commission-meetings/ | 20 | 16 | 4.32 | 0.00% |
| /program-guide/qctv-community-channel/?date=2016-05-11 | 19 | 14 | 80.00 | 40.00% |
| /library/ | 18 | 17 | 67.60 | 71.43% |
| /city_meeting/champlin-city-council-5-9-2016/ | 17 | 16 | 52.40 | 0.00% |
| /city_meeting/champlin-city-council-5-24-2016/ | 16 | 11 | 14.75 | 0.00% |
| /event/baseball-anoka-vs-andover/ | 16 | 11 | 48.50 | 50.00% |
| /meeting_category/andover/andover-planning-commission-meetings/ | 16 | 11 | 10.40 | 0.00% |
| /product/05-10-2016-boys-baseball-anoka-andover/ | 16 | 7 | 39.62 | 33.33% |

May 2016 YouTube Statistics

Total Views: 2231
Minutes Watched: 14119



| Playback Location Type | Watch Time (minutes) | Views | Average View (minutes) | Average % Viewed |
|----------------------------------|----------------------|-------|------------------------|------------------|
| You Tube Page | 13447 | 2127 | 6:19 | 11% |
| Embedded in external website/app | 657 | 85 | 7:44 | 22% |
| You Tube Channel Page | 15 | 19 | 0:47 | 2.7% |

| Device Type | Watch time (minutes) | Views | Average View (minutes) | Average % Viewed |
|------------------|----------------------|-------|------------------------|------------------|
| Computer | 5979 | 974 | 6:08 | 12% |
| Mobile Phone | 4698 | 796 | 5:54 | 9.7% |
| Tablet | 1997 | 365 | 5:28 | 8.4% |
| TV | 1180 | 69 | 17:05 | 34% |
| Game Console | 228 | 23 | 9:53 | 19% |
| Unknown Platform | 38 | 4 | 9:37 | 20% |

Detail – Top 50

| Video | Watch Time (minutes) | Views | Avg View (minutes) |
|--|----------------------|------------|--------------------|
| Antique Appraisal with Mark F Moran | 2,689 (19%) | 212 (9.5%) | 12:41:00 |
| It's Your History - Fridley Tornado | 1,748 (12%) | 243 (11%) | 7:11:00 |
| Baseball: Champlin Park @ Minnetonka | 1,078 (7.6%) | 112 (5.0%) | 9:37:00 |
| Boys Basketball Mounds View at Champlin Park Section 5AAAA Semifinals 02 12 16 | 977 (6.9%) | 119 (5.3%) | 8:12:00 |
| It's Your History - Anoka State Hospital | 785 (5.6%) | 111 (5.0%) | 7:04:00 |
| It's Your History - County Fairs | 645 (4.6%) | 122 (5.5%) | 5:17:00 |
| It's Your History - The 1st Minnesota Infantry of the Civil War | 587 (4.2%) | 84 (3.8%) | 6:59:00 |
| 02-25-2016 Boys Hockey Maple Grove vs Anoka Section 5AA Championship | 508 (3.6%) | 66 (3.0%) | 7:41:00 |
| Boys Hockey - Andover at Duluth East - Section 7AA QF - 2/16/16 | 478 (3.4%) | 76 (3.4%) | 6:17:00 |
| Wrestling: Champlin Park @ Anoka (2/6/16) | 416 (2.9%) | 92 (4.1%) | 4:31:00 |
| Boys Hockey: Marshall School Duluth @ Champlin Park | 398 (2.8%) | 23 (1.0%) | 17:18:00 |
| Girls Basketball: Irondale @ Andover 1-19-2016 | 349 (2.5%) | 59 (2.6%) | 5:55:00 |
| Baseball: Champlin Park @ Osseo | 307 (2.2%) | 81 (3.6%) | 3:47:00 |
| Champlin Park Cluster Band Concert | 270 (1.9%) | 45 (2.0%) | 6:00:00 |
| Live and Local - Spring Fever | 222 (1.6%) | 32 (1.4%) | 6:55:00 |
| 02-26-2016 Girls Basketball - Totino Grace vs. Anoka | 178 (1.3%) | 15 (0.7%) | 11:52:00 |
| Anoka County Sheriff, James Stuart - Law Enforcement Memorial Speech | 173 (1.2%) | 43 (1.9%) | 4:01:00 |
| Girls Hockey: Anoka vs. Spring Lake Park - Section 5AA QF | 157 (1.1%) | 3 (0.1%) | 52:22:00 |
| Anoka County Sheriff Show: November/December 2015 | 156 (1.1%) | 30 (1.3%) | 5:12:00 |
| It's Your History - Laws BBQ | 151 (1.1%) | 37 (1.7%) | 4:04:00 |
| It's Your History - Archeology in Anoka County | 142 (1.0%) | 12 (0.5%) | 11:51:00 |
| Anoka County Sheriff Show - April & May 2016 | 138 (1.0%) | 32 (1.4%) | 4:18:00 |
| Rebel Classic Marching Bands 2014 | 127 (0.9%) | 34 (1.5%) | 3:43:00 |
| It's Your History - Anoka Post Office | 103 (0.7%) | 16 (0.7%) | 6:25:00 |
| Gardening: Theres an App for That! | 94 (0.7%) | 17 (0.8%) | 5:32:00 |
| Let's go to the Library - Show 2 | 78 (0.6%) | 4 (0.2%) | 19:30:00 |
| Girl's Basketball: Blaine vs. Andover 01-13-2016 | 70 (0.5%) | 13 (0.6%) | 5:21:00 |
| In The Garden Seedings in Plastic Jugs | 62 (0.4%) | 5 (0.2%) | 12:22:00 |
| Sheriff Show Dec 2014/Jan 2015 | 60 (0.4%) | 11 (0.5%) | 5:28:00 |
| Best of QCTV 2015 | 60 (0.4%) | 7 (0.3%) | 8:34:00 |
| 03-02-2016 Girls Basketball - Duluth East at Anoka Section 7AAAA QF | 56 (0.4%) | 12 (0.5%) | 4:38:00 |
| In the Garden - Putting Your Garden To Bed | 49 (0.3%) | 4 (0.2%) | 12:10:00 |
| Girls Hockey: Champlin Park @ Centennial - Section 5AA QF | 47 (0.3%) | 10 (0.4%) | 4:42:00 |
| Anoka County Sheriff Show – August & September 2015 | 45 (0.3%) | 20 (0.9%) | 2:16:00 |
| Sheriff Show_Jan-Feb 2016 10min | 45 (0.3%) | 4 (0.2%) | 11:11:00 |
| League of Women Voters - Caucus: Power Up Your Vote 02-10-2016 | 41 (0.3%) | 15 (0.7%) | 2:45:00 |
| Boys Hockey: Anoka v Champlin Park - Section 5AA QF - 2/18/16 | 40 (0.3%) | 10 (0.4%) | 4:02:00 |
| District Court Show - March 2016 | 35 (0.2%) | 5 (0.2%) | 7:01:00 |
| 2 Tickets, please | 33 (0.2%) | 7 (0.3%) | 4:41:00 |

| | | | |
|---|-----------|-----------|---------|
| Champlin Park Boys Basketball - #25 Mckinley Wright Dunk 1/5/16 | 31 (0.2%) | 46 (2.1%) | 0:40:00 |
| The Grid - Spring 2016 | 30 (0.2%) | 10 (0.4%) | 3:01:00 |
| Anoka County Sheriff Show – March & April 2015 | 30 (0.2%) | 7 (0.3%) | 4:15:00 |
| Let's Go to the Library - Summer Reading | 29 (0.2%) | 20 (0.9%) | 1:28:00 |
| Boys Hockey: Elk River at Andover 1-22-2016 | 27 (0.2%) | 20 (0.9%) | 1:19:00 |
| Professional Karate Studios | 26 (0.2%) | 17 (0.8%) | 1:30:00 |
| 2015 Anoka County Memorial Service | 21 (0.2%) | 9 (0.4%) | 2:22:00 |
| Mayor Trude Water Challenge PSA | 20 (0.1%) | 30 (1.3%) | 0:40:00 |
| Local Show Edition #4 | 20 (0.1%) | 22 (1.0%) | 0:55:00 |
| Champlin Park Boys Basketball - Section 5AAAA Semi-Final | 20 (0.1%) | 2 (0.1%) | 9:56:00 |
| Pumpkin Bowl 2015 Award Highlights | 18 (0.1%) | 3 (0.1%) | 6:08:00 |

July 1, 2016

To: Karen George, Executive Director

From: Steve Ulrich

Subject: June 2016 Technology Report

Equipment Issues:

QCTV Equipment

- Installed Microsoft Server 2012R2 as redundant Active Directory server.
- Worked with WatchGuard to resolve a report issue with the Dimension server.
- Completed connections from Century Link demark.
- Installed switch for Xpressions machine to facilitate automated inserts.
- Resolve issue with Vbrick video for Saint's games.
- Installed and configured new network switches.

Web Site:

- VOD/Cablecast Sync issue

The syncing of video programs between the Cablecast Pro playback system and the VOD section of the web site does not consistently sync all changes made by staff. This is part of our core service which BizzyWeb has been unable to fully deliver. Staff is researching technical consulting expertise to resolve the issue.

- Your Story Customer Uploads

The customer upload of still photos and small video files is operational when using a PC. Mobile device uploads do not work consistently. Large video files do not upload consistently. Staff will continue to use the Ninja Form third party plug-in on the web site to accommodate customer uploads of still photos and small video files.

Staff will implement an internal solution for larger video files uploaded by trusted partners (churches, etc.) using the Razuna server – an extension of this core service to member cities.

- Customer video downloads for purchase

The online store is active and working for DVD purchases of programs. The download for purchase feature does not work due to time out issues. This is an issue BizzyWeb has been unable to resolve to date.

- Operation Manual

Basic operational manuals are available on the administrative side of the web site and staff members are knowledgeable in these areas. BizzyWeb has yet to provide adequate information for:

- PHP pages used and their purpose.
- Comprehensive instructions for the web store.
- Comprehensive instructions for changing the front page content.
- Better/more detailed instructions on the slider
- Detailed instructions on all installed widgets.
- Instructions for updating Word Press.
- Page list and purpose.
- Server login & password.
- Server file structure.

June Projects:

- Replace and configure primary network switches.
- Configure redundant Active Directory server.
- Review backup plans & storage requirements.

July Planned Projects:

- Continue to add Games to store.
- Automate report generation.
- Internal web project.
- Truck documentation.

Ongoing Projects:

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

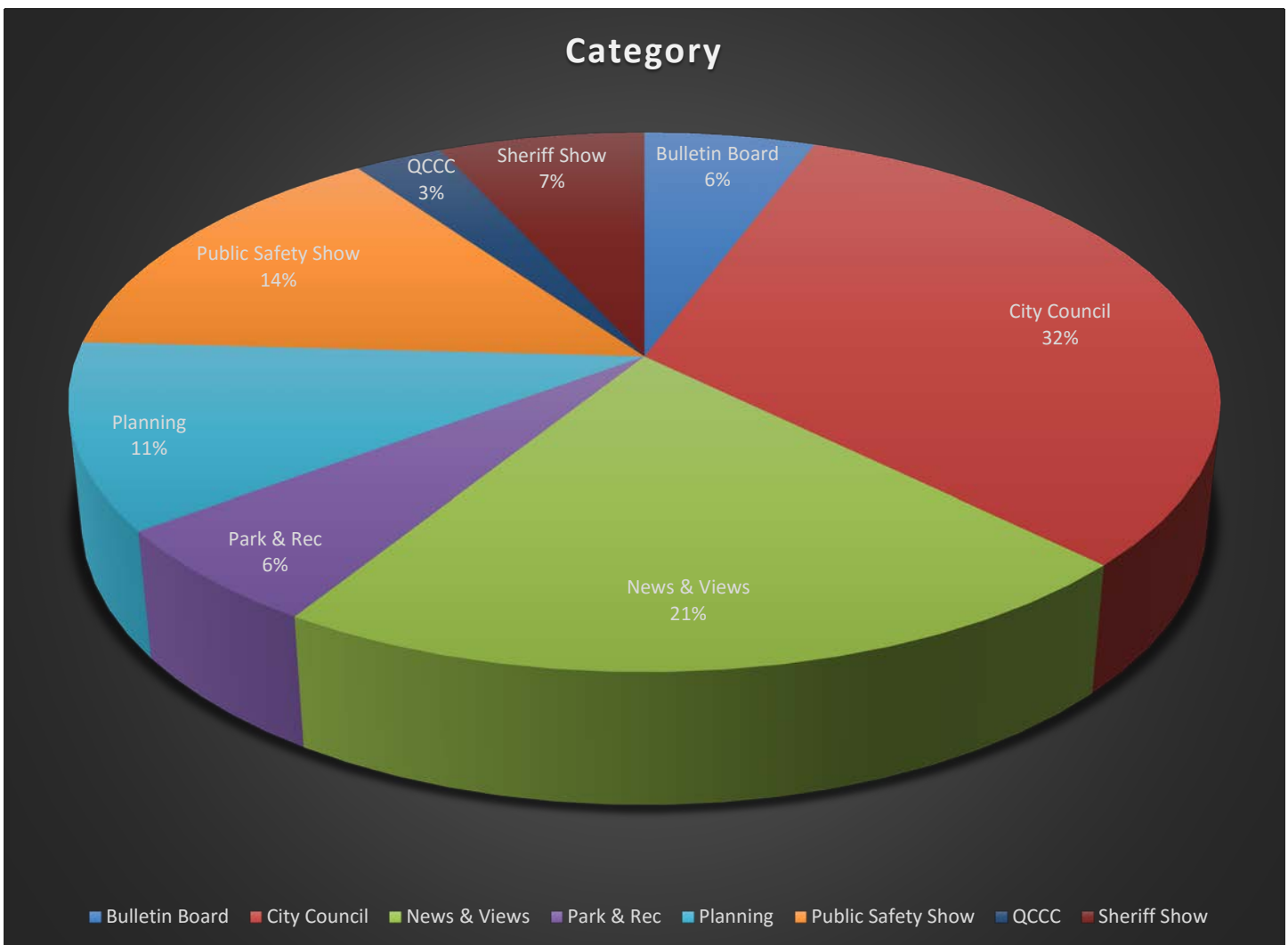
Action: None.

Andover Channel & Web Statistics

June 2016

| Playback: | Shows: | Bulletin Board: | Web Hits: |
|--------------------|-----------------|----------------------------|--------------------------------------|
| Total Runs: 914 | New Shows: 7 | Total Hours: 40.66 | Page Hits: 178 |
| Total Time: 679.34 | New Time: 5.88 | Saturation: 5.7 % | See separate report for full details |
| Saturation: 94.3 % | All Shows: 15 | New Andover: 73 | |
| | All Time: 13.79 | New All Cities: 404 | |

| Shown In Multiple Cities | | |
|--------------------------|---------------------------------------|--------|
| 6/2/2016 | News & Views - June 2016 | 0.9992 |
| 5/4/2016 | News & Views - May 2016 | 1.0000 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.9678 |
| 5/19/2016 | QCCC 05-19-2016 | 0.2267 |
| 6/9/2016 | The Sheriff Show - July - August 2016 | 0.4697 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.4983 |



Detail

| Show ID | Title | Event Date | Category | Length-d | Runs | Total-d |
|------------------------------------|--|------------|---------------|----------|------|----------|
| 5687 | Andover City Council 05-17-2016 | 5/17/2016 | City Council | 2.4153 | 28 | 67.6278 |
| 5756 | Andover City Council Meeting 06-07-2016 | 6/7/2016 | City Council | 2.3047 | 53 | 122.1503 |
| 5842 | Andover City Council Meeting 06-21-2016 | 6/21/2016 | City Council | 1.0167 | 38 | 38.6333 |
| 5747 | Andover News & Views - June 2016 | 6/2/2016 | News & Views | 0.2636 | 206 | 54.3039 |
| 5646 | Andover News & Views - May 2016 | 5/4/2016 | News & Views | 0.2397 | 10 | 2.3972 |
| 5696 | Andover Park and Recreation 05-19-2016 | 5/19/2016 | Park & Rec | 0.6458 | 5 | 3.2292 |
| 5752 | Andover Park and Recreation 06-02-2016 | 6/2/2016 | Park & Rec | 0.5058 | 78 | 39.4550 |
| 5666 | Andover Planning Commission 05-10-2016 | 5/10/2016 | Planning | 1.9086 | 31 | 59.1669 |
| 5790 | Andover Planning Commission 06-14-2016 | 6/14/2016 | Planning | 0.3239 | 64 | 20.7289 |
| 5744 | News & Views - June 2016 ** | 6/2/2016 | News & Views | 0.9992 | 96 | 95.9200 |
| 5645 | News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 2 | 2.0000 |
| 5350 | Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 107 | 103.5522 |
| 5695 | Quad Cities Cable Comm 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 93 | 21.0800 |
| 5776 | The Sheriff Show - July - August 2016 ** | 6/9/2016 | Sheriff Show | 0.4697 | 78 | 36.6383 |
| 5531 | The Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.4983 | 25 | 12.4583 |
| ** Shown in Multiple Cities | | | | 13.7858 | 914 | 679.3414 |

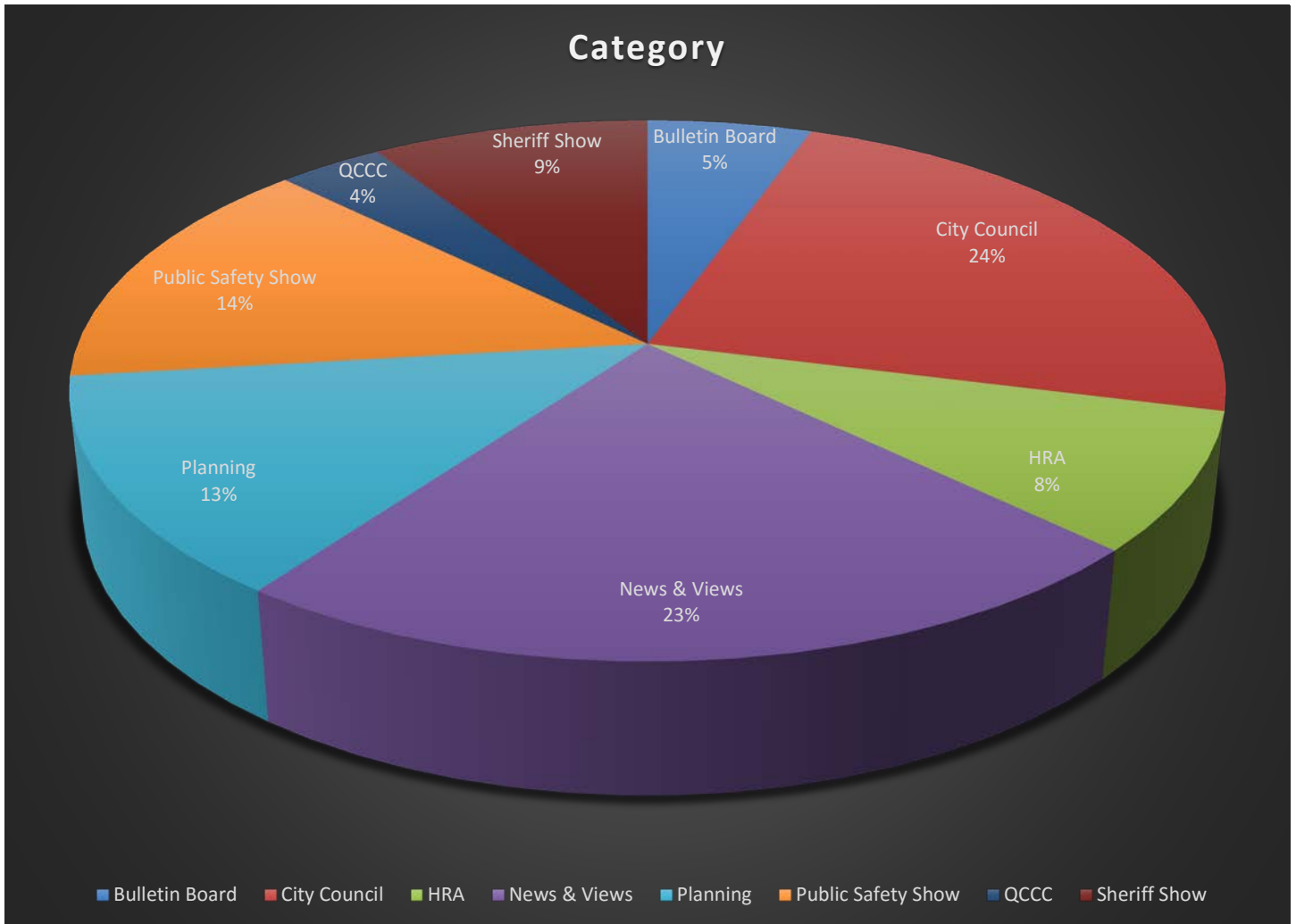
| | |
|-----------------------------|----------|
| Total Programming Hours: | 679.3414 |
| Total Bulletin Board Hours: | 40.6586 |
| Total Runs: | 914 |
| June Total Time: | 720 |

Anoka Channel & Web Statistics

June 2016

| Playback: | | Shows: | | Bulletin Board: | | Web Hits: | |
|-------------|--------|------------|-------|------------------------|------------|--------------------------------------|-----|
| Total Runs | 1019 | New Shows | 7 | Total Hours | 39.11 | Page Hits: | 219 |
| Total Time: | 680.89 | New Time: | 6.83 | Saturation: | 5.5 % | See separate report for full details | |
| Saturation: | 94.5 % | All Shows: | 15 | New Anoka: | 71 | | |
| | | All Time: | 11.79 | New All Cities: | 404 | | |

| Shared With Multiple Cities | | |
|-----------------------------|---------------------------------------|--------|
| 6/2/2016 | News & Views - June 2016 | 0.9992 |
| 5/4/2016 | News & Views - May 2016 | 1.0000 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.9678 |
| 5/19/2016 | Quad Cities Cable Comm 05-19-2016 | 0.2267 |
| 6/9/2016 | The Sheriff Show - July - August 2016 | 0.4697 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.4983 |



Detail

| Show ID | Title | Event Date | Category | Length-d | Runs | Total-d |
|---------|---------------------------------------|------------|---------------|----------|------|----------|
| 5672 | Anoka City Council Meeting 05-16-2016 | 5/16/2016 | City Council | 1.2222 | 20 | 24.4444 |
| 5754 | Anoka City Council Meeting 06-06-2016 | 6/6/2016 | City Council | 0.5272 | 58 | 30.5789 |
| 5831 | Anoka City Council Meeting 06-20-2016 | 6/20/2016 | City Council | 2.6575 | 43 | 114.2725 |
| 5662 | Anoka HRA Meeting 05-09-2016 | 5/9/2016 | HRA | 0.4478 | 47 | 21.0456 |
| 5786 | Anoka HRA Meeting 06-13-2016 | 6/13/2016 | HRA | 0.8144 | 47 | 38.2789 |
| 5748 | Anoka News & Views - June 2016 | 6/2/2016 | News & Views | 0.2489 | 156 | 38.8267 |
| 5647 | Anoka News & Views - May 2016 | 5/4/2016 | News & Views | 0.2333 | 88 | 20.5333 |
| 5642 | Anoka Planning Comm 05-03-2016 | 5/3/2016 | Planning | 0.3650 | 24 | 8.7600 |
| 5759 | Anoka Planning Comm 06-07-2016 | 6/7/2016 | Planning | 1.1108 | 77 | 85.5342 |
| 5744 | News & Views - June 2016 ** | 6/2/2016 | News & Views | 0.9992 | 102 | 101.9150 |
| 5645 | News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 3 | 3.0000 |
| 5350 | Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 106 | 102.5844 |
| 5695 | QCCC 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 111 | 25.1600 |
| 5776 | Sheriff Show - July - August 2016 ** | 6/9/2016 | Sheriff Show | 0.4697 | 81 | 38.0475 |
| 5531 | Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.4983 | 56 | 27.9067 |

** Shared With Multiple Cities

11.7889 1019 680.8881

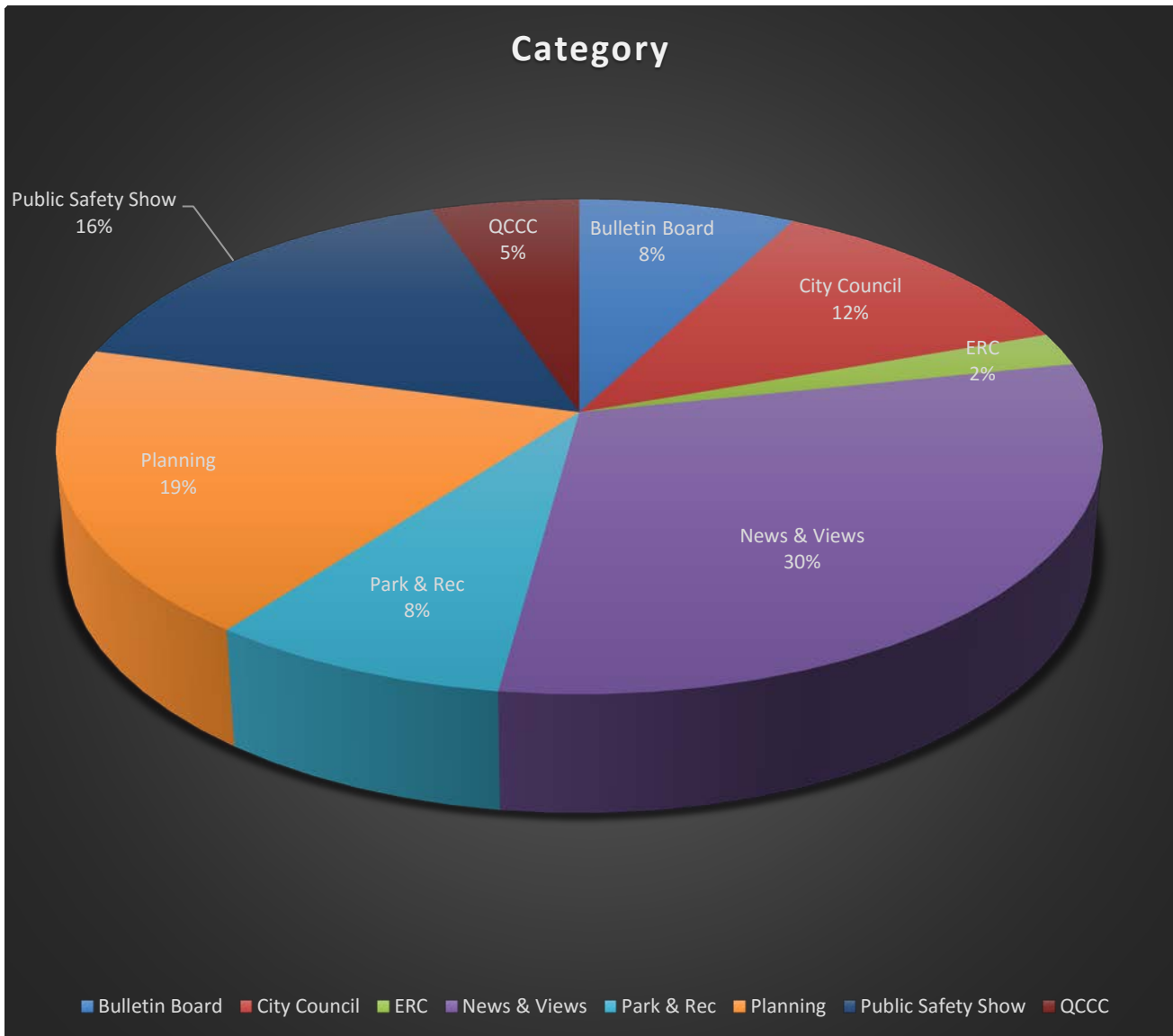
| | |
|------------------------------------|-----------|
| Total Programming Hours: | 680.8881 |
| Total Bulletin Board Hours: | 39.1119 |
| Total Runs: | 1019.0000 |
| June Total Hours: | 720.0000 |

Champlin Channel & Web Statistics

June 2016

| Playback: | | Shows: | | Bulletin Board: | | Web Hits: | |
|-------------|--------|------------|------|------------------------|------------|--------------------------------------|-----|
| Total Runs: | 1126 | New Shows: | 6 | Total Hours: | 55.14 | Page Hits: | 245 |
| Total Time: | 664.86 | New Time: | 3.20 | Saturation: | 7.7% | See separate report for full details | |
| Saturation: | 92.3 % | All Shows: | 14 | New Champlin: | 75 | | |
| | | All Time: | 8.34 | New All Cities: | 404 | | |

| Shared With Multiple Cities | | |
|-----------------------------|-----------------------------------|--------|
| 6/2/2016 | News & Views - June 2016 | 0.9992 |
| 5/4/2016 | News & Views - May 2016 | 1.0000 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.9678 |
| 5/19/2016 | QCCC 05-19-2016 | 0.2267 |



Detail

| Show ID | Title | Event Date | Category | Length-d | Runs | Total-d |
|---------|--|------------|---------------|----------|------|----------|
| 5860 | Champlin City Council & EDA 06-27-2016 | 6/27/2016 | City Council | 0.4472 | 17 | 7.6028 |
| 5702 | Champlin City Council Meeting 05-23-2016 | 5/23/2016 | City Council | 0.6239 | 49 | 30.5706 |
| 5785 | Champlin City Council Meeting 06-13-2016 | 6/13/2016 | City Council | 0.9153 | 52 | 47.5944 |
| 5631 | Champlin ERC Meeting 05-02-2016 | 5/2/2016 | ERC | 0.3436 | 45 | 15.4625 |
| 5749 | Champlin News & Views - June 2016 | 6/2/2016 | News & Views | 0.2656 | 243 | 64.5300 |
| 5648 | Champlin News & Views - May 2016 | 5/4/2016 | News & Views | 0.2806 | 52 | 14.5889 |
| 5643 | Champlin Park and Recreation 05-03-2016 | 5/3/2016 | Park & Rec | 0.4642 | 22 | 10.2117 |
| 5757 | Champlin Park and Recreation 06-07-2016 | 6/7/2016 | Park & Rec | 0.5650 | 86 | 48.5900 |
| 5673 | Champlin Planning Commission 05-16-2016 | 5/16/2016 | Planning | 1.2336 | 110 | 135.6972 |
| 5840 | Champlin Volunteer PSA 2016 | 6/22/2016 | PSA | 0.0083 | 28 | 0.2333 |
| 5744 | News & Views - June 2016 ** | 6/2/2016 | News & Views | 0.9992 | 136 | 135.8867 |
| 5645 | News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 4 | 4.0000 |
| 5350 | Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 116 | 112.2622 |
| 5695 | Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 166 | 37.6267 |

** Shared With Multiple Cities

8.3408 1126 664.8569

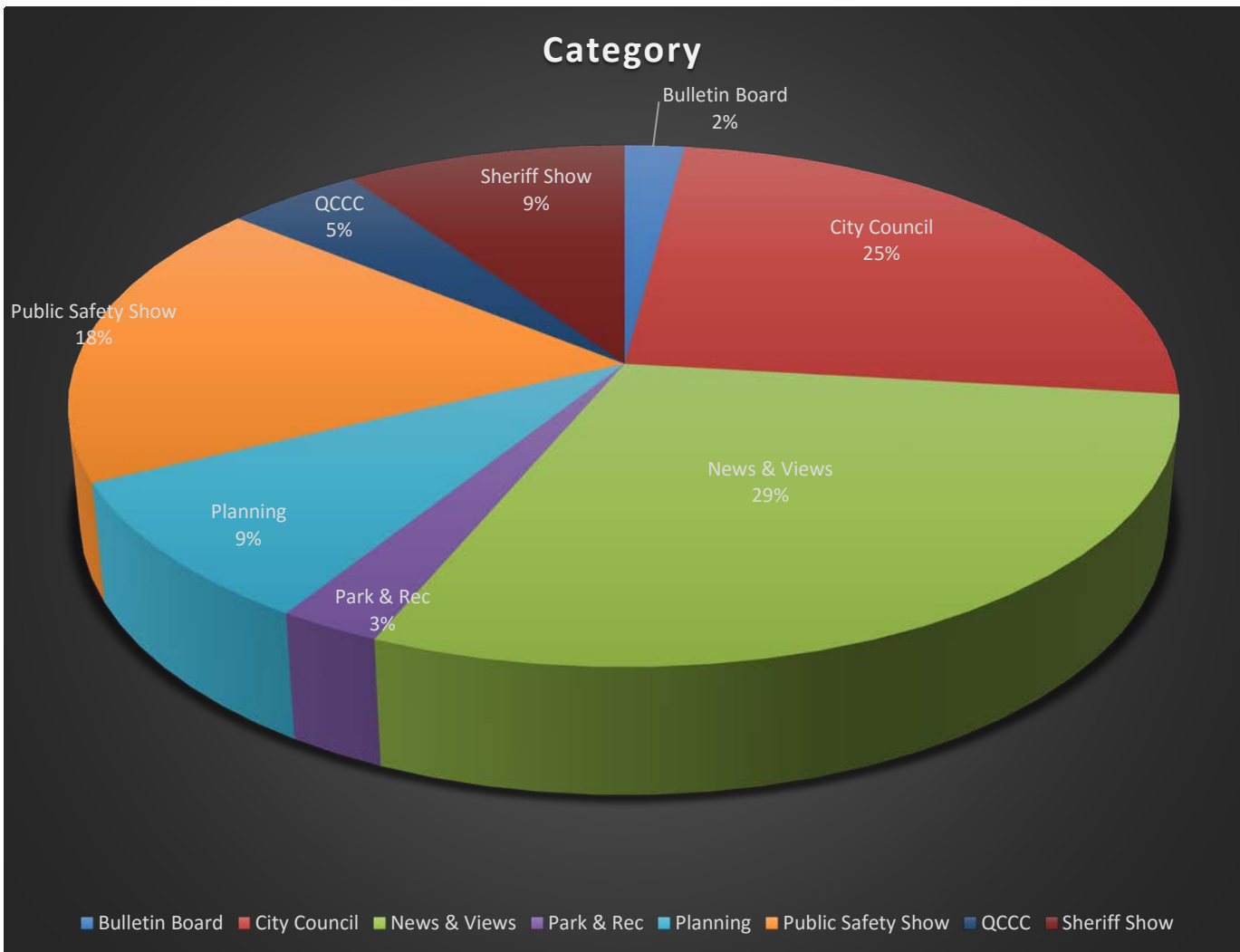
Total Programming Hours: 664.8569
Total Bulletin Board Hours: 55.1431
Total Runs: 1126.0000
June Total Time: 720.0000

Ramsey Channel & Web Statistics

June 2016

| Playback: | Shows: | Bulletin Board: | Web Hits: |
|--------------------|-----------------|----------------------------|---------------------------------------|
| Total Runs: 1155 | New Shows: 6 | Total Hours: 14.58 | Total Hits: 56 |
| Total Time: 705.42 | New Time: 4.53 | Saturation: 2.1% | See separate report for full details. |
| Saturation: 97.9% | All Shows: 14 | New Ramsey: 69 | |
| | All Time: 10.69 | New All Cities: 404 | |

| Shared With Multiple Cities | | |
|-----------------------------|---|--------|
| 6/2/2016 | News & Views - June 2016 | 0.9992 |
| 5/4/2016 | News & Views - May 2016 | 1.0000 |
| 1/15/2016 | Public Safety Talk - January 2016 | 0.9678 |
| 5/19/2016 | Quad Cities Cable Commission 05-19-2016 | 0.2267 |
| 6/9/2016 | The Sheriff Show - July - August 2016 | 0.4697 |
| 3/25/2016 | The Sheriff Show April - May 2016 | 0.4983 |



Detail

| Show ID | Title | Event Date | Category | Length-d | Runs | Total-d |
|---------|--|------------|---------------|----------|------|----------|
| 5744 | News & Views - June 2016 ** | 6/2/2016 | News & Views | 0.9992 | 140 | 139.8833 |
| 5645 | News & Views - May 2016 ** | 5/4/2016 | News & Views | 1.0000 | 3 | 3.0000 |
| 5350 | Public Safety Talk - January 2016 ** | 1/15/2016 | Public Safety | 0.9678 | 134 | 129.6822 |
| 5695 | Quad Cities Cable Commission 05-19-2016 ** | 5/19/2016 | QCCC | 0.2267 | 146 | 33.0933 |
| 5864 | Ramsey City Council 06-28-2016 | 6/28/2016 | City Council | 1.6167 | 10 | 16.1667 |
| 5712 | Ramsey City Council Meeting 05-24-2016 | 5/24/2016 | City Council | 1.5000 | 51 | 76.5000 |
| 5789 | Ramsey City Council Meeting 06-14-2016 | 6/14/2016 | City Council | 1.1786 | 73 | 86.0386 |
| 5841 | Ramsey Happy Days PSA 2016 | 6/22/2016 | PSA | 0.0106 | 86 | 0.9078 |
| 5750 | Ramsey News & Views - June 2016 | 6/2/2016 | News & Views | 0.2597 | 249 | 64.6708 |
| 5649 | Ramsey News & Views - May 2016 | 5/4/2016 | News & Views | 0.2350 | 18 | 4.2300 |
| 5587 | Ramsey Park and Recreation 4-14-2016 | 4/14/2016 | Park & Rec | 0.3386 | 55 | 18.6236 |
| 5656 | Ramsey Planning Commission 05-05-2016 | 5/5/2016 | Planning | 1.3928 | 46 | 64.0678 |
| 5776 | The Sheriff Show - July - August 2016 ** | 6/9/2016 | Sheriff Show | 0.4697 | 112 | 52.6089 |
| 5531 | The Sheriff Show April - May 2016 ** | 3/25/2016 | Sheriff Show | 0.4983 | 32 | 15.9467 |

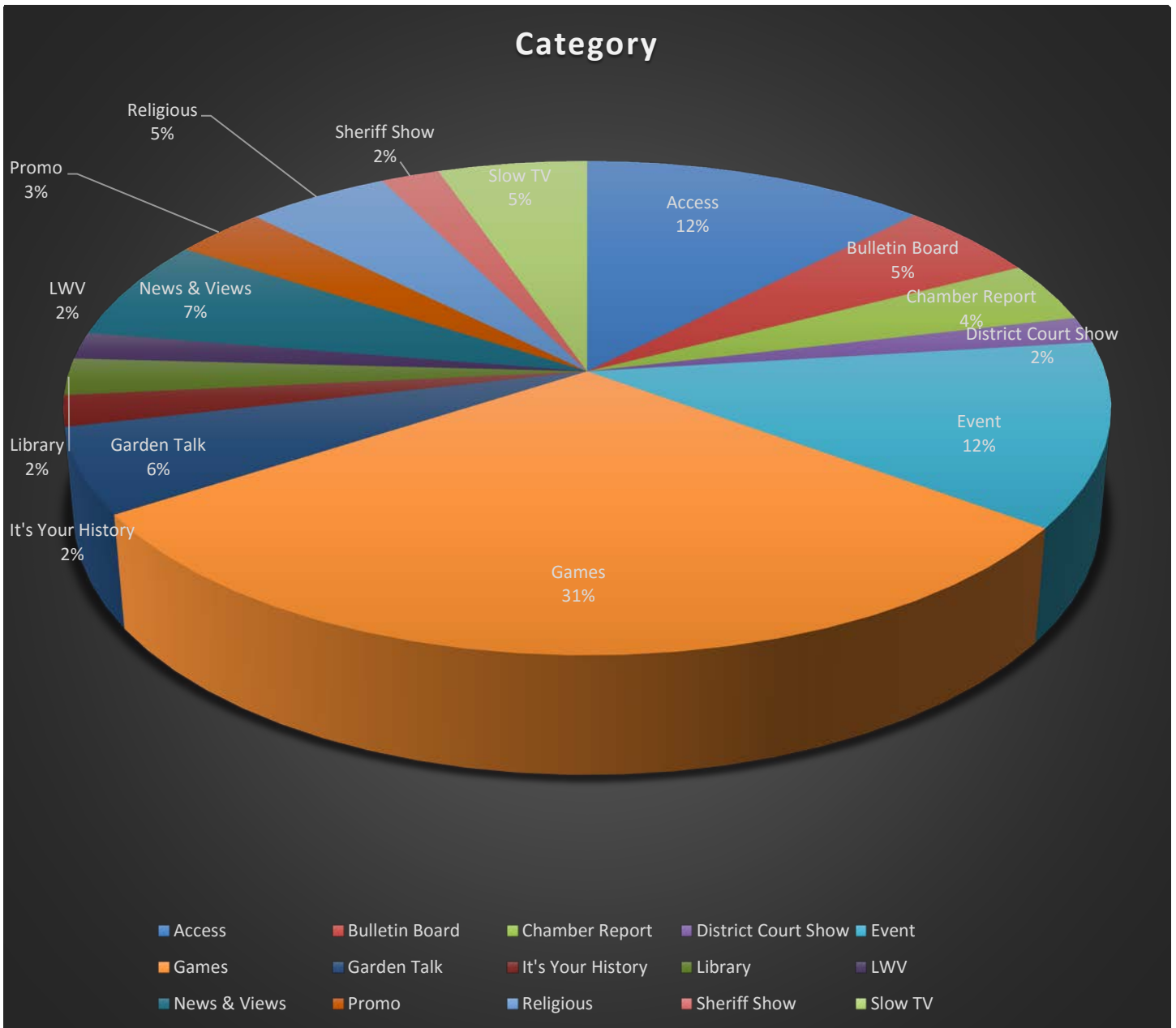
** Shared With Multiple Cities

10.6936 1155 705.4197

Total Programming Hours: 705.4197
Total Bulletin Board Hours: 14.5803
Total Runs: 1155
June Total Time: 720.0000

Community Channel June 2016

| Playback: | | Shows: | | Bulletin Board: | | Web Hits: | |
|-------------|--------|------------|-------|----------------------|------------|--------------------------------------|------|
| Total Runs: | 2285 | New Shows | 70 | Total Hours | 34.15 | Sessions: | 2444 |
| Total Time: | 685.85 | New Time: | 45.17 | Saturation: | 4.8% | See separate report for full details | |
| Saturation: | 95.2% | All Shows: | 137 | New Bulletins | 58 | | |
| | | All Time: | 87.48 | All Bulletins | 404 | | |



- Detail available upon request

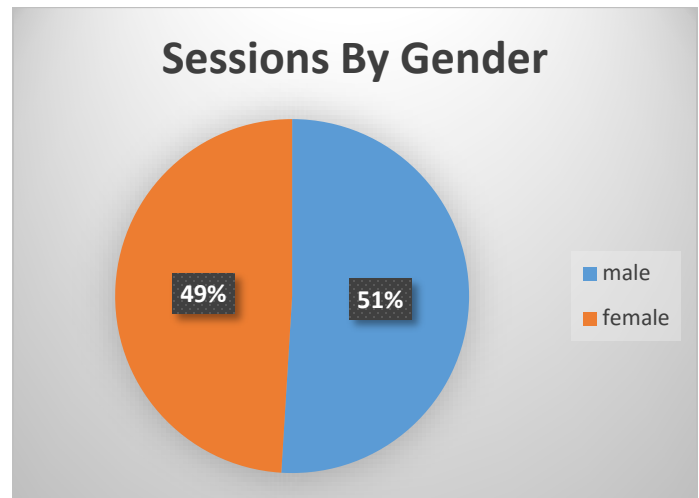
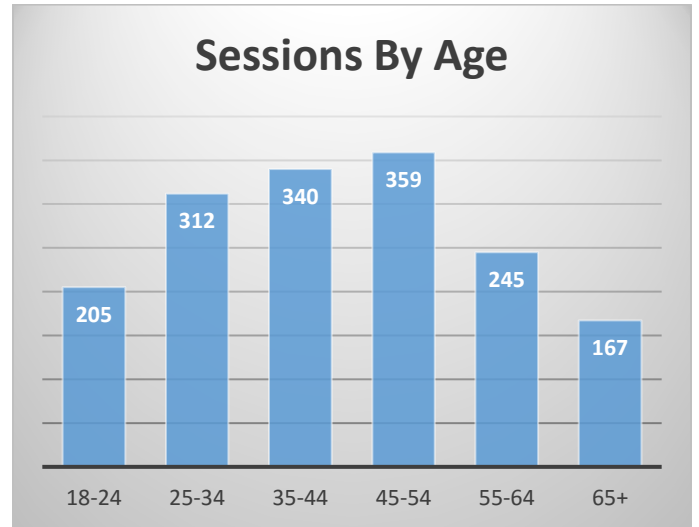
Web Statistics June 2016

| Overview | |
|----------------------|--------|
| Sessions | 2848 |
| Users | 1923 |
| Page views | 8617 |
| Pages per Session | 3.03 |
| Average Session | 3:12 |
| Bounce Rate | 50.93% |
| Percent New Sessions | 60.45% |

| Sessions by Browser | | |
|---------------------|------|--------|
| Chrome | 1205 | 42.33% |
| Safari | 748 | 26.27% |
| Internet Explorer | 319 | 11.2% |
| Firefox | 204 | 7.17% |
| Safari (in app) | 203 | 7.13% |
| Edge | 94 | 3.3% |
| Android Browser | 39 | 1.37% |
| Mozilla Compatible | 19 | 0.67% |
| Amazon Silk | 12 | 0.42% |

| Sessions by Mobile | | |
|--------------------|-----|--------|
| iOS | 884 | 64.57% |
| Android | 468 | 34.19% |
| Other | 17 | 1.24% |

| Device Category | | |
|-----------------|------|-------|
| Desktop | 1478 | 51.9% |
| Mobile | 1105 | 38.8% |
| Tablet | 264 | 9.2% |

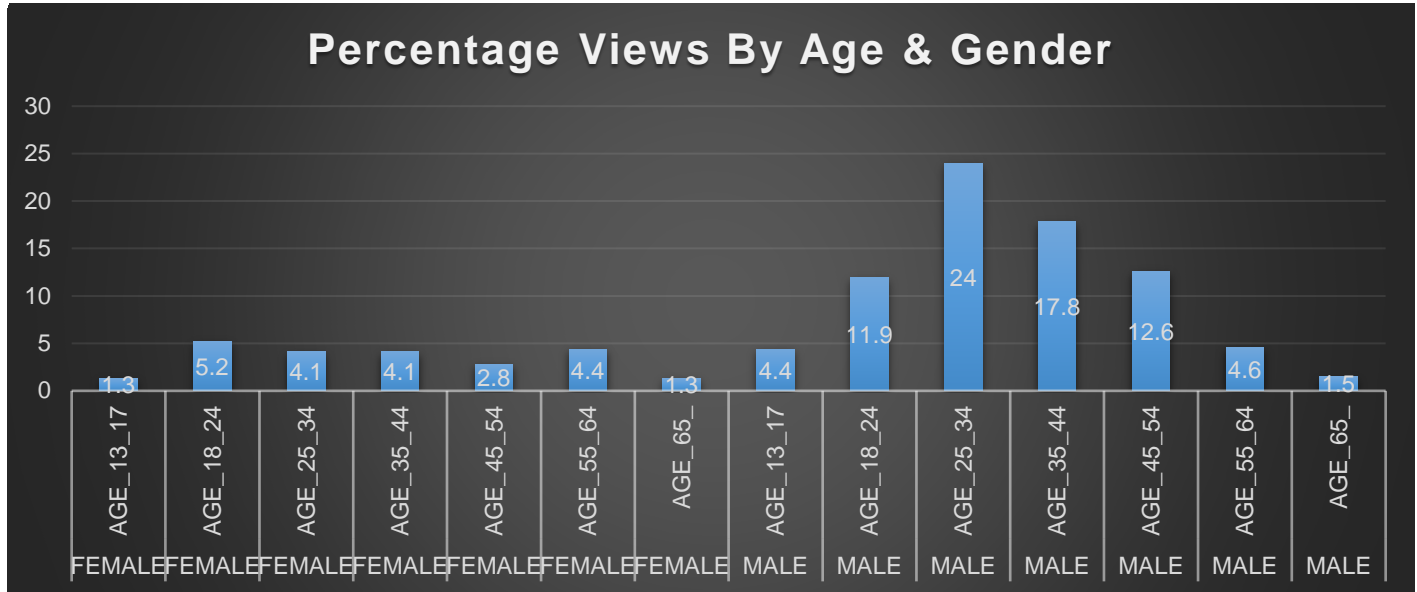


| Page Path Level 1 | Page Views | Unique Views | Avg. Time | Bounce Rate |
|---|------------|--------------|-----------|-------------|
| /home page | 2444 | 1459 | 125.49 | 38.07% |
| /program-guide/ | 476 | 307 | 29.43 | 17.07% |
| /sports/ | 422 | 335 | 144.33 | 54.62% |
| /graduations/ | 313 | 203 | 159.07 | 61.62% |
| /champlin/ | 245 | 170 | 67.25 | 53.23% |
| /program-guide/qctv-community-channel/ | 241 | 156 | 98.08 | 29.41% |
| /local-show/ | 238 | 204 | 288.13 | 83.33% |
| /qctv-programs/ | 235 | 157 | 35.05 | 52.63% |
| /anoka/ | 219 | 151 | 52.50 | 28.00% |
| /all-qctv-programs/ | 217 | 22 | 124.75 | 16.67% |
| /andover/ | 178 | 132 | 53.01 | 26.19% |
| /city_meeting/anoka-news-views-june-2016/ | 147 | 126 | 248.74 | 85.71% |
| /meet-the-staff/ | 134 | 122 | 131.31 | 84.38% |
| /live-and-local/ | 129 | 103 | 64.81 | 100.00% |
| /your-story/ | 123 | 70 | 95.15 | 50.00% |
| /shop/ | 120 | 95 | 41.15 | 42.86% |
| /grad | 101 | 58 | 36.17 | 26.83% |
| /grad/ | 92 | 49 | 75.49 | 11.36% |
| /library/ | 90 | 85 | 312.73 | 81.16% |
| /product/06-05-2016-champlin-park-high-school-2016-graduation-ceremony/ | 89 | 39 | 78.51 | 45.45% |
| /districtcourtshow/ | 67 | 55 | 327.10 | 76.32% |
| /who-we-are/ | 67 | 44 | 29.67 | 40.00% |
| /qctv-community-programs/ | 61 | 36 | 54.89 | 0.00% |
| /meeting_category/andover/andover-city-council-meetings/ | 57 | 44 | 31.75 | 0.00% |
| /ramsey/ | 56 | 38 | 18.41 | 15.00% |
| /meeting_category/anoka/anoka-city-council-meetings/ | 55 | 46 | 8.79 | 33.33% |
| /jobs/ | 53 | 46 | 118.21 | 66.67% |
| /show-details/?ShowID=5732 | 51 | 28 | 102.25 | 75.00% |
| /city_meeting/andover-news-views-june-2016/ | 43 | 43 | 59.78 | 86.49% |
| /news-and-views/ | 41 | 36 | 193.81 | 50.00% |
| /event/andover-champlin-park-graduation-mariucci-arena/ | 40 | 30 | 33.24 | 55.56% |
| /event/anoka-high-school-graduation-goodrich-field/ | 40 | 32 | 71.82 | 63.64% |
| /events/ | 39 | 29 | 51.35 | 0.00% |
| /meeting_category/ramsey/ramsey-city-council-meetings/ | 37 | 18 | 81.41 | 0.00% |
| /program-guide/anoka-city-channel/ | 37 | 32 | 46.00 | 40.00% |
| /cart/ | 35 | 20 | 38.63 | 0.00% |
| /program-guide/champlin-city-channel/ | 35 | 31 | 61.93 | 0.00% |

| | | | | |
|---|----|----|--------|---------|
| /product/06-05-2016-andover-high-school-2016-graduation-ceremony/ | 34 | 20 | 32.86 | 54.55% |
| /event/metro-north-graduation-anoka-high-school/ | 33 | 14 | 32.23 | 50.00% |
| /program-guide/andover-city-channel/ | 31 | 27 | 37.83 | 100.00% |
| /meeting_category/champlin/champlin-city-council-meetings/ | 30 | 25 | 8.00 | 0.00% |
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| /grad/playerid1170 | 27 | 24 | 10.75 | 87.50% |
| /city_meeting/andover-city-council-05-17-2016/ | 26 | 23 | 187.00 | 85.71% |
| /city_meeting/champlin-park-and-rec-6-7-2016/ | 25 | 18 | 465.44 | 73.33% |
| /city_meeting/ramsey-news-views-june-2016/ | 25 | 25 | 17.00 | 100.00% |
| /itsyourhistory/ | 25 | 21 | 526.56 | 55.56% |
| /production-serviceshire-us/ | 23 | 13 | 28.89 | 0.00% |
| /show-details/?ShowID=5730 | 21 | 15 | 224.69 | 50.00% |
| /chambershow/ | 20 | 19 | 125.80 | 71.43% |

June 2016 YouTube Statistics

Total Views: 1537
Minutes Watched: 11018



| Playback Location Type | Watch Time (minutes) | Views | Average View (minutes) | Average % Viewed |
|----------------------------------|----------------------|-------|------------------------|------------------|
| You Tube Page | 10869 | 1505 | 7:13 | 12% |
| Embedded in external website/app | 113 | 19 | 5:56 | 19% |
| You Tube Channel Page | 36 | 13 | 2:47 | 9.3% |

| Device Type | Watch time (minutes) | Views | Average View (minutes) | Average % Viewed |
|------------------|----------------------|-------|------------------------|------------------|
| Mobile Phone | 3788 | 605 | 6:15 | 10% |
| Computer | 3742 | 622 | 6:00 | 11% |
| Tablet | 1571 | 186 | 8:26 | 13% |
| TV | 1232 | 80 | 15:24 | 31% |
| Game Console | 667 | 41 | 16:15 | 30% |
| Unknown Platform | 18 | 3 | 5:57 | 28% |

Detail – Top 50

| Video | Watch Time (minutes) | Views | Avg View (minutes) |
|--|----------------------|-------|--------------------|
| Antique Appraisal with Mark F Moran | 2271 | 168 | 13.5 |
| Boys Basketball Mounds View at Champlin Park Sec 5AAAA Semifinals 02 12 16 | 1320 | 101 | 13.1 |
| It's Your History - Anoka State Hospital | 1305 | 133 | 9.8 |
| 02-25-2016 Boys Hockey Maple Grove vs Anoka Section 5AA Championship | 764 | 69 | 11.1 |
| Baseball: Champlin Park @ Minnetonka | 672 | 77 | 8.7 |
| Wrestling: Champlin Park @ Anoka (2/6/16) | 543 | 91 | 6 |
| Boys Hockey - Andover at Duluth East - Section 7AA QF - 2/16/16 | 449 | 60 | 7.5 |
| It's Your History - Fridley Tornado | 445 | 73 | 6.1 |
| Baseball: Champlin Park @ Osseo | 370 | 42 | 8.8 |
| It's Your History - The 1st Minnesota Infantry of the Civil War | 269 | 44 | 6.1 |
| Girls Hockey: Champlin Park @ Centennial - Section 5AA QF | 206 | 12 | 17.2 |
| Rebel Classic Marching Bands 2014 | 182 | 37 | 4.9 |
| Anoka County Sheriff Show: November/December 2015 | 178 | 29 | 6.1 |
| Champlin Park Cluster Band Concert | 168 | 22 | 7.6 |
| It's Your History - Laws BBQ | 153 | 30 | 5.1 |
| Anoka County Sheriff Show - April & May 2016 | 107 | 18 | 6 |
| Girls Hockey: Champlin Park @ Anoka | 98 | 1 | 98.3 |
| Anoka County Sheriff Show – August & September 2015 | 97 | 19 | 5.1 |
| Girls Basketball: Irondale @ Andover 1-19-2016 | 78 | 23 | 3.4 |
| The Grid - Spring 2016 | 72 | 17 | 4.2 |
| Girls Basketball: Andover vs. Anoka - Section 7AAAA Final | 68 | 7 | 9.7 |
| Girl's Basketball: Blaine vs. Andover 01-13-2016 | 67 | 5 | 13.5 |
| Anoka County Sheriff, James Stuart - Law Enforcement Memorial Speech | 62 | 15 | 4.1 |
| Boys Hockey: Marshall School Duluth @ Champlin Park | 61 | 10 | 6.1 |
| Boys Hockey: Anoka v Champlin Park - Section 5AA QF - 2/18/16 | 61 | 7 | 8.7 |
| It's Your History - County Fairs | 53 | 23 | 2.3 |
| Section 7AA Girls Hockey QF - Cloquet-Esko-Carlton @ Andover (2/4/2016) | 51 | 5 | 10.2 |
| It's Your History - Archeology in Anoka County | 46 | 6 | 7.7 |
| Local Show Edition #4 | 42 | 18 | 2.3 |
| Gardening: Theres an App for That! | 38 | 8 | 4.8 |
| District Court Show | 37 | 4 | 9.3 |
| Boys Hockey: Elk River at Andover 1-22-2016 | 35 | 14 | 2.5 |
| News and Views November | 33 | 6 | 5.5 |
| Sheriff Show Dec 2014/Jan 2015 | 32 | 7 | 4.6 |
| It's Your History - Sustainable Farming | 32 | 3 | 10.7 |
| Best of QCTV - Programming Excellence | 30 | 3 | 10 |
| Chamber Report January | 27 | 3 | 9.1 |
| Best of QCTV 2015 | 24 | 6 | 4 |
| Thank You Berry Much The Story of the Bauer Farm | 23 | 3 | 7.6 |
| The Grid | 22 | 8 | 2.8 |
| Champlin Park Boys Basketball - #25 Mckinley Wright Dunk 1/5/16 | 22 | 27 | 0.8 |
| Champlin Park Boys Basketball - Section 5AAAA Semi-Final | 21 | 3 | 7 |
| Professional Karate Studios | 17 | 8 | 2.1 |
| Live and Local Hometown Holiday | 15 | 2 | 7.6 |
| Check Out Our New Website www.QCTV.org | 15 | 32 | 0.5 |
| League of Women Voters - Upper Mississippi River | 15 | 1 | 14.7 |

| | | | |
|--|----|---|-----|
| Live and Local - Spring Fever | 15 | 7 | 2.1 |
| Fire of the Heart ... an Andover Couples Journey | 14 | 2 | 7.2 |
| 02-26-2016 Girls Basketball - Totino Grace vs. Anoka | 13 | 8 | 1.7 |
| Anoka County Sheriff Show - May and June 2015 | 13 | 5 | 2.6 |

QCCCC Agenda Item

5.1 Personnel Policy Update

July 11, 2015

To: Commissioners

From: Karen George, Executive Director

Subject: Personnel Policy Update

Attached you will find a proposed revised personnel policy for the organization. The first attachment is the highlighted language changes (only the affected section). The second attachment is the complete Personnel Policy with the changes made.

The commission reviewed the recommended changes at the personnel policy last September and those changes were adopted December 2015. The commission requested further review of section 13.9 regarding QCTV standards. Staff consulted Legal Counsel Scott Lepak and has incorporated his recommended language for 13.9. The Personnel Committee met in June and recommends approval of this proposed change.

The new language for 13.9 clarifies QCTV standards to business standards.

Action Requested:

Approve as presented.

13.8 Salary

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

13.9 Dismissal

The QCTV Commission, upon the recommendation of the QCTV Executive Director, may dismiss a management employee for substandard work performance, serious misconduct, or behavior not in keeping with **QCTV general business** standards.

QCTV Executive Director may dismiss any employee other than a management employee for substandard work performance, serious misconduct, or behavior not in keeping with **QCTV general business** standards without prior Commission approval.

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

13.10 Administrative Leave

An employee may be placed on involuntary leave of absence pending an investigation of an allegation involving that employee. The leave may be with or without pay as determined by the Executive Director upon consultation with the Quad Cities Cable Communications Commission Board Chair depending on a number of factors including the nature of the allegations. If the allegation is proven false after the investigation, the relevant written documents will be removed from the employee's personnel file and the employee will receive any compensation and benefits due had the suspension not taken place.

Section 14 GRIEVANCE PROCEDURE

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

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

Step 2: If the grievance has not been settled in accordance with Step 1, it must be presented in writing, stating the nature of the grievance, the facts on which it is based, the provision or provisions of the Personnel Policies allegedly violated, and the remedy requested, by the employee to QCTV Executive Director within seven (7)

**Quad Cities
Cable Communications
Commission**

(dba) QCTV

**Personnel Policy
2016**

Approved July 21, 2016

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

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Section 1 INTRODUCTION

1.1 Purpose

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

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

1.2 Scope

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

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

1.3 EEO Policy Statement

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

1.4 Data Practices Advisory

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

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

1.5 News Releases

Formal news releases concerning municipal affairs are the responsibility of QCTV Executive Director. All media interviews must be approved by the QCTV Executive Director before the interview. All contacts with the media should be reported to QCTV Executive Director as soon as practicable.

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

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

Section 2 ORGANIZATION WORK RULES AND CODE OF CONDUCT

2.1 Conduct as a QCTV Employee

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

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

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

2.2 Attendance and Absence

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

Employees who are going to be absent from work are required to notify their supervisor as soon as possible in advance of the absence. In case of unexpected

absence, employees should call their supervisor before the scheduled starting time. If the supervisor is not available at the time, the employee should leave a message that includes a telephone number where he/she can be reached and/or contact any other individual who was designated by the supervisor. Failure to use established reporting process will be grounds for disciplinary action. Departments may establish more specific reporting procedures.

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

2.3 Access to and Use of QCTV Property

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

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

2.4 Appearance

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

2.5 Children in the workplace

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

2.6 Conflict of Interest

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

2.7 Falsification of Records

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

2.8 Personal Telephone Calls

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

2.9 Political Activity

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

2.10 Smoking

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

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

Section 3 DEFINITIONS

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

3.1 Authorized Hours

The number of hours an employee was hired to work. Actual hours worked during any given pay period may be different than authorized hours, depending on

workload demands or other factors, and upon approval of the employee's supervisor.

3.2 Benefits

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

3.3 Demotion

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

3.4 Direct Deposit

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

3.5 Employee

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

3.6 Exempt Employee

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

3.7 FICA (Federal Insurance Contribution Act)

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

3.8 Fiscal Year

The period from January 1 to December 31.

3.9 Full-time Employee

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

3.10 Hours of Operation

QCTV's regular hours of operation are Monday through Friday, from 8:00 a.m. to 4:30 p.m. Hours may be modified as needed by the Executive Director.

3.11 Management Employee

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

3.12 Non-exempt Employee

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

3.13 Part-time Employee

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

3.14 Pay Period

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

3.15 PERA (Public Employees Retirement Association) Statewide pension program in which QCTV employees meeting program requirements must participate in accordance with Minnesota law. QCTV and the employee each contribute to the employee's retirement account.

3.16 Promotion

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

3.17 Reclassify

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

3.18 Seasonal Employee

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

3.19 Temporary Employee

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

3.20 Training Period

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

3.21 Transfer

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

3.22 Workweek

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

Section 4 ORGANIZATION

4.1 Job Descriptions

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

4.2 Job Descriptions and Classifications

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

4.3 Assigning and Scheduling Work

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

Section 5 HOURS OF WORK

5.1 Work Hours

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

5.2 Meal Breaks and Rest Periods

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

Employees working in QCTV buildings will normally take their break at the place provided for that purpose in each building. Employees working out-of-doors will

normally take their break at the location of their work. Employees whose duties involve traveling throughout the QCTV service area may stop along the assigned route at a restaurant or other public accommodation for their fifteen (15) minute break. Exceptions must be approved by the supervisor or the QCTV Executive Director.

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

5.3 Adverse Weather Conditions

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

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

Section 6 COMPENSATION

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

6.1 Time Reporting

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

6.2 Overtime / Compensatory Time

QCTV has established this overtime policy to comply with applicable state and federal laws governing accrual and use of overtime. QCTV Executive Director will

determine whether each employee is designated as “exempt” or “non-exempt” from earning overtime. In general, employees in executive, administrative and professional job classes are exempt; all others are non-exempt.

6.3 Non-Exempt (Overtime-eligible) Employees:

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

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

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

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

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

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

6.4 Exempt (non-overtime-eligible) Employees:

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

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

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

- The employee is in a position that does not earn annual leave and is absent for a day or more for personal reasons other than illness or accident;
- The employee is in a position that earns annual leave, receives a short term disability benefit or workers' compensation wage loss benefits and is absent for a full day due to sickness or disability, but he/she is either not yet qualified to use the paid leave or he/she has exhausted all of his/her paid leave.
- The employee is absent for a full workweek and, for whatever reason, the absence is not charged to paid leave (for example, a situation where the employee has exhausted all of his/her paid leave or a situation where the employee does not earn paid leave).
- The very first workweek or the very last workweek of employment with QCTV in which the employee does not work a full week. In this case, QCTV will prorate the employee's salary based on the time actually worked.
- The employee is in a position that earns paid leave and is absent for a partial day due to personal reasons, illness or injury, but:
 - Paid leave has not been requested or has been denied;
 - Paid leave is exhausted;
 - The employee has specifically requested unpaid leave;
- The employee is suspended without pay for a full day or more for disciplinary reasons for violations of any written policy that is applied to all employees.
- The employee takes unpaid leave under the FMLA.
- QCTV may for budgetary reasons implement a voluntary or involuntary unpaid leave program and, under this program, make deductions from the weekly salary of an exempt employee. In this case, the employee will be treated as non-exempt for any workweek in which the budget-related deductions are made.

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

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

All employees, in all departments, are required to work overtime as requested by their supervisors as a condition of continued employment. Refusal to work overtime

may result in disciplinary action. Supervisors will make reasonable efforts to balance the personal needs of their employees when assigning overtime work.

6.5 Leave Policy for Exempt Employees

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

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

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

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

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

Section 7 PERFORMANCE REVIEWS

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

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

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

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

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

Section 8 BENEFITS

8.1 Insurance

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

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

8.2 Retirement

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

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

Section 9 HOLIDAYS

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

| | |
|-----------------------------|---------------------------|
| New Year's Day | Thanksgiving Day |
| Martin Luther King, Jr. Day | Friday after Thanksgiving |
| President's Day | Christmas Eve Day |
| Memorial Day | Christmas Day |
| Independence Day | |
| Labor Day | 2 Floating Holidays |

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

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

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

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

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

The (2) Floating Holidays may not be carried over to the next fiscal year.

Section 10 LEAVES

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

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

10.1 Annual Leave

Annual Leave replaces individual sick leave and vacation leave plans and combines them into a single benefit program. Annual Leave does not replace QCTV observed holidays, jury duty, military leave, or court leave. Employees accrue annual leave based on length of service with the QCTV. Plan provisions discourage unnecessary utilization by providing cash and savings incentives. Annual leave can be used for any reason, subject to existing request and approval procedures. As with all paid time off programs, the QCTV needs to ensure that service to the public and work

requirements are not adversely impacted. Medical Certification Good attendance is an essential job function for all QCTV employees. If unplanned absences are excessive, a doctor's certification may be required. The physician's certification is to state the nature and duration of the illness or injury and verify that the employee is unable to perform the duties and responsibilities of his/her position. A statement attesting to the employee's ability to return to work and perform the essential functions of the job and a description of any work restrictions may also be required before the employee returns to work.

10.2 Accrual Rates for Annual Leave

Years of Service Annual Accrual Rates:

0-4 years: 5.54 hours per 2 weeks of work (3 weeks and 3 days annually.)

5-9 years: 7.08 hours per 2 weeks of work (4 weeks and 3 days annually).

10+ years: 8.62 hours per 2 weeks of work (5 weeks and 3 days annually).

15+ years; 10.16 hours per 2 weeks of work (6 weeks and 3 days annually).

20+ years; 11.70 hours per 2 weeks of work (7 weeks and 3 days annually).

- Annual leave shall not be earned by an employee for any period during which the employee is not being paid.
- Planned annual leave may be denied or approval withdrawn when the granting of such planned annual leave would result in insufficient personnel to carry out necessary functions as deemed appropriate by the QCTV.
- Employees shall be allowed to accumulate up to a maximum of 280 hours annual leave. Employees shall forfeit any annual leave accumulations at the anniversary date in excess of the allowable maximum.
- If use of unplanned leave suggests abuse, the QCTV shall notify the employee of this concern. If such abuse continues the QCTV may deny future unplanned leave requests.
- An employee who leaves the employment of the QCTV in good standing shall be compensated for all accrued and unused annual leave at the time of separation from employment.
- An employee shall not be permitted to waive annual leave for the purpose of receiving double pay.

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

10.3 Annual Leave Conversion

Annual leave will be eligible for conversion to cash or to a 457 deferred compensation plan on an hour-for-hour basis (subject to IRS maximum deferral regulations and Minnesota law) annually with the following conditions. Up to 40%

of the annual leave balance, not to exceed eighty (80) hours, may be converted each year provided the employee has used at least 30% of his/her annual accrual during the current calendar year and has a balance of at least 176 hours. The minimum balance requirement will be determined as of the first payroll in December. Payment will be based on the employee's current hourly rate on December 1.

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

10.4 Eligibility

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

10.5 Accrual Rate

For the purpose of determining an employee's annual leave accrual rate, years of service will include all continuous time that the employee has worked at QCTV (including authorized unpaid leave). Employees who are rehired after terminating QCTV employment will not receive credit for their prior service unless specifically negotiated at the time of hire.

10.6 Earnings and Use

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

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

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

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

10.7 Funeral Leave

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

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

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

10.8 Medical Certification

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

10.9 Returning to Work After a Medical Absence

After a medical absence, a physician's statement may be required on the employee's first day back to work, indicating the nature of the illness or medical condition and attesting to the employee's ability to return to work and safely perform the essential functions of the job with or without reasonable accommodation.

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

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

10.10 Severance Pay

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

10.11 Unpaid Leave

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

10.12 Military Leave

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

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

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

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

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

10.13 Jury Duty

Regular full-time and part-time employees will be granted paid leaves of absence for required jury duty. Such employees will be required to turn over any compensation

they receive for jury duty, minus mileage reimbursement, to QCTV in order to receive their regular wages for the period. Time spent on jury duty will not be counted as time worked in computing overtime.

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

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

10.14 Court Appearances

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

10.15 Job Related Injury or Illness

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

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

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

10.16 Administrative Leave

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

10.17 Adoptive Parents (state law requirement for cities with more than 21 employees) Adoptive parents will be given the same opportunities for leave as biological parents (see

provisions for Parenting Leave). The leave must be for the purpose of arranging the child's placement or caring for the child after placement. Such leave must begin before or at the time of the child's placement in the adoptive home.

10.18 School Conference Leave (state law requirement for cities with more than 21 employees) Any employee who has worked half-time or more for more than twelve (12) consecutive months, may take unpaid leave for up to a total of sixteen (16) hours during any school year to attend school conferences or classroom activities related to the employee's child (under 18 or under 20 and still attending secondary school), provided the conference or classroom activities cannot be scheduled during nonwork hours.

10.19 Bone Marrow Donation Leave (state law requirement for cities with more than 20 employees) Employees working an average of 20 or more hours per week may take paid leave, not to exceed 40 hours unless agreed to by QCTV, to undergo medical procedures to donate bone marrow. QCTV may require a physician's verification of the purpose and length of the leave requested to donate bone marrow.

10.20 Victim or Witness Leave

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

10.21 Elections / Voting

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

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

10.22 Regular Leave without Pay

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

Normally employee benefits will not be earned by an employee while on leave without pay. However, QCTV's contribution toward health, short-term disability, long-term disability, accidental death and dismemberment and life insurance may be continued, if approved by the Quad Cities Cable Communications Commission, for

leaves of up to ninety (90) days when the leave is for medical reasons and FMLA has been exhausted.

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

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

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

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

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

10.23 Family and Medical Leave General

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

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

In accordance with the law, the following definitions apply:

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

An eligible "child" is defined as a person under 18 years of age (or a person incapable of self-care because of a physical or mental disability) who is a biological,

adopted, foster, or step child, a ward of the employee, or a person with whom the employee is charged with a parent's rights, duties and responsibilities.

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

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

10.24 Eligibility

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

10.25 Length of Leave

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

10.26 Leave Year

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

10.27 Notice

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

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

10.28 Medical Certification

The employee may be required to provide medical certification to support a request for leave because of the serious health condition of a child, spouse, parent or the employee. A "Certification of Physician or Practitioner" form can be obtained from the QCTV Executive Director.

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

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

10.29 Recertification

Recertification may be required if the employee requests an extension of the original length approved by QCTV or if the employee's circumstances change.

Recertification may also be required if there is a question as to the validity of the certification or if the employee is unable to return to work due to the serious health condition.

10.30 Intermittent Leave

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

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

10.31 Fitness for Duty

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

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

10.32 Job Protection

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

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

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

10.33 Effect on Benefits

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

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

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

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

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

10.35 Records Retention

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

10.36 Failure to Return from FMLA Leave

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

If the unpaid leave of absence is not approved or the employee fails to request additional leave, the employee will be considered to have voluntarily resigned. If circumstances beyond the employee's control prevented the employee from requesting additional leave, a retroactive leave request may be allowed, subject to QCTV Executive Director's approval.

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

10.37 Light Duty/Modified Duty Assignment

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

Section 11 SEXUAL HARASSMENT PREVENTION

11.1 General

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

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

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

11.2 Definitions

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

- Submitting to the conduct is made either explicitly or implicitly a term or condition of an individual's employment; or

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

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

11.3 Expectations

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

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

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

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

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

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

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

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

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

11.4 Retaliation

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

Section 12 SEPARATION FROM SERVICE

12.1 Resignations

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

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

12.2 Severance Pay

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

allowable maximum of 280 hours. Unused Floating Holidays are not subject to severance payout.

Section 13 DISCIPLINE

13.1 General Policy

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

Discipline will be administered in a non-discriminatory manner. An employee who believes that discipline applied was either unjust or disproportionate to the offense committed may pursue a remedy through the grievance procedures established in QCTV's personnel policies. The supervisor and/or QCTV Executive Director will investigate any allegation on which disciplinary action might be based before any disciplinary action is taken.

13.2 No Contract Language Established

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

13.3 Process

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

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

Any disciplinary actions taken against the Executive Director will be by the Quad Cities Cable Communications Commission.

The following are descriptions of the types of disciplinary actions for employees other than the Executive Director:

13.4 Oral Reprimand

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

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

13.5 Written Reprimand

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

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

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

13.6 Suspension With or Without Pay

QCTV Executive Director may suspend an employee without pay for disciplinary reasons.

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

13.7 Demotion and/or Transfer

An employee may be demoted or transferred for disciplinary reasons. A disciplinary demotion or transfer differs from a demotion or transfer for reasons related to employee performance or business needs. The latter instances are not considered disciplinary. In all instances involving demotion or transfer, whether disciplinary or not, the employee must be qualified for the position to which they are being demoted or transferred at the time of the demotion or transfer.

13.8 Salary

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

13.9 Dismissal

The QCTV Commission, upon the recommendation of the QCTV Executive Director, may dismiss a management employee for substandard work performance, serious misconduct, or behavior not in keeping with general business standards.

QCTV Executive Director may dismiss any employee other than a management employee for substandard work performance, serious misconduct, or behavior not in keeping with general business standards without prior Commission approval.

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

13.10 Administrative Leave

An employee may be placed on involuntary leave of absence pending an investigation of an allegation involving that employee. The leave may be with or without pay as determined by the Executive Director upon consultation with the Quad Cities Cable Communications Commission Board Chair depending on a number of factors including the nature of the allegations. If the allegation is proven false after the investigation, the relevant written documents will be removed from the employee's personnel file and the employee will receive any compensation and benefits due had the suspension not taken place.

Section 14 GRIEVANCE PROCEDURE

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

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

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

designee will respond to the employee in writing within seven (7) calendar days. The decision of QCTV Executive Director is final.

14.1 Waiver

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

The following actions are not givable:

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

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

Section 15 EMPLOYEE EDUCATION AND TRAINING

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

15.1 Policy

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

15.2 Job-Related Training and Conferences

The subject matter of the training session or conference is directly job-related and relevant to the performance of the employee's work responsibilities.

Responsibilities outlined in the job description, annual work program requirements and training goals and objectives that have been developed for the employee will be considered in determining if the request is job-related.

CLE or similar courses taken by an employee in order to maintain licensing or other professional accreditation will not be eligible for payment under this policy unless the subject matter relates directly to the employee's duties, even though the

employee may be required to maintain such licensing or accreditation as a condition of employment with QCTV.

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

15.3 Request for Participation in Training and Conferences

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

15.4 Out of State Travel

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

15.5 Compensation for Travel and Training Time

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

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

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

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

15.6 Memberships and Dues

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

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

15.7 Tuition Reimbursement

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

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

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

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

Section 16 OUTSIDE EMPLOYMENT

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

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

- Outside employment must not interfere with a full-time or part-time employee's availability to work.
- Outside employment must not interfere with the employee's ability to fulfill the essential requirements of his/her position.
- The employee must not use QCTV equipment, resources or staff in the course of the outside employment.

- The employee must not violate any QCTV personnel policies as a result of outside employment.
- The employee must not receive compensation from another individual or employer for services performed during hours for which he/she is also being compensated by QCTV. Work performed for others while on approved annual leave or compensatory time is not a violation of policy unless that work creates the appearance of a conflict of interest.
- No employee will work for another employer, or for his/her own business, while using paid annual leave from QCTV for those same hours.

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

Section 17 DRUG FREE WORKPLACE

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

- Employees are expected and required to report to work on time and in appropriate mental and physical condition. It is QCTV's intent and obligation to provide a drug-free, safe and secure work environment.
- The unlawful manufacture, distribution, possession, or use of a controlled substance on QCTV property or while conducting QCTV business is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.
- QCTV recognizes drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use their health insurance plans, as appropriate.
- Employees must, as a condition of employment, abide by the terms of this policy and must report any conviction under a criminal drug statute for violations occurring on or off work premises while conducting QCTV business. A report of the conviction must be made within five (5) days after the conviction as required by the Drug-Free Workplace Act of 1988.

Section 18 QCTV DRIVING POLICY

This policy applies to all employees who drive a vehicle on QCTV business at least once per month, whether driving a city-owned vehicle or their own personal vehicle.

It also applies to employees who drive less frequently but whose ability to drive is essential to their job due to the emergency nature of the job. QCTV expects all employees who are required to drive as part of their job to drive safely and legally while on QCTV business and to maintain a good driving record.

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

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

Section 19 CELLULAR PHONE USE

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

19.1 General Policy

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

19.2 Procedures

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

19.3 Responsibility

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

Section 20 SAFETY

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

20.1 Reporting Accidents and Illnesses

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

20.2 Safety Equipment/Gear

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

20.3 Unsafe Behavior

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

Section 21 Acknowledgement of Receipt of the Personnel Policy

ACKNOWLEDGEMENT OF RECEIPT OF THE PERSONNEL POLICY

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

Employee's Signature

Date

Employee's Name (typed or printed)

Witness' Signature

Date

Witness' Name (typed or printed)

QCCCC Agenda Item

5.2 Liability Coverage Waiver

July 11, 2016

To: Commissioners

From: Karen George, Executive Director

Subject: Liability Coverage Waiver

QCCCC obtains liability coverage from the League of Minnesota Cities Insurance Trust. The governing board must take action on a decision to waive or not waive monetary limits on tort liability. Upon the advice of QCCCC's financial services provider City of Andover, it is recommended QCCCC not waive the monetary limits.

Action Requested: Approval designating QCCCC does not waive the monetary limits on municipal tort liability established by Minnesota Statutes 466.04.



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LIABILITY COVERAGE – WAIVER FORM

LMCIT members purchasing coverage must complete and return this form to LMCIT before the effective date of the coverage. Please return the completed form to your underwriter or email to pstech@lmc.org

This decision must be made by the member's governing body every year. You may also wish to discuss these issues with your attorney.

League of Minnesota Cities Insurance Trust (LMCIT) members that obtain liability coverage from LMCIT must decide whether to waive the statutory tort liability limits to the extent of the coverage purchased. The decision has the following effects:

- o *If the member does not waive the statutory tort limits*, an individual claimant would be able to recover no more than \$500,000 on any claim to which the statutory tort limits apply. The total all claimants would be able to recover for a single occurrence to which the statutory tort limits apply would be limited to \$1,500,000. These statutory tort limits apply regardless of whether the city purchases the optional excess liability coverage.
- o *If the member waives the statutory tort limits and does not purchase excess liability coverage*, a single claimant could potentially recover up to \$2,000,000 for a single occurrence. (Under this option, the tort cap liability limits are waived to the extent of the member's liability coverage limits, and the LMCIT per occurrence limit is \$2 million.) The total all claimants would be able to recover for a single occurrence to which the statutory tort limits apply would also be limited to \$2,000,000, regardless of the number of claimants.
- o *If the member waives the statutory tort limits and purchases excess liability coverage*, a single claimant could potentially recover an amount up to the limit of the coverage purchased. The total all claimants would be able to recover for a single occurrence to which the statutory tort limits apply would also be limited to the amount of coverage purchased, regardless of the number of claimants.

Claims to which the statutory municipal tort limits do not apply are not affected by this decision.

LMCIT Member Name

Check one:

- The member **DOES NOT WAIVE** the monetary limits on municipal tort liability established by Minnesota Statutes, Section 466.04.
- The member **WAIVES** the monetary limits on municipal tort liability established by Minnesota Statutes, Section 466.04 to the extent of the limits of the liability coverage obtained from LMCIT.

Date of city council/governing body meeting _____

Signature _____

Position _____