

# **APPENDICES**

## **APPENDIX 1**

### **Community Needs & Interests Questionnaire**

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

These questions are intended to obtain information about community needs and interests related to cable TV in the seven-city area represented by the Northern Dakota County Cable Communications Commission (NDC4), which includes the Cities of Inver Grove Heights, Lilydale, Mendota, Mendota Heights, South St. Paul, Sunfish Lake, and West St. Paul. The information gathered will help to determine if existing cable TV services and resources are adequate and appropriate, and identify changes that might be made to meet the current and future cable-related needs and interests of area residents.

1. Do you currently subscribe to the Comcast cable TV service in one of the NDC4 cities?

Yes  No **IF "NO," SKIP TO QUESTION 22 ON PAGE 3**

2. **IF "YES" TO QUESTION 1** How long have you subscribed to the Comcast cable TV service in one of the NDC4 cities?

Less than 1 Year  1 to 5 Years  6 to 10 Years  Over 10 Years  Don't Know/Don't Remember

3. Do you receive Comcast's package of high definition (HD) channels?

Yes  No / Don't Know **IF "NO" OR "DON'T KNOW," SKIP TO QUESTION 5, BELOW**

4. **IF "YES" TO QUESTION 3** How often do you watch Comcast channels that are not delivered in HD to your TV?

Often  Sometimes  Rarely  Never  Don't Know

5. Which one source of information do you use most often to find information about programming on cable TV channels? **PLEASE CHECK ONE OF THESE:**

TV Section of Newspaper  Internet  "Channel Surfing"  
 "TV Guide" Magazine  Comcast's On-Screen Program Guide  Don't Know  
 Other: \_\_\_\_\_

6. How often do you use Comcast's on-screen program guide to decide what to watch?

Never  Occasionally  Frequently  Always  Don't Know

7. Do you also subscribe to Comcast's internet or telephone service? **PLEASE CHECK ONE OF THESE:**

No  Yes (Internet and Telephone)  Yes (Internet)  Yes (Telephone)  Don't Know

8. Please indicate your level of satisfaction with Comcast's cable TV service (NOT telephone or Internet service) in the following areas. (If the item is not applicable to you, indicate that by checking "N/A.")

|  | VERY GOOD                | GOOD                     | FAIR                     | POOR                     | VERY POOR                | DON'T KNOW               | N/A                      |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Quality of the picture and sound.....                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. <u>Reliability</u> of Comcast's <u>cable TV</u> service ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Number & <u>variety</u> of channels offered.....              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Helpfulness of Comcast's customer service .....               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The rates charged by Comcast for <u>cable TV</u> .....        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Ease of getting services installed or changed by....          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Ability of Comcast to provide an accurate, written....        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Ability of Comcast to provide bills that are .....            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Fairness of Comcast's policies regarding late fees...         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j. Ease of getting problems repaired or resolved by ..           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Ability to quickly speak to a customer service.....           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| l. Ability of Comcast to respond to a service call .....         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

9. Have you tried to contact Comcast by telephone one or more times during the past year?  
 Yes  No  Don't Know **IF "NO" OR "DON'T KNOW", SKIP TO QUESTION 15, BELOW**
10. **IF "YES" TO QUESTION 9** As a result of your most recent telephone call to Comcast, was your issue resolved using the Comcast automated telephone response system, without talking to a person?  
 Yes  Don't Know **IF "YES" OR "DON'T KNOW", SKIP TO QUESTION 15, BELOW**  
 No
11. **IF "NO" TO QUESTION 10** During your most recent telephone call to Comcast, if you waited to speak to a customer service representative, how long would you estimate that you were on hold (or were you never connected)?  
 Less Than 30 Seconds  Between 30 Seconds and 1 Minute  Between 1-5 Minutes  
 Between 5-15 Minutes  More Than 15 Minutes  
 Don't Know / Don't Remember  Never Connected **IF "NEVER CONNECTED", SKIP TO QUESTION 15**
12. Was the person you spoke with able to resolve your issue during that most recent telephone call?  
 Yes  Don't Know **IF "YES" OR "DON'T KNOW", SKIP TO QUESTION 15, BELOW**  
 No
13. **IF "NO" TO QUESTION 12** Was that because a service call was necessary?  
 Yes  No  Don't Know **IF "NO" OR "DON'T KNOW", SKIP TO QUESTION 15, BELOW**
14. **IF "YES" TO QUESTION 13** If you scheduled a service call, was the problem resolved on the first visit by the technician?  
 Yes  No  Don't Know / Don't Remember  Not Applicable
15. Have you gone to the Comcast office in Inver Grove Heights or other nearby office during the past year?  
 Yes  No  Don't Know **IF "NO" OR "DON'T KNOW", SKIP TO QUESTION 19, BELOW**
16. For what reason(s) did you go to the Comcast office? **PLEASE CHECK ALL THAT APPLY:**  
 Pay bill  Return/pick up equipment  Order/change service  Other: \_\_\_\_\_
17. During your last time at the Comcast office, how long did you wait in line before a Comcast representative could help you?  
 Less than 5 Minutes  Between 5 - 15 Minutes  Between 15 - 30 Minutes  
 More than 30 Minutes  Don't Know / Don't Remember  
 Left Without Being Helped **IF "LEFT WITHOUT BEING HELPED", SKIP TO QUESTION 19, BELOW**
18. During the last time you went to the Comcast office, was Comcast able to resolve your issue?  
 Yes  No  Don't Know / Don't Remember  Not Applicable
19. How important is it to you that Comcast provide an office in Inver Grove Heights or somewhere in our seven-city Northern Dakota County area?  
 Very Important  Important  Not Very Important  Not Important at All  Don't Know
20. Overall, how satisfied are you with the Comcast cable TV service?  
 Very Satisfied  Somewhat Satisfied  Neutral  Somewhat Dissatisfied  Very Dissatisfied

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

21. Please provide any comments about your Comcast cable TV service in the space below.

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**IF YOU CURRENTLY SUBSCRIBE TO THE COMCAST CABLE TV SERVICE, PLEASE SKIP QUESTIONS 22 & 23, AND GO TO QUESTION 24 ON THE NEXT PAGE.**

22. If you previously subscribed to Comcast's cable TV service in one of the NDC4 cities (Inver Grove Heights, Lilydale, Mendota, Mendota Heights, South St. Paul, Sunfish Lake, or West St. Paul), but no longer do so, please indicate the reason(s) from the list provided below.

**PLEASE CHECK ALL THAT APPLY:**

- I have never subscribed to Comcast's cable TV service
- I moved to another residence
- Poor picture and/or sound quality from Comcast
- I didn't watch TV enough to make it worthwhile
- Comcast's customer service was poor
- Comcast's cable TV service was too expensive
- I switched to a satellite TV service (e.g., DirecTV, DISH Network, CenturyLink)
- I receive enough programming on over-the-air broadcast stations
- I rent or buy programs on DVD or Blu-Ray disc to watch on my TV
- I watch free programming that is delivered through the Internet (e.g., websites of TV shows, YouTube, Vimeo)
- I subscribe to program services delivered through the Internet (e.g., Netflix, Hulu Plus, Amazon Prime, Vudu)
- Don't Know
- Other (PLEASE INDICATE): \_\_\_\_\_

23. If you have **NEVER** subscribed to the Comcast cable TV service in one of the NDC4 cities, please indicate the reason(s) from the list provided below.

**PLEASE CHECK ALL THAT APPLY:**

- Comcast's cable TV service is not available to my home
- I'm not interested – I don't watch TV enough to make it worthwhile
- Comcast has a poor reputation
- Comcast's cable TV service is too expensive
- I subscribe to a satellite TV service (e.g., DirecTV, DISH Network, CenturyLink)
- I receive enough programming on over-the-air broadcast stations
- I rent or buy programs on DVD or Blu-Ray disc to watch on my TV
- I watch free programming that is delivered through the Internet (e.g., websites of TV shows, YouTube, Vimeo)
- I subscribe to program services delivered through the Internet (e.g., Netflix, Hulu Plus, Amazon Prime, Vudu)
- Don't Know
- Other (PLEASE INDICATE): \_\_\_\_\_

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

24. Town Square Television delivers local community news, sports, music, events, and talk shows on Channel 14; public access and multi-faith access programming on Channels 15 and 16; local government, Classic Arts Showcase, and NASA programming on Channels 18 and 19; educational programs, school board meetings, and Deutche Welle on Channel 20; and community bulletin board & program schedule listings on Channel 21. Are you aware of these channels and their programming?

Yes  No **IF "NO," SKIP TO QUESTION 41 NEAR THE TOP OF PAGE 6**

25. **IF "YES" TO QUESTION 24** Town Square Television Community Channel 14 features local news, sports, music, community events, talk shows, and many other programs created or obtained by Town Square Television staff. How often do you watch Town Square Television Community Channel 14?

Daily       At least once / week       1 - 3 times / month       Less than once / month       Don't Know  
 Never       Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

**IF "NEVER" OR "NOT APPLICABLE TO ME," SKIP TO QUESTION 27, BELOW**

26. Indicate your opinion of these statements about Town Square Television Community Channel 14:

|  | <u>STRONGLY AGREE</u> | <u>AGREE</u> | <u>DISAGREE</u> | <u>STRONGLY DISAGREE</u> | <u>DON'T KNOW</u> |
|--|-----------------------|--------------|-----------------|--------------------------|-------------------|
| a. Provides worthwhile community programming       | _____                 | _____        | _____           | _____                    | _____             |
| b. Provides valuable information                   | _____                 | _____        | _____           | _____                    | _____             |
| c. Provides programs that are interesting to watch | _____                 | _____        | _____           | _____                    | _____             |

27. Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16 feature programs produced or submitted by local residents and organizations on a wide variety of topics. How often do you watch Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16?

Daily       At least once / week       1 - 3 times / month       Less than once / month       Don't Know  
 Never       Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

**IF "NEVER" OR "NOT APPLICABLE TO ME," SKIP TO QUESTION 29, BELOW**

28. Indicate your opinion of these statements about Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16:

|   | <u>STRONGLY AGREE</u> | <u>AGREE</u> | <u>DISAGREE</u> | <u>STRONGLY DISAGREE</u> | <u>DON'T KNOW</u> |
|---|-----------------------|--------------|-----------------|--------------------------|-------------------|
| a. Provide worthwhile community programming       | _____                 | _____        | _____           | _____                    | _____             |
| b. Provide valuable information                   | _____                 | _____        | _____           | _____                    | _____             |
| c. Provide programs that are interesting to watch | _____                 | _____        | _____           | _____                    | _____             |

29. Town Square Television Channel 18 features government meetings for Mendota Heights, West St. Paul, and Dakota County - plus community affairs, military, and environmental programs and "Classic Arts Showcase" videos. Channel 19 features government meetings for Inver Grove Heights and South St. Paul, and programming from the NASA Channel. How often do you watch Town Square Television Channels 18 and/or 19?

Daily       At least once / week       1 - 3 times / month       Less than once / month       Don't Know  
 Never       Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

**IF "NEVER" OR "NOT APPLICABLE TO ME," SKIP TO QUESTION 31, BELOW**

30. Indicate your opinion of these statements about Town Square Television channels 18 and 19:

|  | <u>STRONGLY AGREE</u> | <u>AGREE</u> | <u>DISAGREE</u> | <u>STRONGLY DISAGREE</u> | <u>DON'T KNOW</u> |
|--|-----------------------|--------------|-----------------|--------------------------|-------------------|
| a. Provide worthwhile local government programming | _____                 | _____        | _____           | _____                    | _____             |
| b. Provide valuable information                    | _____                 | _____        | _____           | _____                    | _____             |
| c. Provide programs that are interesting to watch  | _____                 | _____        | _____           | _____                    | _____             |

31. Town Square Television Education Channel 20 features local K-12 and college programs, school board meetings, and Deutche Welle international news from Germany. How often do you watch Town Square Television Channel 20?

Daily       At least once / week       1 - 3 times / month       Less than once / month       Don't Know  
 Never       Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

**IF "NEVER" OR "NOT APPLICABLE TO ME," SKIP TO QUESTION 33 ON THE NEXT PAGE**

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

32. Indicate your opinion of these statements about Town Square Television channel 20:

|  | STRONGLY AGREE | AGREE | DISAGREE | STRONGLY DISAGREE | DON'T KNOW |
|--|----------------|-------|----------|-------------------|------------|
| a. Provides worthwhile educational programming     | ___            | ___   | ___      | ___               | ___        |
| b. Provides valuable information                   | ___            | ___   | ___      | ___               | ___        |
| c. Provides programs that are interesting to watch | ___            | ___   | ___      | ___               | ___        |

33. Town Square Television Channel 21 features bulletin board listings of events and organizations, program schedule listings for all Town Square Television channels, and locally-sourced weather and traffic information. How often do you watch Town Square Television Channel 21?

- Daily     
  At least once / week     
  1 - 3 times / month     
  Less than once / month     
  Don't Know  
 Never     
  Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

34. How do you find out about programs that you want to watch on the Town Square Television channels? (PLEASE CHECK ALL THAT APPLY.)

- www.townsquare.tv website     
  Channel 21 listings     
  At events     
  Newspaper     
  "Channel Surfing"  
 City or other websites     
  Friends & Family     
  Facebook     
  Twitter     
  Don't Know  
 Other: \_\_\_\_\_     
  Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city  
IF "NOT APPLICABLE TO ME," SKIP TO QUESTION 36, BELOW

35. Disregarding the content of the programs, how would you rate the picture and sound quality of the Town Square Television channels, as compared to the other cable channels that you watch?

- Better quality     
  Lower quality     
  About the same     
  Don't Know  
 Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city

36. Do you ever watch Town Square Television programs at the townsquare.tv website?

- Yes     
  No     
  I did not know I could watch Town Square Television programs at its website  
IF "NO" OR "I DID NOT KNOW I COULD WATCH...", SKIP TO QUESTION 38, BELOW

37. Do you ever watch townsquare.tv website programs on a mobile device, including a smart phone and/or tablet?

- Yes     
  No

38. Please indicate if you have ever watched any of the following programs that are regularly shown on the Town Square Television channels -- or the townsquare.tv website -- and how often you watch them. (If this item is not applicable to you, indicate that by checking "N/A.")

|  | NEVER | LESS THAN MONTHLY | 1 - 3 TIMES PER MONTH | WEEKLY | DON'T KNOW | N/A |
|--|-------|-------------------|-----------------------|--------|------------|-----|
| a. Insight 7 .....                                       | ___   | ___               | ___                   | ___    | ___        | ___ |
| b. Game of the Week.....                                 | ___   | ___               | ___                   | ___    | ___        | ___ |
| c. SportsZone .....                                      | ___   | ___               | ___                   | ___    | ___        | ___ |
| d. Girl Talk .....                                       | ___   | ___               | ___                   | ___    | ___        | ___ |
| e. Amp It Up .....                                       | ___   | ___               | ___                   | ___    | ___        | ___ |
| f. Positive Parenting .....                              | ___   | ___               | ___                   | ___    | ___        | ___ |
| g. City Council or other Local Government Meetings ..... | ___   | ___               | ___                   | ___    | ___        | ___ |
| h. School Board Meetings.....                            | ___   | ___               | ___                   | ___    | ___        | ___ |
| i. School Music/Drama Performances .....                 | ___   | ___               | ___                   | ___    | ___        | ___ |
| j. Any Faith Programs or Services on Channel 16.....     | ___   | ___               | ___                   | ___    | ___        | ___ |

39. Please indicate if you have watched any of the following programs that are shown quarterly or annually on the Town Square Television channels -- or the townsquare.tv website. (If this item is not applicable to you, indicate that by checking "N/A.")

|  | YES | NO  | DON'T KNOW | N/A |
|--|-----|-----|------------|-----|
| a. Community Parks Connection .....                | ___ | ___ | ___        | ___ |
| b. Parades, Coronations, & Festivals .....         | ___ | ___ | ___        | ___ |
| c. Candidate Information or Election Results ..... | ___ | ___ | ___        | ___ |
| d. High School or College Graduations .....        | ___ | ___ | ___        | ___ |

# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

40. Town Square Television carries several unique satellite-delivered programs in addition to its locally produced programming. Please indicate if you have watched any of the following satellite-delivered programs that are shown on the Town Square Television channels, and how regularly you have watched them. (If this item is not applicable to you, indicate that by checking "N/A.")

|  | NEVER | LESS THAN MONTHLY | 1 - 3 TIMES PER MONTH | AT LEAST WEEKLY | DON'T KNOW | N/A |
|--|-------|-------------------|-----------------------|-----------------|------------|-----|
| a. Deutche Welle (international news) .....  | ___   | ___               | ___                   | ___             | ___        | ___ |
| b. Classic Arts Showcase (arts videos) ..... | ___   | ___               | ___                   | ___             | ___        | ___ |
| c. NASA (national space program) .....       | ___   | ___               | ___                   | ___             | ___        | ___ |
| d. Pentagon Channel (Dept. of Defense).....  | ___   | ___               | ___                   | ___             | ___        | ___ |

41. How much of your current cable bill do you think should be used each month to support the development of local cable channels, programs and services by and for Northern Dakota County residents, organizations, schools, and government?

\$5.00       \$4.00       \$3.00       \$2.00       \$1.00       50 CENTS       Nothing  
 Other: \_\_\_\_\_       Don't Know       Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city  
**IF "NOT APPLICABLE TO ME," SKIP TO QUESTION 43, BELOW**

42. For comparison, how much of your current cable bill do you think should be used each month to pay for the following channels? (If this item is not applicable to you, indicate that by checking "N/A.")

|                           | \$5.00 | \$4.00 | \$3.00 | \$2.00 | \$1.00 | \$0.50 | NOTHING | DON'T KNOW | N/A | OTHER: |
|---------------------------|--------|--------|--------|--------|--------|--------|---------|------------|-----|--------|
| a. ESPN.....              | ___    | ___    | ___    | ___    | ___    | ___    | ___     | ___        | ___ | ___    |
| b. Fox News Channel ..... | ___    | ___    | ___    | ___    | ___    | ___    | ___     | ___        | ___ | ___    |
| c. USA Network.....       | ___    | ___    | ___    | ___    | ___    | ___    | ___     | ___        | ___ | ___    |
| d. MTV.....               | ___    | ___    | ___    | ___    | ___    | ___    | ___     | ___        | ___ | ___    |

43. How important do you think it is to have cable TV channels that feature programs produced by or about local residents, organizations, schools, and government, or about issues of interest to Northern Dakota County?

Very Important       Important       Not Very Important       Not Important at All       Don't Know

44. How important do you think it is to have local cable TV channels or content including programs in languages other than English for Northern Dakota County residents?

Very Important       Important       Not Very Important       Not Important at All       Don't Know

45. Do you know that you, or the organizations you are involved with, can produce programs to show on a Town Square Television channel and on the Internet?

Yes       No

46. Have you ever provided or participated in the production of a program, or appeared as a guest on a program shown on a Town Square Television channel and the townsquare.tv website?

Yes       No       Don't Know      **IF "NO" OR "DON'T KNOW," SKIP TO QUESTION 54 ON PAGE 7**

47. How many Town Square Television programs have you provided, participated in the production of, or appeared on as a guest during the past two years?

More than 10       6 - 10       1 - 5       None

48. What was the impact of your program(s) on your organization, collaborators, supporters, and the viewing audience? **PLEASE CHECK ALL THAT APPLY:**

- I/We got requests from viewers and supporters for more information
- Viewers and supporters got involved in the issue(s) presented in my/our program
- Viewers and supporters said they attended an event that was promoted in my/our program
- Participants who appeared on my/our program were recognized in public by viewers
- Traffic on our web site or social media increased
- Improved visibility or fundraising efforts or assisted in receiving an award
- No impact that I know of
- Other (describe): \_\_\_\_\_





# COMMUNITY NEEDS & INTERESTS QUESTIONNAIRE

56. How interested are you in the following types of local cable TV programs or services:

|   | VERY<br>INTERESTED | INTERESTED | NEUTRAL | NOT VERY<br>INTERESTED | NOT AT ALL<br>INTERESTED |
|---|--------------------|------------|---------|------------------------|--------------------------|
| a. Community festivals, neighborhood events .....   | ___                | ___        | ___     | ___                    | ___                      |
| b. Local programming channels in high definition .....  | ___                | ___        | ___     | ___                    | ___                      |
| c. Local programs on Comcast's video-on-demand service .....  | ___                | ___        | ___     | ___                    | ___                      |
| d. Program schedules for the Town Square Television channels...<br>on Comcast's on-screen program guide | ___                | ___        | ___     | ___                    | ___                      |
| e. Educational/instructional programs from local schools .....  | ___                | ___        | ___     | ___                    | ___                      |
| f. Environmental programs .....   | ___                | ___        | ___     | ___                    | ___                      |
| g. Ethnic and cultural programs .....   | ___                | ___        | ___     | ___                    | ___                      |
| h. City government/public agency meetings .....   | ___                | ___        | ___     | ___                    | ___                      |
| i. City government informational programs .....   | ___                | ___        | ___     | ___                    | ___                      |
| j. Health and fitness programs .....  | ___                | ___        | ___     | ___                    | ___                      |
| k. Informational programs about services and activities of .....  | ___                | ___        | ___     | ___                    | ___                      |
| Northern Dakota County organizations and clubs  |                    |            |         |                        |                          |
| l. <u>Live</u> coverage of local events (sports, concerts, etc.) .....                                  | ___                | ___        | ___     | ___                    | ___                      |
| m. <u>Live</u> interactive/call-in shows on local or current issues .....                               | ___                | ___        | ___     | ___                    | ___                      |
| n. Local church services and spiritual programs .....   | ___                | ___        | ___     | ___                    | ___                      |
| o. Local news and information .....   | ___                | ___        | ___     | ___                    | ___                      |
| p. Local sports and recreational activities .....   | ___                | ___        | ___     | ___                    | ___                      |
| q. Programs about local history, arts and artists .....   | ___                | ___        | ___     | ___                    | ___                      |
| r. Programming for children .....   | ___                | ___        | ___     | ___                    | ___                      |
| s. Senior citizen activities and concerns .....   | ___                | ___        | ___     | ___                    | ___                      |
| t. Youth-produced programs .....  | ___                | ___        | ___     | ___                    | ___                      |
| u. Programs in languages other than English .....   | ___                | ___        | ___     | ___                    | ___                      |
| v. Programs produced in other communities of the Greater .....  | ___                | ___        | ___     | ___                    | ___                      |
| Twin Cities region  |                    |            |         |                        |                          |
| w. Other (describe): _____  |                    |            |         |                        |                          |

57. How often do you use the following information sources to find out about the services available and activities that occur in Northern Dakota County:

|   | <u>NEVER</u> | <u>OCCASIONALLY</u> | <u>FREQUENTLY</u> | <u>ALWAYS</u> |
|---|--------------|---------------------|-------------------|---------------|
| a. Social media (e.g., Facebook, Twitter, text messages, email) .....   | ___          | ___                 | ___               | ___           |
| b. On-line news sites (e.g., patch.com, twincities.com, startribune.com, ....<br>southwestreviewnews.com, South St. Paul Voice, etc.) | ___          | ___                 | ___               | ___           |
| c. Websites of local organizations .....  | ___          | ___                 | ___               | ___           |
| d. Town Square Television channels 14, 15, 16, 18, 19, 20 & 21 .....  | ___          | ___                 | ___               | ___           |
| e. Flyers and posters placed on bulletin boards, etc. ....  | ___          | ___                 | ___               | ___           |
| f. Local newspaper articles and advertisements .....  | ___          | ___                 | ___               | ___           |
| g. Local radio station stories and advertisements .....   | ___          | ___                 | ___               | ___           |
| h. Local broadcast TV station stories and advertisements .....  | ___          | ___                 | ___               | ___           |
| i. Newsletters and other materials via US Mail .....  | ___          | ___                 | ___               | ___           |

58. Finally, we would appreciate it if you would indicate the following information about yourself, for statistical purposes:

- a. Please indicate the grouping that includes your age:  
 \_\_\_ Under 25?    \_\_\_ 25 to 34?    \_\_\_ 35 to 44?    \_\_\_ 45 to 54?    \_\_\_ 55 to 64?    \_\_\_ 65 or Older?
- b. Please indicate your gender:  
 \_\_\_ Male                      \_\_\_ Female
- c. Please indicate your household's annual income before taxes:  
 \_\_\_ Under \$25,000?    \_\_\_ \$25,000 to \$39,999?    \_\_\_ \$40,000 to \$59,999?    \_\_\_ \$60,000 to \$99,999?    \_\_\_ \$100,000 or more?

59. Thank you very much for your assistance. You are invited (but not required) to voluntarily provide any of the following information about yourself and the organization(s) with which you are associated:

Name: \_\_\_\_\_

Organization(s): \_\_\_\_\_



Address: \_\_\_\_\_

Telephone: \_\_\_\_\_                      Email: \_\_\_\_\_


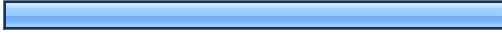
## **APPENDIX 2**

### **Responses to the Community Needs and Interests Questionnaire**



**1. You are invited to participate in this survey if you did NOT fill out and return the questionnaire at one of the January 14-16, 2014 cable focus group workshops in Northern Dakota County. Did you fill out and return the questionnaire at one of these cable focus group workshops?**

|   |  | Response Percent | Response Count |
|---|--|------------------|----------------|
| Yes, I did fill out and return the questionnaire at a cable focus group workshop                            |   | 0.5%             | 3              |
| No, I did not fill out and return the questionnaire (OR: No, I did not attend a cable focus group workshop) |  | 99.5%            | 589            |
| <b>answered question</b>  |  |                  | <b>592</b>     |
| <b>skipped question</b>   |  |                  | <b>0</b>       |






**2. Please confirm your answer, below:**

|   |  | Response Percent | Response Count |
|---|--|------------------|----------------|
| Yes, I did fill out and return the questionnaire at a cable focus group workshop  |   | 25.0%            | 1              |
| No, I did NOT fill out and return the questionnaire at a cable focus group workshop (OR: No, I did not attend a cable focus group workshop) |  | 75.0%            | 3              |
| <b>answered question</b>  |  |                  | <b>4</b>       |
| <b>skipped question</b>   |  |                  | <b>588</b>     |




**3. Do you currently subscribe to the Comcast CABLE TV service in one of the NDC4 cities (Inver Grove Heights, Lilydale, Mendota, Mendota Heights, South St. Paul, Sunfish Lake, or West St. Paul)?**

|                   |   | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes               |  | 56.8%            | 333            |
| No                |  | 43.2%            | 253            |
| answered question |   |                  | 586            |
| skipped question  |   |                  | 6              |






**4. How long have you subscribed to the Comcast CABLE TV service in one of the NDC4 cities?**

|                              |   | Response Percent | Response Count |
|------------------------------|---|------------------|----------------|
| Less than 1 Year             |  | 5.4%             | 18             |
| 1 to 5 Years                 |  | 14.8%            | 49             |
| 6 to 10 Years                |  | 16.9%            | 56             |
| Over 10 Years                |  | 59.5%            | 197            |
| Don't Know or Don't Remember |  | 3.3%             | 11             |
| answered question            |   |                  | 331            |
| skipped question             |   |                  | 261            |








**5. Do you receive Comcast's package of high definition (HD) channels?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Yes                      |  | 60.4%            | 201            |
| No                       |  | 30.9%            | 103            |
| Don't Know               |  | 8.7%             | 29             |
| <b>answered question</b> |   |                  | <b>333</b>     |
| <b>skipped question</b>  |   |                  | <b>259</b>     |



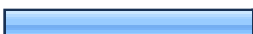

**6. How often do you watch Comcast channels that are NOT delivered in HD to your TV?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Often                    |    | 25.8%            | 51             |
| <b>Sometimes</b>         |  | <b>42.4%</b>     | <b>84</b>      |
| Rarely                   |  | 24.2%            | 48             |
| Never                    |  | 3.5%             | 7              |
| Don't Know               |  | 4.0%             | 8              |
| <b>answered question</b> |   |                  | <b>198</b>     |
| <b>skipped question</b>  |   |                  | <b>394</b>     |






**7. Which ONE source of information do you use MOST OFTEN to find information about programming on cable TV channels? PLEASE CHECK ONE OF THESE:**

|  |   | Response Percent         | Response Count |
|--|---|--------------------------|----------------|
| TV Section of Newspaper                  |  | 9.9%                     | 32             |
| "TV Guide" Magazine                      |  | 1.2%                     | 4              |
| Internet                                 |  | 8.4%                     | 27             |
| <b>Comcast's On-Screen Program Guide</b> |  | <b>61.0%</b>             | <b>197</b>     |
| "Channel Surfing"                        |  | 15.5%                    | 50             |
| Don't Know                               |  | 1.2%                     | 4              |
| Other (please specify)                   |  | 2.8%                     | 9              |
|  |   | <b>answered question</b> | <b>323</b>     |
|  |   | <b>skipped question</b>  | <b>269</b>     |

**8. How often do you use Comcast's on-screen program guide to decide what to watch?**

|                   |   | Response Percent         | Response Count |
|-------------------|---|--------------------------|----------------|
| Never             |  | 15.0%                    | 48             |
| Occasionally      |  | 25.5%                    | 82             |
| <b>Frequently</b> |  | <b>37.1%</b>             | <b>119</b>     |
| Always            |  | 22.4%                    | 72             |
| Don't Know        |   | 0.0%                     | 0              |
|                   |   | <b>answered question</b> | <b>321</b>     |
|                   |   | <b>skipped question</b>  | <b>271</b>     |

**9. Do you also subscribe to Comcast's internet or telephone service? PLEASE CHECK ONE OF THESE:**




|                                     |   | Response Percent         | Response Count |
|-------------------------------------|---|--------------------------|----------------|
| No                                  |  | 12.5%                    | 40             |
| <b>Yes (Internet and Telephone)</b> |  | <b>46.6%</b>             | <b>149</b>     |
| Yes (Internet)                      |  | 37.8%                    | 121            |
| Yes (Telephone)                     |  | 2.2%                     | 7              |
| Don't Know                          |  | 0.9%                     | 3              |
|                                     |   | <b>answered question</b> | <b>320</b>     |
|                                     |   | <b>skipped question</b>  | <b>272</b>     |



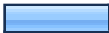


**10. Please indicate your level of satisfaction with Comcast's CABLE TV service (NOT telephone or Internet service) in the following areas. (If the item is not applicable to you, indicate that by checking "N/A.")**

|   | VERY GOOD             | GOOD                  | FAIR                 | POOR          | VERY POOR     | DON'T KNOW    | N/A                  | Rating Count |
|---|-----------------------|-----------------------|----------------------|---------------|---------------|---------------|----------------------|--------------|
| Quality of the picture and sound  | <b>45.3%</b><br>(140) | 41.4%<br>(128)        | 7.8%<br>(24)         | 2.6%<br>(8)   | 1.6%<br>(5)   | 0.6%<br>(2)   | 0.6%<br>(2)          | 309          |
| Reliability of Comcast's CABLE TV service   | 34.6%<br>(106)        | <b>47.4%</b><br>(145) | 12.4%<br>(38)        | 2.0%<br>(6)   | 1.6%<br>(5)   | 1.3%<br>(4)   | 0.7%<br>(2)          | 306          |
| Number and variety of channels offered  | 30.4%<br>(94)         | <b>41.4%</b><br>(128) | 18.4%<br>(57)        | 5.5%<br>(17)  | 1.0%<br>(3)   | 1.0%<br>(3)   | 2.3%<br>(7)          | 309          |
| Helpfulness of Comcast's customer service representatives                           | 23.5%<br>(72)         | <b>31.6%</b><br>(97)  | 22.1%<br>(68)        | 7.8%<br>(24)  | 7.2%<br>(22)  | 3.3%<br>(10)  | 4.6%<br>(14)         | 307          |
| The rates charged by Comcast for CABLE TV service                                   | 4.5%<br>(14)          | 9.1%<br>(28)          | <b>31.4%</b><br>(97) | 27.2%<br>(84) | 23.3%<br>(72) | 2.6%<br>(8)   | 1.9%<br>(6)          | 309          |
| Ease of getting services installed or changed by Comcast                            | 11.4%<br>(35)         | <b>33.4%</b><br>(103) | 26.3%<br>(81)        | 10.4%<br>(32) | 6.5%<br>(20)  | 4.5%<br>(14)  | 7.5%<br>(23)         | 308          |
| Ability of Comcast to provide an accurate, written confirmation of your order       | 9.2%<br>(28)          | <b>35.4%</b><br>(108) | 26.9%<br>(82)        | 3.9%<br>(12)  | 2.3%<br>(7)   | 10.2%<br>(31) | 12.1%<br>(37)        | 305          |
| Ability of Comcast to provide bills that are accurate and easy to understand        | 13.0%<br>(40)         | <b>40.7%</b><br>(125) | 25.4%<br>(78)        | 6.5%<br>(20)  | 8.1%<br>(25)  | 3.9%<br>(12)  | 2.3%<br>(7)          | 307          |
| Fairness of Comcast's policies regarding late fees                                  | 6.2%<br>(19)          | 21.0%<br>(64)         | 19.3%<br>(59)        | 3.6%<br>(11)  | 4.6%<br>(14)  | 20.0%<br>(61) | <b>25.2%</b><br>(77) | 305          |
| Ease of getting problems repaired or resolved by Comcast                            | 11.2%<br>(34)         | <b>33.6%</b><br>(102) | 28.6%<br>(87)        | 10.5%<br>(32) | 8.9%<br>(27)  | 3.6%<br>(11)  | 3.6%<br>(11)         | 304          |
| Ability to quickly speak to a customer service representative when you call Comcast | 12.1%<br>(37)         | <b>30.9%</b><br>(95)  | 28.7%<br>(88)        | 10.7%<br>(33) | 11.1%<br>(34) | 2.3%<br>(7)   | 4.2%<br>(13)         | 307          |
| The ability of Comcast to respond to a service call within the promised time period | 14.0%<br>(43)         | <b>39.0%</b><br>(120) | 22.4%<br>(69)        | 6.5%<br>(20)  | 3.2%<br>(10)  | 5.2%<br>(16)  | 9.7%<br>(30)         | 308          |
| <b>answered question</b>  |                       |                       |                      |               |               |               |                      | <b>310</b>   |








**11. Have you tried to contact Comcast by telephone one or more times during the past year?**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |  | 74.9%            | 233            |
| No                       |   | 22.8%            | 71             |
| Don't Know               |   | 2.3%             | 7              |
| <b>answered question</b> |  |                  | <b>311</b>     |
| <b>skipped question</b>  |  |                  | <b>281</b>     |




**12. As a result of your most recent telephone call to Comcast, was your issue resolved using the Comcast automated telephone response system, without talking to a person?**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |   | 15.5%            | 36             |
| No                       |  | 82.4%            | 192            |
| Don't Know               |   | 2.1%             | 5              |
| <b>answered question</b> |  |                  | <b>233</b>     |
| <b>skipped question</b>  |  |                  | <b>359</b>     |




**13. During your most recent telephone call to Comcast, if you waited to speak to a customer service representative, how long would you estimate that you were on hold (or were you never connected)?**

|                                 |   | Response Percent | Response Count |
|---------------------------------|---|------------------|----------------|
| Less Than 30 Seconds            |  | 2.1%             | 4              |
| Between 30 Seconds and 1 Minute |  | 14.6%            | 28             |
| <b>Between 1 - 5 Minutes</b>    |  | <b>43.2%</b>     | <b>83</b>      |
| Between 5 - 15 Minutes          |  | 19.3%            | 37             |
| More Than 15 Minutes            |  | 9.4%             | 18             |
| Don't Know or Don't Remember    |  | 9.9%             | 19             |
| Never Connected                 |  | 1.6%             | 3              |
| <b>answered question</b>        |   |                  | <b>192</b>     |
| <b>skipped question</b>         |   |                  | <b>400</b>     |




**14. Was the person you spoke with able to resolve your issue during that most recent telephone call?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Yes                      |  | <b>62.4%</b>     | <b>118</b>     |
| No                       |  | 34.4%            | 65             |
| Don't Know               |  | 3.2%             | 6              |
| <b>answered question</b> |   |                  | <b>189</b>     |
| <b>skipped question</b>  |   |                  | <b>403</b>     |




### 15. Was that because a service call was necessary?

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Yes                      |  | 29.2%            | 19             |
| No                       |  | 66.2%            | 43             |
| Don't Know               |  | 4.6%             | 3              |
| <b>answered question</b> |   |                  | <b>65</b>      |
| <b>skipped question</b>  |   |                  | <b>527</b>     |





### 16. If you scheduled a service call, was the problem resolved on the first visit by the technician?

|                              |   | Response Percent | Response Count |
|------------------------------|---|------------------|----------------|
| Yes                          |   | 50.0%            | 9              |
| No                           |  | 44.4%            | 8              |
| Don't Know or Don't Remember |   | 0.0%             | 0              |
| Not Applicable               |  | 5.6%             | 1              |
| <b>answered question</b>     |   |                  | <b>18</b>      |
| <b>skipped question</b>      |   |                  | <b>574</b>     |

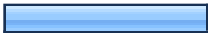





**17. Have you gone to the Comcast office in Inver Grove Heights or other nearby office during the past year?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Yes                      |  | 58.8%            | 183            |
| No                       |  | 40.8%            | 127            |
| Don't Know               |  | 0.3%             | 1              |
| <b>answered question</b> |   |                  | <b>311</b>     |
| <b>skipped question</b>  |   |                  | <b>281</b>     |





**18. For what reason(s) did you go to a Comcast office? PLEASE CHECK ALL THAT APPLY:**

|                                 |  | Response Percent | Response Count |
|---------------------------------|--|------------------|----------------|
| Pay bill                        |    | 17.0%            | 31             |
| <b>Return/pick up equipment</b> |  | <b>83.5%</b>     | <b>152</b>     |
| Order/change service            |   | 15.9%            | 29             |
| Other (please specify)          |   | 7.1%             | 13             |
| <b>answered question</b>        |  |                  | <b>182</b>     |
| <b>skipped question</b>         |  |                  | <b>410</b>     |






**19. During your last time at the Comcast office, how long did you wait in line before a Comcast representative could help you?**

|                               |   | Response Percent | Response Count |
|-------------------------------|---|------------------|----------------|
| Less than 5 Minutes           |  | 30.2%            | 55             |
| <b>Between 5 - 15 Minutes</b> |  | <b>37.4%</b>     | <b>68</b>      |
| Between 15 - 30 Minutes       |  | 14.8%            | 27             |
| More than 30 Minutes          |  | 11.5%            | 21             |
| Don't Know or Don't Remember  |  | 4.4%             | 8              |
| Left Without Being Helped     |  | 1.6%             | 3              |
| <b>answered question</b>      |   |                  | <b>182</b>     |
| <b>skipped question</b>       |   |                  | <b>410</b>     |


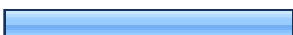



**20. During the last time you went to the Comcast office, was Comcast able to resolve your issue?**

|                              |  | Response Percent | Response Count |
|------------------------------|--|------------------|----------------|
| Yes                          |  | <b>84.8%</b>     | <b>151</b>     |
| No                           |   | 6.7%             | 12             |
| Don't Know or Don't Remember |   | 1.7%             | 3              |
| Not Applicable               |   | 6.7%             | 12             |
| <b>answered question</b>     |  |                  | <b>178</b>     |
| <b>skipped question</b>      |  |                  | <b>414</b>     |

**21. How important is it to you that Comcast provide an office in Inver Grove Heights or somewhere in our seven-city Northern Dakota County area?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very Important           |  | 55.0%            | 169            |
| Important                |  | 32.2%            | 99             |
| Not Very Important       |  | 8.5%             | 26             |
| Not Important at All     |  | 2.3%             | 7              |
| Don't Know               |  | 2.0%             | 6              |
| <b>answered question</b> |   |                  | <b>307</b>     |
| <b>skipped question</b>  |   |                  | <b>285</b>     |

**22. Overall, how satisfied are you with the Comcast CABLE TV service?**

|                           |   | Response Percent | Response Count |
|---------------------------|---|------------------|----------------|
| Very Satisfied            |  | 25.7%            | 79             |
| <b>Somewhat Satisfied</b> |  | <b>43.0%</b>     | <b>132</b>     |
| Neutral/No Opinion        |  | 10.4%            | 32             |
| Somewhat Dissatisfied     |  | 12.7%            | 39             |
| Very Dissatisfied         |  | 8.1%             | 25             |
| <b>answered question</b>  |   |                  | <b>307</b>     |
| <b>skipped question</b>   |   |                  | <b>285</b>     |

**23. Please provide any comments about your Comcast CABLE TV service in the space below.**

**Response  
Count**

173

**answered question**














**173**

**skipped question**

**419**














**24. If you previously subscribed to Comcast’s cable TV service in one of the NDC4 cities (Inver Grove Heights, Lilydale, Mendota, Mendota Heights, South St. Paul, Sunfish Lake, or West St. Paul), but no longer do so, please indicate the reason(s) from the list provided below. PLEASE CHECK ALL THAT APPLY:**

|   |   | Response Percent | Response Count |
|---|---|------------------|----------------|
| I have never subscribed to Comcast’s cable TV service   |    | 35.8%            | 91             |
| I moved to another residence  |    | 17.3%            | 44             |
| Poor picture and/or sound quality from Comcast  |    | 2.0%             | 5              |
| I didn’t watch TV enough to make it worthwhile  |    | 7.5%             | 19             |
| Comcast’s customer service was poor   |    | 8.7%             | 22             |
| Comcast’s cable TV service was too expensive  |  | 24.0%            | 61             |
| I switched to a satellite TV service (e.g., DirecTV, DISH Network, CenturyLink)                               |  | 20.9%            | 53             |
| I receive enough programming on over-the-air broadcast stations   |  | 6.3%             | 16             |
| I rent or buy programs on DVD or Blu-Ray disc to watch on my TV   |  | 7.9%             | 20             |
| I watch free programming that is delivered through the Internet (e.g., websites of TV shows, YouTube, Vimeo)  |  | 11.8%            | 30             |
| I subscribe to program services delivered through the Internet (e.g., Netflix, Hulu Plus, Amazon Prime, Vudu) |  | 15.4%            | 39             |
| Don’t Know  |  | 2.0%             | 5              |
| Other reason(s):  |  | 18.9%            | 48             |


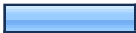
answered question 254

skipped question 338








**25. If you have NEVER subscribed to the Comcast cable TV service in one of the NDC4 cities, please indicate the reason(s) from the list provided below. PLEASE CHECK ALL THAT APPLY:**

|   |   | Response Percent         | Response Count |
|---|---|--------------------------|----------------|
| Comcast's cable TV service is not available to my home  |    | 18.0%                    | 16             |
| <b>I'm not interested – I don't watch TV enough to make it worthwhile</b>                                     |    | <b>28.1%</b>             | <b>25</b>      |
| Comcast has a poor reputation   |    | 9.0%                     | 8              |
| Comcast's cable TV service is too expensive   |    | 24.7%                    | 22             |
| I subscribe to a satellite TV service (e.g., DirecTV, DISH Network, CenturyLink)                              |  | 21.3%                    | 19             |
| I receive enough programming on over-the-air broadcast stations   |  | 12.4%                    | 11             |
| I rent or buy programs on DVD or Blu-Ray disc to watch on my TV   |  | 13.5%                    | 12             |
| I watch free programming that is delivered through the Internet (e.g., websites of TV shows, YouTube, Vimeo)  |  | 20.2%                    | 18             |
| I subscribe to program services delivered through the Internet (e.g., Netflix, Hulu Plus, Amazon Prime, Vudu) |  | 23.6%                    | 21             |
| Don't know  |  | 5.6%                     | 5              |
| Other reason(s):  |  | 19.1%                    | 17             |
|   |   | <b>answered question</b> | <b>89</b>      |

**26. Town Square Television delivers local community news, sports, music, events, and talk shows on Channel 14; public access and multi-faith access programming on Channels 15 and 16; local government, Classic Arts Showcase, and NASA programming on Channels 18 and 19; educational programs, school board meetings, and Deutche Welle on Channel 20; and community bulletin board & program schedule listings on Channel 21. Are you aware of these channels and their programming?**

|     |  | Response<br>Percent      | Response<br>Count |
|-----|--|--------------------------|-------------------|
| Yes |  | 80.5%                    | 451               |
| No  |   | 19.5%                    | 109               |
|     |  | <b>answered question</b> | <b>560</b>        |
|     |  | <b>skipped question</b>  | <b>32</b>         |






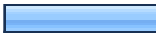

**27. Town Square Television Community Channel 14 features local news, sports, music, community events, talk shows, and many other programs created or obtained by Town Square Television staff. How often do you watch Town Square Television Community Channel 14?**

|  |   | Response Percent | Response Count |
|--|---|------------------|----------------|
| Daily  |  | 7.1%             | 32             |
| At least once / week   |  | 15.4%            | 69             |
| 1 - 3 times / month  |  | 22.5%            | 101            |
| Less than once / month   |  | 22.5%            | 101            |
| Don't Know   |  | 1.3%             | 6              |
| Never  |  | 8.2%             | 37             |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 22.9%            | 103            |
| <b>answered question</b>   |   |                  | <b>449</b>     |
| <b>skipped question</b>  |   |                  | <b>143</b>     |

**28. Indicate your opinion of these statements about Town Square Television Community Channel 14:**

|   | STRONGLY AGREE | AGREE       | DISAGREE  | STRONGLY DISAGREE | DON'T KNOW | Rating Count |
|---|----------------|-------------|-----------|-------------------|------------|--------------|
| Provides worthwhile community programming       | 47.1% (146)    | 45.2% (140) | 1.6% (5)  | 0.3% (1)          | 5.8% (18)  | 310          |
| Provides valuable information                   | 40.3% (124)    | 50.3% (155) | 1.3% (4)  | 0.3% (1)          | 7.8% (24)  | 308          |
| Provides programs that are interesting to watch | 32.1% (99)     | 54.2% (167) | 5.5% (17) | 1.0% (3)          | 7.1% (22)  | 308          |
| <b>answered question</b>                        |                |             |           |                   |            | <b>311</b>   |
| <b>skipped question</b>                         |                |             |           |                   |            | <b>281</b>   |







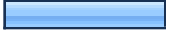
**29. Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16 feature programs produced or submitted by local residents and organizations on a wide variety of topics. How often do you watch Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16?**

|  |   | Response Percent | Response Count |
|--|---|------------------|----------------|
| Daily  |  | 1.8%             | 8              |
| At least once / week   |  | 8.5%             | 38             |
| 1 - 3 times / month  |  | 13.9%            | 62             |
| <b>Less than once / month</b>  |  | <b>24.9%</b>     | <b>111</b>     |
| Don't Know   |  | 4.0%             | 18             |
| Never  |  | 22.6%            | 101            |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 24.2%            | 108            |
| <b>answered question</b>   |   |                  | <b>446</b>     |
| <b>skipped question</b>  |   |                  | <b>146</b>     |

**30. Indicate your opinion of these statements about Town Square Television Public Access Channel 15 and Multi-faith Access Channel 16:**

|  | STRONGLY AGREE | AGREE              | DISAGREE  | STRONGLY DISAGREE | DON'T KNOW | Rating Count |
|--|----------------|--------------------|-----------|-------------------|------------|--------------|
| Provide worthwhile community programming       | 30.9% (73)     | <b>48.7% (115)</b> | 4.2% (10) | 0.0% (0)          | 16.1% (38) | 236          |
| Provide valuable information                   | 28.1% (66)     | <b>46.8% (110)</b> | 6.0% (14) | 0.4% (1)          | 18.7% (44) | 235          |
| Provide programs that are interesting to watch | 23.1% (54)     | <b>48.7% (114)</b> | 8.5% (20) | 0.9% (2)          | 18.8% (44) | 234          |
| <b>answered question</b>                       |                |                    |           |                   |            | <b>239</b>   |
| <b>skipped question</b>                        |                |                    |           |                   |            | <b>353</b>   |








**31. Town Square Television Channel 18 features government meetings for Mendota Heights, West St. Paul, and Dakota County - plus community affairs, military, and environmental programs and “Classic Arts Showcase” videos. Channel 19 features government meetings for Inver Grove Heights and South St. Paul, and programming from the NASA Channel. How often do you watch Town Square Television Channels 18 and/or 19?**

|  |   | Response Percent | Response Count |
|--|---|------------------|----------------|
| Daily  |    | 3.4%             | 15             |
| At least once / week   |    | 13.0%            | 58             |
| 1 - 3 times / month  |    | 22.0%            | 98             |
| <b>Less than once / month</b>  |    | <b>24.7%</b>     | <b>110</b>     |
| Don't Know   |    | 2.2%             | 10             |
| Never  |    | 10.8%            | 48             |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 24.0%            | 107            |
| <b>answered question</b>   |   |                  | <b>446</b>     |
| <b>skipped question</b>  |   |                  | <b>146</b>     |

**32. Indicate your opinion of these statements about Town Square Television channels 18 and 19:**

|  | <b>STRONGLY AGREE</b> | <b>AGREE</b>       | <b>DISAGREE</b> | <b>STRONGLY DISAGREE</b> | <b>DON'T KNOW</b> | <b>Rating Count</b> |
|--|-----------------------|--------------------|-----------------|--------------------------|-------------------|---------------------|
| Provide worthwhile local government programming  | <b>46.6% (136)</b>    | 43.8% (128)        | 1.4% (4)        | 0.0% (0)                 | 8.2% (24)         | 292                 |
| Provide valuable information                     | 42.6% (124)           | <b>47.4% (138)</b> | 1.4% (4)        | 0.0% (0)                 | 8.6% (25)         | 291                 |
| Provide programming that is interesting to watch | 34.0% (99)            | <b>51.9% (151)</b> | 4.1% (12)       | 0.7% (2)                 | 9.3% (27)         | 291                 |
| <b>answered question</b>                         |                       |                    |                 |                          |                   | <b>292</b>          |
| <b>skipped question</b>                          |                       |                    |                 |                          |                   | <b>300</b>          |







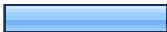
**33. Town Square Television Education Channel 20 features local K-12 and college programs, school board meetings, and Deutsche Welle international news from Germany. How often do you watch Town Square Television Channel 20?**

|  |   | <b>Response Percent</b> | <b>Response Count</b> |
|--|---|-------------------------|-----------------------|
| Daily  |  | 2.9%                    | 13                    |
| At least once / week   |  | 7.9%                    | 35                    |
| 1 - 3 times / month  |  | 10.8%                   | 48                    |
| Less than once / month   |  | 22.6%                   | 100                   |
| Don't Know   |  | 4.7%                    | 21                    |
| <b>Never</b>   |  | <b>26.6%</b>            | <b>118</b>            |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 24.4%                   | 108                   |
| <b>answered question</b>   |   |                         | <b>443</b>            |
| <b>skipped question</b>  |   |                         | <b>149</b>            |

**34. Indicate your opinion of these statements about Town Square Television channel 20:**













|   | <b>STRONGLY AGREE</b> | <b>AGREE</b>       | <b>DISAGREE</b> | <b>STRONGLY DISAGREE</b> | <b>DON'T KNOW</b> | <b>Rating Count</b> |
|---|-----------------------|--------------------|-----------------|--------------------------|-------------------|---------------------|
| Provides worthwhile educational programming       | 34.3% (73)            | <b>48.4% (103)</b> | 1.9% (4)        | 0.0% (0)                 | 15.5% (33)        | 213                 |
| Provides valuable information                     | 36.4% (78)            | <b>44.9% (96)</b>  | 3.7% (8)        | 0.0% (0)                 | 15.0% (32)        | 214                 |
| Provides programming that is interesting to watch | 31.5% (67)            | <b>47.9% (102)</b> | 4.2% (9)        | 0.5% (1)                 | 16.0% (34)        | 213                 |
| <b>answered question</b>                          |                       |                    |                 |                          |                   | <b>214</b>          |
| <b>skipped question</b>                           |                       |                    |                 |                          |                   | <b>378</b>          |

**35. Town Square Television Channel 21 features bulletin board listings of events and organizations, program schedule listings for all Town Square Television channels, and locally-sourced weather and traffic information. How often do you watch Town Square Television Channel 21?**






|  |   | <b>Response Percent</b> | <b>Response Count</b> |
|--|---|-------------------------|-----------------------|
| Daily  |  | 4.6%                    | 20                    |
| At least once / week   |  | 10.0%                   | 43                    |
| 1 - 3 times / month  |  | 12.0%                   | 52                    |
| Less than once / month   |  | 18.8%                   | 81                    |
| Don't Know   |  | 4.9%                    | 21                    |
| <b>Never</b>   |  | <b>25.7%</b>            | <b>111</b>            |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 24.1%                   | 104                   |
| <b>answered question</b>   |   |                         | <b>432</b>            |
| <b>skipped question</b>  |   |                         | <b>160</b>            |






**36. How do you find out about programs that you want to watch on the Town Square Television channels? (PLEASE CHECK ALL THAT APPLY.)**

|  |   | Response Percent         | Response Count |
|--|---|--------------------------|----------------|
| www.townsquare.tv website  |    | 35.0%                    | 153            |
| City or other websites   |    | 16.5%                    | 72             |
| Channel 21 listings  |    | 16.0%                    | 70             |
| At events  |    | 9.2%                     | 40             |
| Newspaper  |    | 7.8%                     | 34             |
| <b>“Channel Surfing”</b>   |    | <b>43.7%</b>             | <b>191</b>     |
| Friends & Family   |    | 19.0%                    | 83             |
| Facebook   |    | 11.7%                    | 51             |
| Twitter  |   | 2.3%                     | 10             |
| Don't Know   |  | 4.8%                     | 21             |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 17.6%                    | 77             |
| Other (please specify)   |  | 7.6%                     | 33             |
|  |   | <b>answered question</b> | <b>437</b>     |
|  |   | <b>skipped question</b>  | <b>155</b>     |

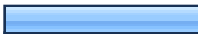

**37. Disregarding the CONTENT of the programs, how would you rate the PICTURE AND SOUND QUALITY of the Town Square Television channels, as compared to the other cable channels that you watch?**

|  |   | Response Percent         | Response Count |
|--|---|--------------------------|----------------|
| Better quality   |  | 11.4%                    | 41             |
| Lower quality  |  | 22.6%                    | 81             |
| <b>About the same</b>  |  | <b>49.9%</b>             | <b>179</b>     |
| Don't Know   |  | 11.1%                    | 40             |
| Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city |  | 5.0%                     | 18             |
|  |   | <b>answered question</b> | <b>359</b>     |
|  |   | <b>skipped question</b>  | <b>233</b>     |

**38. Do you ever watch Town Square Television programs at the townsquare.tv website?**

|   |   | Response Percent         | Response Count |
|---|---|--------------------------|----------------|
| Yes   |  | 37.4%                    | 163            |
| <b>No</b>   |  | <b>38.5%</b>             | <b>168</b>     |
| I did not know I could watch Town Square Television programs at its website |  | 24.1%                    | 105            |
|   |   | <b>answered question</b> | <b>436</b>     |
|   |   | <b>skipped question</b>  | <b>156</b>     |

**39. Do you ever watch townsquare.tv website programs on a mobile device, including a smart phone and/or tablet?**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |   | 29.0%            | 47             |
| No                       |  | 71.0%            | 115            |
| <b>answered question</b> |  |                  | <b>162</b>     |
| <b>skipped question</b>  |  |                  | <b>430</b>     |

**40. Please indicate if you have ever watched any of the following programs that are regularly shown on the Town Square Television channels -- or the townsquare.tv website -- and how often you watch them. (If this item is not applicable to you, indicate that by checking "N/A.")**

|   | NEVER                        | LESS THAN MONTHLY            | 1 – 3 TIMES PER MONTH | AT LEAST WEEKLY | DON'T KNOW | N/A           | Rating Count |
|---|------------------------------|------------------------------|-----------------------|-----------------|------------|---------------|--------------|
| Insight 7                                       | <b>31.2%</b><br><b>(124)</b> | 25.4%<br>(101)               | 18.3%<br>(73)         | 7.5% (30)       | 2.5% (10)  | 15.1%<br>(60) | 398          |
| Game of the Week                                | <b>38.8%</b><br><b>(155)</b> | 22.3%<br>(89)                | 13.3%<br>(53)         | 8.5% (34)       | 2.5% (10)  | 14.5%<br>(58) | 399          |
| SportsZone                                      | <b>43.1%</b><br><b>(168)</b> | 23.3%<br>(91)                | 10.0%<br>(39)         | 5.9% (23)       | 2.3% (9)   | 15.4%<br>(60) | 390          |
| Girl Talk                                       | <b>54.1%</b><br><b>(209)</b> | 12.4%<br>(48)                | 10.1%<br>(39)         | 3.4% (13)       | 3.1% (12)  | 16.8%<br>(65) | 386          |
| Amp It Up                                       | <b>56.7%</b><br><b>(221)</b> | 9.2% (36)                    | 10.5%<br>(41)         | 3.6% (14)       | 3.1% (12)  | 16.9%<br>(66) | 390          |
| Positive Parenting                              | <b>59.8%</b><br><b>(228)</b> | 8.9% (34)                    | 7.9% (30)             | 2.1% (8)        | 3.7% (14)  | 17.6%<br>(67) | 381          |
| City Council or other Local Government Meetings | 15.6%<br>(65)                | <b>32.0%</b><br><b>(133)</b> | 27.6%<br>(115)        | 11.5%<br>(48)   | 1.7% (7)   | 11.5%<br>(48) | 416          |
| School Board Meetings                           | <b>36.8%</b><br><b>(146)</b> | 30.0%<br>(119)               | 14.9%<br>(59)         | 3.5% (14)       | 1.5% (6)   | 13.4%<br>(53) | 397          |
| School Music/Drama Performances                 | <b>33.9%</b><br><b>(135)</b> | 32.2%<br>(128)               | 14.3%<br>(57)         | 4.8% (19)       | 2.3% (9)   | 12.6%<br>(50) | 398          |
| Any Faith Programs or Services on Channel 16    | <b>53.6%</b><br><b>(209)</b> | 15.6%<br>(61)                | 8.2% (32)             | 5.1% (20)       | 1.3% (5)   | 16.2%<br>(63) | 390          |
| <b>answered question</b>                        |                              |                              |                       |                 |            |               | <b>429</b>   |
| <b>skipped question</b>                         |                              |                              |                       |                 |            |               | <b>163</b>   |

**41. Please indicate if you have watched any of the following programs that are shown quarterly or annually on the Town Square Television channels -- or the townsquare.tv website. (If this item is not applicable to you, indicate that by checking "N/A.")**

|   | YES                | NO                 | DON'T KNOW | N/A                      | Rating Count |
|---|--------------------|--------------------|------------|--------------------------|--------------|
| Community Parks Connection                | 36.4% (149)        | <b>40.6% (166)</b> | 6.1% (25)  | 16.9% (69)               | 409          |
| Parades, Coronations, & Festivals         | <b>60.6% (254)</b> | 22.9% (96)         | 2.1% (9)   | 14.3% (60)               | 419          |
| Candidate Information or Election Results | <b>58.3% (245)</b> | 23.3% (98)         | 2.9% (12)  | 15.5% (65)               | 420          |
| High School or College Graduations        | <b>44.0% (183)</b> | 36.8% (153)        | 2.4% (10)  | 16.8% (70)               | 416          |
|   |                    |                    |            | <b>answered question</b> | <b>427</b>   |
|   |                    |                    |            | <b>skipped question</b>  | <b>165</b>   |

**42. Town Square Television carries several unique satellite-delivered programs in addition to its locally produced programming. Please indicate if you have watched any of the following satellite-delivered programs that are shown on the Town Square Television channels, and how regularly you have watched them. (If this item is not applicable to you, indicate that by checking "N/A.")**

|                                     | NEVER              | LESS THAN MONTHLY | 1 – 3 TIMES PER MONTH | AT LEAST WEEKLY | DON'T KNOW | N/A                      | Rating Count |
|-------------------------------------|--------------------|-------------------|-----------------------|-----------------|------------|--------------------------|--------------|
| Deutsche Welle (international news) | <b>56.2% (235)</b> | 10.0% (42)        | 5.3% (22)             | 5.0% (21)       | 2.2% (9)   | 21.3% (89)               | 418          |
| Classic Arts Showcase (arts videos) | <b>45.7% (192)</b> | 16.7% (70)        | 8.6% (36)             | 6.0% (25)       | 2.4% (10)  | 20.7% (87)               | 420          |
| NASA (national space program)       | <b>38.7% (164)</b> | 22.9% (97)        | 12.0% (51)            | 4.2% (18)       | 1.7% (7)   | 20.5% (87)               | 424          |
| Pentagon Channel (Dept. of Defense) | <b>50.8% (213)</b> | 16.9% (71)        | 6.2% (26)             | 2.6% (11)       | 2.4% (10)  | 21.0% (88)               | 419          |
|                                     |                    |                   |                       |                 |            | <b>answered question</b> | <b>427</b>   |
|                                     |                    |                   |                       |                 |            | <b>skipped question</b>  | <b>165</b>   |

**43. How much of your current cable bill do you think should be used each month to support the development of local cable channels, programs and services by and for Northern Dakota County residents, organizations, schools, and government?**

|   |  | Response<br>Percent | Response<br>Count |
|---|--|---------------------|-------------------|
| \$5.00  |  | 19.1%               | 103               |
| \$4.00  |  | 3.9%                | 21                |
| \$3.00  |  | 6.9%                | 37                |
| \$2.00  |  | 5.4%                | 29                |
| \$1.00  |  | 4.1%                | 22                |
| 50 CENTS  |  | 1.9%                | 10                |
| Nothing   |  | 5.2%                | 28                |
| Don't Know  |  | 25.2%               | 136               |
| <b>Not Applicable To Me / I am not a Comcast subscriber in an NDC4 city</b> |  | <b>26.3%</b>        | <b>142</b>        |
| Other:  |  | 2.0%                | 11                |
| <b>answered question</b>  |  |                     | <b>539</b>        |
| <b>skipped question</b>   |  |                     | <b>53</b>         |

44. For comparison, how much of your current cable bill do you think should be used each month to pay for the following channels (if you don't know or this item is not applicable to you, just indicate that). ESPN:







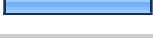



|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| \$5.00                   |  | 5.6%                | 22                |
| \$4.00                   |  | 1.8%                | 7                 |
| \$3.00                   |  | 4.1%                | 16                |
| \$2.00                   |  | 5.4%                | 21                |
| \$1.00                   |  | 12.3%               | 48                |
| 50 CENTS                 |  | 8.7%                | 34                |
| <b>Nothing</b>           |  | <b>25.6%</b>        | <b>100</b>        |
| <b>Don't Know</b>        |  | <b>25.6%</b>        | <b>100</b>        |
| Not Applicable to Me     |  | 9.7%                | 38                |
| Other:                   |  | 1.3%                | 5                 |
| <b>answered question</b> |  |                     | <b>391</b>        |
| <b>skipped question</b>  |  |                     | <b>201</b>        |

### 45. Fox News Channel:

|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| \$5.00                   |  | 5.1%                | 20                |
| \$4.00                   |  | 1.8%                | 7                 |
| \$3.00                   |  | 4.9%                | 19                |
| \$2.00                   |  | 4.4%                | 17                |
| \$1.00                   |  | 8.7%                | 34                |
| 50 CENTS                 |  | 8.2%                | 32                |
| <b>Nothing</b>           |  | <b>38.5%</b>        | <b>150</b>        |
| Don't Know               |  | 21.8%               | 85                |
| Not Applicable to Me     |  | 5.4%                | 21                |
| Other:                   |  | 1.3%                | 5                 |
| <b>answered question</b> |  |                     | <b>390</b>        |
| <b>skipped question</b>  |  |                     | <b>202</b>        |








## 46. USA Network:

|                          |   | Response<br>Percent | Response<br>Count |
|--------------------------|---|---------------------|-------------------|
| \$5.00                   |    | 4.4%                | 17                |
| \$4.00                   |    | 1.3%                | 5                 |
| \$3.00                   |    | 4.9%                | 19                |
| \$2.00                   |    | 6.7%                | 26                |
| \$1.00                   |    | 14.4%               | 56                |
| 50 CENTS                 |    | 11.3%               | 44                |
| Nothing                  |    | 21.9%               | 85                |
| <b>Don't Know</b>        |    | <b>28.8%</b>        | <b>112</b>        |
| Not Applicable to Me     |    | 5.7%                | 22                |
| Other:                   |  | 0.8%                | 3                 |
| <b>answered question</b> |   |                     | <b>389</b>        |
| <b>skipped question</b>  |   |                     | <b>203</b>        |






**47. MTV:**

|                          |  | Response<br>Percent | Response<br>Count |
|--------------------------|--|---------------------|-------------------|
| \$5.00                   |  | 2.8%                | 11                |
| \$4.00                   |  | 0.5%                | 2                 |
| \$3.00                   |  | 1.3%                | 5                 |
| \$2.00                   |  | 2.0%                | 8                 |
| \$1.00                   |  | 6.4%                | 25                |
| 50 CENTS                 |  | 9.7%                | 38                |
| <b>Nothing</b>           |  | <b>44.1%</b>        | <b>173</b>        |
| Don't Know               |  | 22.2%               | 87                |
| Not Applicable to Me     |  | 9.7%                | 38                |
| Other:                   |  | 1.3%                | 5                 |
| <b>answered question</b> |  |                     | <b>392</b>        |
| <b>skipped question</b>  |  |                     | <b>200</b>        |



**48. How important do you think it is to have cable TV channels that feature programs produced by or about local residents, organizations, schools, and government, or about issues of interest to Northern Dakota County?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very Important           |  | 55.7%            | 298            |
| Important                |  | 33.3%            | 178            |
| Not Very Important       |  | 6.5%             | 35             |
| Not Important at All     |  | 1.7%             | 9              |
| Don't Know               |  | 2.8%             | 15             |
| <b>answered question</b> |   |                  | <b>535</b>     |
| <b>skipped question</b>  |   |                  | <b>57</b>      |


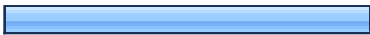

**49. How important do you think it is to have local cable TV channels or content including programs in languages other than English for Northern Dakota County residents?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very Important           |  | 17.0%            | 90             |
| Important                |  | 34.7%            | 183            |
| Not Very Important       |  | 27.3%            | 144            |
| Not Important at All     |  | 12.5%            | 66             |
| Don't Know               |  | 8.5%             | 45             |
| <b>answered question</b> |   |                  | <b>528</b>     |
| <b>skipped question</b>  |   |                  | <b>64</b>      |

**50. Do you know that you, or the organizations you are involved with, can produce programs to show on a Town Square Television channel and on the Internet?**

|                   |   | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes               |  | 67.6%            | 359            |
| No                |  | 32.4%            | 172            |
| answered question |   |                  | 531            |
| skipped question  |   |                  | 61             |


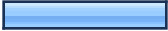






**51. Have you ever provided or participated in the production of a program, or appeared as a guest on a program shown on a Town Square Television channel and the townsquare.tv website?**

|                   |   | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Yes               |  | 43.0%            | 230            |
| No                |  | 55.0%            | 294            |
| Don't Know        |  | 2.1%             | 11             |
| answered question |   |                  | 535            |
| skipped question  |   |                  | 57             |





**52. How many Town Square Television programs have you provided, participated in the production of, or appeared on as a guest during the past two years?**

|                          |  | <b>Response Percent</b> | <b>Response Count</b> |
|--------------------------|--|-------------------------|-----------------------|
| More than 10             |  | 23.8%                   | 55                    |
| 6 - 10                   |  | 5.2%                    | 12                    |
| <b>1 - 5</b>             |  | <b>59.3%</b>            | <b>137</b>            |
| None                     |  | 11.7%                   | 27                    |
| <b>answered question</b> |  |                         | <b>231</b>            |
| <b>skipped question</b>  |  |                         | <b>361</b>            |





**53. What was the impact of your program(s) on your organization, collaborators, supporters, and the viewing audience? PLEASE CHECK ALL THAT APPLY:**

|   |   | Response Percent         | Response Count |
|---|---|--------------------------|----------------|
| I/We got requests from viewers and supporters for more information                      |    | 25.8%                    | 58             |
| Viewers and supporters got involved in the issue(s) presented in my/our program         |    | 24.0%                    | 54             |
| Viewers and supporters said they attended an event that was promoted in my/our program  |    | 27.1%                    | 61             |
| <b>Participants who appeared on my/our program were recognized in public by viewers</b> |    | <b>34.7%</b>             | <b>78</b>      |
| Traffic on our web site or social media increased                                       |   | 16.9%                    | 38             |
| Improved visibility or fundraising efforts or assisted in receiving an award            |  | 21.8%                    | 49             |
| No impact that I know of  |  | 31.6%                    | 71             |
| Other (please describe):  |  | 12.9%                    | 29             |
|   |   | <b>answered question</b> | <b>225</b>     |
|   |   | <b>skipped question</b>  | <b>367</b>     |

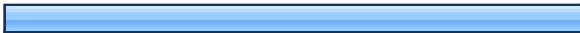


**54. How readily available were the Town Square Television production facilities and equipment when you wanted to participate in the production of a program (or material for a program)?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Always                   |  | 41.2%            | 94             |
| Usually                  |  | 26.8%            | 61             |
| Sometimes                |  | 3.5%             | 8              |
| Rarely                   |   | 0.0%             | 0              |
| Not Applicable           |  | 28.5%            | 65             |
| <b>answered question</b> |   |                  | <b>228</b>     |
| <b>skipped question</b>  |   |                  | <b>364</b>     |

**55. How would you describe the typical condition of the Town Square Television production facilities and equipment items when you have used them?**

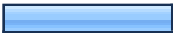







|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Excellent                |  | 48.8%            | 80             |
| Good                     |  | 39.0%            | 64             |
| Fair                     |  | 6.1%             | 10             |
| Poor                     |   | 0.0%             | 0              |
| Very Poor                |   | 0.0%             | 0              |
| Not Applicable           |  | 6.1%             | 10             |
| <b>answered question</b> |   |                  | <b>164</b>     |
| <b>skipped question</b>  |   |                  | <b>428</b>     |

**56. Did the QUANTITY AND TECHNICAL QUALITY of the Town Square Television production equipment meet your needs?**


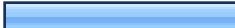



|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes                      |  | 86.7%            | 143            |
| No                       |   | 4.8%             | 8              |
| Not Applicable           |   | 8.5%             | 14             |
| <b>answered question</b> |  |                  | <b>165</b>     |
| <b>skipped question</b>  |  |                  | <b>427</b>     |



**57. Please indicate your equipment needs or concerns below. (Please check ALL that apply.)**

|  |   | Response<br>Percent      | Response<br>Count |
|--|---|--------------------------|-------------------|
| Cameras that are easier to use   |    | 25.0%                    | 2                 |
| Cameras with more advanced capability  |    | 62.5%                    | 5                 |
| <b>High definition equipment</b>   |   | <b>75.0%</b>             | <b>6</b>          |
| More video editing systems   |    | 37.5%                    | 3                 |
| Laptop computers for video editing<br>(that I can check out from the Town<br>Square Television facility) |    | 25.0%                    | 2                 |
| Portable, multiple-camera systems<br>(that I can check out from the Town<br>Square Television facility)  |    | 50.0%                    | 4                 |
| Truck was not available due to a<br>conflicting event  |  | 12.5%                    | 1                 |
| Other:   |  | 37.5%                    | 3                 |
|  |   | <b>answered question</b> | <b>8</b>          |
|  |   | <b>skipped question</b>  | <b>584</b>        |

**58. How important do you feel it is for the Town Square Television channels to have the ability to transmit video programming LIVE from locations throughout Northern Dakota County, including places like a community center, library, school, sports field or stadium, or parade route?**

|                          |   | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very Important           |  | 53.7%            | 122            |
| Important                |  | 34.8%            | 79             |
| Not Very Important       |  | 4.8%             | 11             |
| Not Important At All     |  | 1.3%             | 3              |
| Don't Know               |  | 5.3%             | 12             |
| <b>answered question</b> |   |                  | <b>227</b>     |
| <b>skipped question</b>  |   |                  | <b>365</b>     |

**59. Please rate the quality of the following services provided by the Town Square Television staff:**

|  | EXCELLENT          | GOOD       | FAIR       | POOR     | VERY POOR | NOT APPLICABLE    | Rating Count |
|--|--------------------|------------|------------|----------|-----------|-------------------|--------------|
| Efforts to inform residents about Town Square Television equipment, services and programming | <b>39.1% (88)</b>  | 31.6% (71) | 12.4% (28) | 1.8% (4) | 0.4% (1)  | 14.7% (33)        | 225          |
| Production and other training services   | <b>44.4% (99)</b>  | 31.8% (71) | 5.4% (12)  | 0.0% (0) | 0.0% (0)  | 18.4% (41)        | 223          |
| Assistance in planning the creation of your program(s)                                       | <b>39.3% (88)</b>  | 25.9% (58) | 4.5% (10)  | 1.3% (3) | 0.0% (0)  | 29.0% (65)        | 224          |
| Assistance in reserving production equipment   | 33.6% (75)         | 24.2% (54) | 2.7% (6)   | 0.0% (0) | 0.0% (0)  | <b>39.5% (88)</b> | 223          |
| Assistance in the production of your program(s)  | <b>39.4% (87)</b>  | 25.3% (56) | 3.6% (8)   | 0.0% (0) | 0.0% (0)  | 31.7% (70)        | 221          |
| Maintenance of production equipment  | <b>35.5% (78)</b>  | 29.5% (65) | 2.7% (6)   | 0.0% (0) | 0.0% (0)  | 32.3% (71)        | 220          |
| Advice to help you improve your program(s)   | <b>34.4% (75)</b>  | 26.1% (57) | 4.6% (10)  | 0.9% (2) | 0.5% (1)  | 33.5% (73)        | 218          |
| Assistance to help you promote your program(s)   | <b>33.3% (73)</b>  | 24.2% (53) | 8.2% (18)  | 1.4% (3) | 0.5% (1)  | 32.4% (71)        | 219          |
| Playback of your programs on cable TV  | <b>45.7% (101)</b> | 25.3% (56) | 2.7% (6)   | 0.9% (2) | 0.0% (0)  | 25.3% (56)        | 221          |
| <b>answered question</b>   |                    |            |            |          |           |                   | <b>225</b>   |
| <b>skipped question</b>  |                    |            |            |          |           |                   | <b>367</b>   |

**60. Please use the space below to provide any comments about the programming and services offered by Town Square Television, and your suggestions to improve the programming and services.**

**Response  
Count**

165

**answered question**

**165**

**skipped question**

**427**

**61. Would you like to use or participate in any of the following types of media-related resources or services, if they were offered in the future?**

|  | YES                | NO                 | MAYBE                    | Rating Count |
|--|--------------------|--------------------|--------------------------|--------------|
| Free access to computers and the Internet  | <b>40.1% (205)</b> | 36.6% (187)        | 23.3% (119)              | 511          |
| Training in the use of computers and software  | <b>38.7% (198)</b> | 37.5% (192)        | 23.8% (122)              | 512          |
| Training in the use of social media (e.g., Facebook, Twitter, LinkedIn, etc.)  | 31.0% (157)        | <b>47.2% (239)</b> | 21.7% (110)              | 506          |
| Advanced media production training (e.g., screenwriting, documentary production, advanced lighting/audio techniques, how to upload your videos to YouTube, etc.) | 37.9% (192)        | <b>39.3% (199)</b> | 22.9% (116)              | 507          |
| Citizen journalism (training and involvement in collecting, analyzing and reporting local news and information)  | 31.3% (160)        | <b>49.1% (251)</b> | 19.6% (100)              | 511          |
| Training in the use of your own home camera and/or editing software  | 38.0% (194)        | <b>40.1% (205)</b> | 21.9% (112)              | 511          |
|  |                    |                    | Other (describe):        | 18           |
|  |                    |                    | <b>answered question</b> | <b>521</b>   |
|  |                    |                    | <b>skipped question</b>  | <b>71</b>    |

## 62. How interested are you in the following types of local cable TV programs or services:

|  | VERY INTERESTED | INTERESTED         | NEUTRAL            | NOT VERY INTERESTED | NOT AT ALL INTERESTED | Rating Count |
|--|-----------------|--------------------|--------------------|---------------------|-----------------------|--------------|
| Community festivals, neighborhood events   | 28.5% (145)     | <b>39.0% (198)</b> | 20.3% (103)        | 8.9% (45)           | 3.3% (17)             | 50           |
| Local programming channels in high definition  | 28.0% (140)     | 27.6% (138)        | <b>29.0% (145)</b> | 10.2% (51)          | 5.2% (26)             | 50           |
| Local programs on Comcast's video-on-demand service  | 25.9% (128)     | <b>30.5% (151)</b> | 26.3% (130)        | 10.1% (50)          | 7.3% (36)             | 49           |
| Program schedules for the Town Square Television channels on Comcast's on-screen program guide         | 29.2% (144)     | <b>32.7% (161)</b> | 23.9% (118)        | 7.7% (38)           | 6.5% (32)             | 49           |
| Educational/instructional programs from local schools  | 20.1% (101)     | <b>35.1% (176)</b> | 29.5% (148)        | 9.8% (49)           | 5.6% (28)             | 50           |
| Environmental programs   | 18.9% (94)      | <b>32.7% (163)</b> | 31.3% (156)        | 11.4% (57)          | 5.6% (28)             | 49           |
| Ethnic and cultural programs   | 15.4% (76)      | 28.7% (141)        | <b>34.1% (168)</b> | 14.2% (70)          | 7.5% (37)             | 49           |
| City government/public agency meetings   | 27.8% (139)     | <b>36.2% (181)</b> | 21.4% (107)        | 10.0% (50)          | 4.6% (23)             | 50           |
| City government informational programs   | 24.7% (123)     | <b>36.1% (180)</b> | 23.1% (115)        | 11.2% (56)          | 4.8% (24)             | 49           |
| Health and fitness programs  | 16.0% (79)      | <b>36.8% (182)</b> | 30.7% (152)        | 10.9% (54)          | 5.7% (28)             | 49           |
| Informational programs about services and activities of Northern Dakota County organizations and clubs | 19.5% (97)      | <b>39.6% (197)</b> | 25.9% (129)        | 10.0% (50)          | 5.0% (25)             | 49           |
| Live coverage of local events (sports, concerts, etc.)   | 31.3% (157)     | <b>36.7% (184)</b> | 19.9% (100)        | 6.8% (34)           | 5.4% (27)             | 50           |
| Live interactive/call-in shows on local or current issues  | 18.4% (92)      | 31.5% (157)        | <b>33.5% (167)</b> | 9.8% (49)           | 6.8% (34)             | 49           |
| Local church services and spiritual programs   | 11.5% (57)      | 22.7% (112)        | <b>33.0% (163)</b> | 17.4% (86)          | 15.4% (76)            | 49           |

|  |             |                    |                    |            |             |    |
|--|-------------|--------------------|--------------------|------------|-------------|----|
| Local news and information   | 27.7% (139) | <b>43.7% (219)</b> | 19.4% (97)         | 5.0% (25)  | 4.2% (21)   | 50 |
| Local sports and recreational activities                                 | 22.0% (109) | <b>38.7% (192)</b> | 25.6% (127)        | 7.7% (38)  | 6.0% (30)   | 48 |
| Programs about local history, arts and artists                           | 29.7% (148) | <b>37.3% (186)</b> | 21.5% (107)        | 7.4% (37)  | 4.0% (20)   | 48 |
| Programming for children   | 20.1% (100) | 28.9% (144)        | <b>32.5% (162)</b> | 10.8% (54) | 7.6% (38)   | 48 |
| Senior citizen activities and concerns                                   | 16.2% (81)  | 27.8% (139)        | <b>34.4% (172)</b> | 14.0% (70) | 7.6% (38)   | 50 |
| Youth-produced programs  | 18.2% (91)  | 28.9% (144)        | <b>32.7% (163)</b> | 12.6% (63) | 7.6% (38)   | 48 |
| Programs in languages other than English                                 | 9.6% (48)   | 15.9% (79)         | <b>35.3% (176)</b> | 19.1% (95) | 20.1% (100) | 48 |
| Programs produced in other communities of the Greater Twin Cities region | 19.0% (95)  | 27.4% (137)        | <b>32.0% (160)</b> | 14.0% (70) | 7.6% (38)   | 50 |

Other local cable TV programs or services that you are interested in (please specify):

2

|                          |           |
|--------------------------|-----------|
| <b>answered question</b> | <b>57</b> |
| <b>skipped question</b>  | <b>7</b>  |

**63. How often do you use the following information sources to find out about the services available and activities that occur in Northern Dakota County:**

|  | NEVER              | OCCASIONALLY       | FREQUENTLY               | ALWAYS     | Rating Count |
|--|--------------------|--------------------|--------------------------|------------|--------------|
| Social media (e.g., Facebook, Twitter, text messages, email)   | 28.1% (142)        | <b>34.8% (176)</b> | 25.7% (130)              | 11.5% (58) | 506          |
| On-line news sites (e.g., patch.com, twincities.com, startribune.com, southwestreviewnews.com, South St. Paul Voice, etc.) | 18.2% (91)         | <b>43.1% (215)</b> | 29.5% (147)              | 9.2% (46)  | 499          |
| Websites of local organizations  | 19.7% (98)         | <b>44.7% (222)</b> | 29.6% (147)              | 6.0% (30)  | 497          |
| Town Square Television channels 14, 15, 16, 18, 19, 20 & 21  | <b>41.9% (208)</b> | 40.5% (201)        | 14.7% (73)               | 2.8% (14)  | 496          |
| Flyers and posters placed on bulletin boards, etc.   | 35.5% (177)        | <b>50.7% (253)</b> | 12.0% (60)               | 1.8% (9)   | 499          |
| Local newspaper articles and advertisements  | 18.5% (93)         | <b>51.8% (260)</b> | 26.1% (131)              | 3.6% (18)  | 502          |
| Local radio station stories and advertisements   | 29.7% (149)        | <b>47.1% (236)</b> | 19.2% (96)               | 4.0% (20)  | 501          |
| Local broadcast TV station stories and advertisements  | 26.5% (132)        | <b>46.9% (234)</b> | 22.0% (110)              | 4.6% (23)  | 499          |
| Newsletters and other materials via US Mail  | 24.0% (120)        | <b>52.1% (260)</b> | 19.4% (97)               | 4.4% (22)  | 499          |
|  |                    |                    | <b>answered question</b> |            | <b>510</b>   |
|  |                    |                    | <b>skipped question</b>  |            | <b>82</b>    |








**64. Finally, we would appreciate it if you would indicate the following information about yourself, for statistical purposes: Please indicate the grouping that includes your age:**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Under 25?                |  | 6.6%             | 34             |
| 25 to 34?                |  | 14.5%            | 75             |
| 35 to 44?                |  | 14.7%            | 76             |
| <b>45 to 54?</b>         |  | <b>25.0%</b>     | <b>129</b>     |
| 55 to 64?                |  | 24.0%            | 124            |
| 65 or Older?             |  | 15.3%            | 79             |
| <b>answered question</b> |  |                  | <b>517</b>     |
| <b>skipped question</b>  |  |                  | <b>75</b>      |

**65. Please indicate your gender:**

|                          |  | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Male                     |  | 49.7%            | 256            |
| <b>Female</b>            |  | <b>50.3%</b>     | <b>259</b>     |
| <b>answered question</b> |  |                  | <b>515</b>     |
| <b>skipped question</b>  |  |                  | <b>77</b>      |

**66. Please indicate your household's annual income before taxes:**

|                              |   | Response<br>Percent | Response<br>Count |
|------------------------------|---|---------------------|-------------------|
| Under \$25,000?              |  | 9.8%                | 47                |
| \$25,000 to \$39,999?        |  | 11.9%               | 57                |
| \$40,000 to \$59,999?        |  | 17.7%               | 85                |
| <b>\$60,000 to \$99,999?</b> |  | <b>33.4%</b>        | <b>160</b>        |
| \$100,000 or more?           |  | 27.1%               | 130               |
| <b>answered question</b>     |   |                     | <b>479</b>        |
| <b>skipped question</b>      |   |                     | <b>113</b>        |

## **APPENDIX 2a**

### **Questionnaire Open-Ended Responses: Comments about Comcast**

## **OPEN-ENDED ANSWERS TO SURVEY QUESTION:**

**“Please provide any comments about your Comcast cable TV service in the space below.”**

### **NEGATIVE COMMENTS:**

1. Make available pay per channel. The current cable (satellite included) practice is bogus. You can only watch one thing at a time. It's a rip-off to have to buy the entire magazine rack for a couple magazines.  
2 - high definition should not be an extra expense. Why should a provider charge more, for something that really doesn't cost them more, so that the consumer can get the most out of their equipment. High def is the norm
2. Because of the lack of competition in the industry, the costs are much too high for the service we receive and there is no incentive to provide exceptional customer service. Our cable TV and internet service go out intermittently and without warning and for no known reason. It is frustrating trying to deal with this company and having few competitors leaves consumers without many options.
3. Comcast Cable TV is far too expensive. I have a very strong desire to only pay for channels that I watch. Forcing me to have channels that I never watch only serves to unnecessarily drive up my cost. If this approach continues, I will figure out another way to watch content in a more cost effective way.
4. Comcast cable TV is very expensive with increase way above the Cost of Living the past three years. My Comcast invoice for October 2013 (Cable TV and Internet) was \$136.27, three years earlier it was \$111.77, an increase of \$24.50 or 21.9%. That is unconscionable.
5. Comcast Customer Service has declined in responsiveness and quality over the past several years until now I absolutely dread having any problem that requires me to call. I've had representatives actually lie to me, telling me they've confirmed my service appointment and then when no one shows, telling me it was never confirmed but had been canceled. I've been told that I can't receive a service call for 8 days. I've been told that my rate no longer applies even though I had the name of the person who guaranteed me a rate for 12 months, not for 6. I was simply told that person was wrong and that my rates were increasing automatically despite what I was told. I've asked to speak to a supervisor and then been treated so rudely by that supervisor that I was actually in shock over what was happening. I've had to wait three weeks for a service call to set up my Comcast phone service which everyone agreed needed a service call but even after the service call, I had no phone access at all for another 10 days, despite calling and being assured it was being taken care of. I've been a Comcast cable customer since 1989 and this disintegration of their customer service practices is very concerning.
6. COMCAST IS SIMPLY NOT INTERESTED IN ME AS A CONSUMER - BOTH AS A BUSINESS AND AS A REGULAR CLIENT. EVEN THE TECHNICIANS AGREE.
7. Comcast rates are too high - beyond the means of many people on fixed/low incomes for any more than basic basic. I am greatly concerned - alarmed that Comcast may merge with Time Warner - I have already written to my congressional delegation about this (Franken, Klobuchar)
8. Constant tiling of the picture, have tried numerous times exchanging for new HD box which never fully solves problem. Had a tech out last year and signal was found to be weak, as certain HD channels would not display, he made some adjustments and the problem was resolved, but returned within a few months. For the price I pay the service should work and be reliable without constant service calls
9. Cost is not good. Will look at Direct TV option.
10. Cost is way too high for cable!

## **NEGATIVE COMMENTS (continued):**

11. Cost of having cable TV is way to high
12. cost of service is too high for what is received
13. Currently I am unable to watch the TV. I hit the one and off button and the light for the cable box and television come on but no picture. There was a tech at my house the 4th of January, (Comcast had called me and set up the call). The tech said he had to change some of the wires. The TV worked for about a week and then nothing. Have switched to Netflix.
14. customer service is very poor. customer service reps have poor understanding of our language and less tech savvy than the internet for most issues.
15. Difficult to know which channel line up I have, they don't seem to correspond to info on-line according to the plan listed on my bill. Web site is very hard to navigate, usually don't find info I'm looking for.
16. Don't like paying for the small cable boxes - used to be included.
17. Excessive fees; monopoly in market; poor programming decisions; interruption in service for unknown reasons. We are looking for alternative providers.
18. For what they charge, Comcast cable TV can be difficult at times to justify, especially considering the increasing amount of viable alternatives (dish, web-based programming, etc)...
19. Forced to use cable box instead of using built in tuner. I do not like this at all! This makes regular broadcast channels more difficult to access, or eliminates them. I would like a "universal service tier" for broadcast TV and public access channels.
20. Former employee, prices to high, pay for channels don't use or want and never get an native American English speaking rep always get outsourcing yes speak English broken hard to understand and hard to diagnose we n they don't understand the issue. I find I get resolution in person if problem but for most part I do my own troubleshooting and if signal needs to be sent I will do automated. Customer service recently male or female are rude and over talk you with superiority. Try not to call.
21. I am becoming very frustrated with the amount of commercial time I must endure to watch a program. I know this is not something Comcast directly controls, but it an issue that is bringing me closer to dropping any sort of pay TV. I will not spend 3 hours to watch a 2 hour program! It is also frustrating to try to provide reasonable feedback regarding service calls to Comcast. They ask me to stay on the line and provide feedback relating to my call, but often this takes place before the service is performed. Or the advice sounds good at the time, but tomorrow I have the same problem, its too late to critique that call without making a second call just to complain. Lets just say it tilts the board a bit in their favor. I also have a couple of concerns that are probably outside the jurisdiction of the cable commission, but will mention them anyway. I would like to be able to choose and pay for the channels I want without having to bundle. I occasionally see something in the news relating to the FCC making a decision on this, but do not know if it is likely to happen. I also feel strongly about "net equality". I do not want my ISP to be deciding which sites I can access.
22. I am happy with the reception I get, channels, reliability, technician workers who have come to my home, etc. However, every time I call to speak with a representative on the phone I get a different price quote, different answers to my questions I have, etc. It is a frustrating experience. I have also experienced unusual and inaccurate charges on my bill and then the onus is on me to get it corrected. I feel it is overpriced and yet I have no other viable options unless I go to a dish...arghhh.

## **NEGATIVE COMMENTS (continued):**

23. I am unhappy Comcast took away channels I used to watch I do not like the control box setup.
24. I believe that the service is way overpriced. We don't watch most of the channels available, however do enjoy some of the cable networks. I wish there was a service offered above basic cable that would allow you to choose 10 -15 channels that you watch regularly. Our bill is close to \$200/ month and includes internet, telephone and cable TV. I believe that is way too much money and we are seriously considering some alternatives (Netflix, eliminating our land line) in order to bring the cost down.
25. I believe the rates for the Comcast services are excessive. I am amazed at the amount of advertising Comcast/Xfinity is able to afford, it indicates to me they're margins are too high. It is unfortunate customers do not have several cable providers to choose from as this would create competition and thereby competitive rates. Satellite is an option but it just can not match the internet speeds of cable.
26. I believe they are messing with the Netflix streaming so people wont use it.
27. I call and want to reduce my bill and they give me a discounted rate and then raise it again in 4 months. They are not consistent.
28. I do not appreciate how long time customers are charged considerably more than new customers. In this way, we are punished for being long time customers. It's like that attitude is "Well, now that we have them, let's take advantage of it."
29. I do think the rates are too high.
30. I don't like having to bundle to get better prices. I should be able to get what I want or need without bundling
31. I don't like that my only option for a cable company is Comcast. I would LOVE to have some competition and allow more than one cable content and ISP provide service in our area. I would love to have a choice. Please do NOT renew the contract with Comcast.
32. I have a continuing problem with the reception of the local cable channels
33. I have been on system less than year and they already raised my price.
34. I have the ultra basic "poverty package" level. We used to be able to get HD television on the basic. But then they made us install little boxes, which not only look terrible, but made us use an extra remote (like I don't have enough of those) and took away the HD options. I have never had a company force a change on me for the purpose of reducing my experience. This has never been explained to me. I'm looking into installing a roof satellite because I would LOVE to be done with Comcast cable.
35. I like my Comcast cable service, especially my Internet service through Comcast. I like the channel selection I have through Comcast. I am frustrated that the additional TVs in my house do not have the same service level as the primary TV. I am very frustrated by the increasing price. When I signed up for the triple play package, my monthly bill was \$120. It is now \$250, I was told I was assigned to a bundle to save me money and when I ask to be put back I am talked around to do nothing. I have read on the Internet that the only way to get back to cancel and to order only the services I want. The \$250, is too much for my budget given what I am getting. The HD signals from the local TV stations look better over-the-air than they do on cable. My kids have moved to "binge watching" their favorite series on Netflix, Amazon or Hulu. We had a six month period when we could not make or receive phone calls that were longer than 15 minutes without the line going dead. We called Comcast over and over even being disconnected while on the call with them, every time being told our equipment was fine. Finally our next door neighbor ordered Xfinity home and the installers had trouble getting it working. They climbed

## NEGATIVE COMMENTS (CONTINUED)

the pole and produced a squirrel chewed cable and our phones have been fine since. No refund was ever offered, no acknowledgement was ever given. I am glad it works, but still feel like I have second rate telephone service. I love my local access stations. They are one of the biggest reasons that I am still a cable subscriber.

36. I recently had some of the worst customer service I have ever received in an issue with Comcast. Numerous dropped calls after waiting for long periods of time in their phone customer service queue (phone); surly representatives in person; and ineffectiveness of their technical advisors on the phone answering line. Truly the worst of the worst, and I am trying to be as objective as I can with this answer. I would change cable providers in a flash if I had a real choice.
37. I think the service is very expensive and it would be nice to have options
38. I watch just a few channels, but to get a couple of the channels I really like, I need to buy the digital preferred package. I'm paying for hundreds of channels I don't use. I resent having to pay for the small boxes just to be able to watch any TV at all on my secondary TVs. When they were first distributed, they were free. Now Comcast is charging a monthly fee for them.
39. I wish that a customer had more choice about the channels received. With the technology available today, why can't I select individuals channels and not have to pay for the multitude of channels that I care nothing about. Instead, I have to get this HUGE bundle, and then out of the ten or so that actually I watch occasionally, Comcast inexplicably decides that two of those are no longer included in the package or require a subscription.
40. I would drop them in 2 seconds except for the fact that satellite services do not offer my local PEG programming. Comcast continually raises rates and claims the increase is because of all the additional channels and services they offer. Like our banking & airline institutions, they have caught on to the ability to add "fees" to every little thing...including walking into the store and handing a clerk a payment. This is what it's come to....paying to pay your bill! A company this large, making huge profits should spend more to bring their call center activity back into the United States and be training and hiring US citizens instead of spending more on attorneys and lobbyists that influence legislation on local levels and in Washington DC, to say nothing of their influence on the FCC.
41. I would like to be informed of when the specials run out. I get a bill for a higher fee and do not understand why it is so much higher. I had to wait over 1 hour and 30 min. the last time I visited their office. It is costly and their rates get higher each year it seems.
42. I would like to drop Comcast cable as I now have cable and internet, but it would cost me more per month to just have internet rather than both. Well, that isn't right. I see the modem rental has gone up again. Why \$1? Why not a quarter or 50 cents. After all the modem is not changed. What do you do with old modems that are turned in when the customer discontinues service? Do you recycle and reissue them or toss them? Perhaps people could buy them used at your cable store so they would not have to rent them.
43. Inability to pick channels is not good. Prices are getting too high!
44. Inver Grove Comcast office is a disaster. Wait time is ridiculous. Office is too small and too few people are there to take care of customers. A counter space for people who are there to pay bill only should be established.
45. It is a shame the wait times are so long to speak with a representative. In particular, we needed help with our security system provided by Comcast and had to wait over 25 minutes to speak to someone. It did not prove to be reassuring that they will answer if there is an emergency!

## **NEGATIVE COMMENTS (continued):**

46. It is difficult to figure out how to use pay per view. I have trouble finding out when the shows I want to watch are shown.
47. It is expensive.
48. It is hard to justify the expense when other alternatives are becoming more available via the internet. I would also like to see more options in basic packages (bare bones value option).
49. It is way overpriced! We were paying 256 a month for Cable, Internet and phone. We were started with Comcast on a cheap price but after a year went up in price and kept going up. We know have Latino channels, internet and basic phone to decrease price but will eventually cut cable and phone.
50. It should not take several phone calls over several months to get a billing error corrected
51. it would be nice if Comcast was more economical. we would like a better package
52. It'd be nice to not have to buy unnecessary channels just to watch the ones I like.
53. Its so expensive.
54. It's too expensive. The basic cable provided in this area has fewer stations than what we had when we used Comcast in Minneapolis. Plus, On Demand is useless now, because unless you subscribe to the channels you can't watch. You also need to pay for the "Free Movies".
55. Just too expensive and always show the same movies over and over again! Change it up a bit please?
56. Last issue was a weak signal into home and one of the TVs. Comcast did not resolve and would not send out technician
57. like I said my Comcast bill has gone from \$99 a month to 260 dollars a month and the install was not correct they put in one DVR whenever supposed to be two DVR's and then they started charging me for the second DVR and so that's how all the Billing got screwed up. I am ready to go over to DirecTV or dish my bill needs to get fixed or I am going to leave
58. Lower cable rates would be fabulous!
59. Lower the cost, please!!
60. Most of the Comcast channels are junk. Many of the programs are boring and sophomoric: Duck Dynasty, the Kevorkian Kardashians??, reality TV.... etc. The movie channels, like TNT, etc were taken away. So, I watch local channels, Big Ten, CNN, and occasionally History, but most of it isn't worth anymore. Remember when cable meant no advertising? Now, at night if you can find something, you get 20 minutes of programming and 10 minutes of advertising. If I get another increase, I'll be dropping Cable after what 20 years, and just using local TV. \$1000 a year for junk television is not worth it to me. I don't care if Comcast can by Times Warner, or NBC or anybody else. It's become a real rip-off without any competition.
61. my new LCD TV has poor quality in the picture. fussy and blocky on the screen. very expensive for the service and will be looking for a cheaper service as Comcast only gives deals to its new customers and disregards there loyal customers and doesn't allow them to get the same specials. if you treat your loyal customers like your new ones and give them cheaper prices for better service more customers would stay
62. needing a box just to watch local station is unnecessary
63. On Demand service is very sketchy (works off & on)



## **NEGATIVE COMMENTS (continued):**

64. Pay too much for channels we don't use. Need more cable providers to break up monopoly.
65. Prices are high.
66. Prices keep going up and Comcast seems to charge for more things, DTA boxes \$1.99, don't think they should do that. They just keep raising prices!
67. Rate jump from \$99 triple play to when promotion ended was tremendous
68. Rates are always going up and I don't need all of the silly channels that they offer. Cable TV is a monopoly and they bill us because the only other game is the DISH.
69. Recently, I became extremely dissatisfied with the cost of the HD TV Triple Play. All I really wanted was a few cable channels, Fox Sports North, MLBTv, USA, Spike, H&G and HBO plus network programming. The cost to get the sports channels and HBO drove the price up quite a bit. By dropping down to just a network lineup and Internet, we were able to save \$100/mo. The problem is that we are HUGE Twins fans. Or maybe I should say we were because now we can't watch Twins games. We did get a Roku and a MBL.TV subscription, but the Twins games are blacked out. When I called to cut back, they attempted to sell me a different package, but there was no way I could get Fox Sports North and HBO without drastically driving up the price. So, I did get it cut back, but they ended up creating a new account and double billing me. It took several calls to get it straightened out because the first two times, they didn't recognize that someone had created two accounts for me.
70. reruns and more reruns infomercials and more infomercials
71. Screw ESPN, get rid of them and watch our cable bill fall to a reasonable level.
72. Service has been spotty lately. Equipment/channels don't always work. Expensive!
73. Service is generally alright with some service interruptions. The cost has been high, but the addition of having to "rent" a box for every TV in the house is really too much
74. Service it difficult to get scheduled. Service repair done accurately and timely is a challenge
75. Should be able to choose your own package.
76. Shows were removed from available selections and never replaced while prices continued to sky-rocket. ( GAC, TMC, etc,) How can that sit well with any customer? Offer pay per view? Forget it! Customers are already paying an arm and leg for the selections offered in a specific package. Why would any company ever think a customer should pay for and watch infomercials??? Customer is already paying for cable! MeTV often has poor reception and often that is the only station to choose from. I am not interested in many channels but at certain price, that is all that is available. Would be nice to select certain channels and not have to be part of what Comcast includes in their selection packages.
77. slow response and poor quality service in fixing our telephone system (two lines).
78. So expensive. Considering canceling cable and just using Netflix.
79. Sometime last summer our cable TV went out. We tried to do the "fix" with the technician on the phone, but to no avail. They said they would send a repair man out. He discovered that our cable TV had been turned off at the box. He said this is done when people are suspected of "pirating" Comcast or not paying their bill. As our account was up to date, we couldn't figure out what had happened. It was finally discovered that when Comcast entered the house numbers for our box, it entered the wrong numbers, and someone checking these at random just shut our service off. No double checking the address or our account. This occurred over a period of days before we could get it resolved. Also, your service from

## **NEGATIVE COMMENTS (continued):**

- Comcast when you have a problem is only as good as the person on the phone. They are not local and some of their accents are so heavy you can't understand them. They have no knowledge of local power outages, so they don't seem to be able to speak to why your service has been interrupted.
80. Sometimes a service or channel I am supposed to have just doesn't work without explanation. Customer service staff have kept me on hold for a long time, have disconnected me after having waited for a very long time on the phone and they don't provide consistent information. When I find a good one, I want to ask for their name and direct number because I am so relieved to talk to someone who knows what they are talking about and can solve my problem.
  81. Sometimes our internet goes out and I think prices are a little too high
  82. The picture is awful at times. IT looks like it is pixilating, trying to catch up with itself.
  83. The charges for services cable, phone & internet are a monopolized price & I feel like a captive audience. I would like more ability to create a package that fits my budget NOT your budget!
  84. The clarity of the sporting events is very poor.
  85. The compression is HORRIBLE. Some channels are simply unwatchable.
  86. The cost continues to skyrocket with no increase in quality or variety.
  87. The cost is too high
  88. The cost of Cable TV service is too high, and the fact that I have to have additional boxes in my home to decrypt the signal is ridiculous. I would rather watch TV through the internet. Please offer more internet-based services.
  89. The general public opinion that I hear most is that the level of service from Comcast is only fair and that service reps that come to your home are poorly trained....
  90. The monthly statements are fairly easy to read but the charges seem a bit excessive, especially for seniors living on fixed incomes. The fees seem to go up too often and even with a baseline package you end up paying 150/month for cable TV and phone. It's no wonder people drop land lines and stop using cable but that also limits their accessibility to the outside world.
  91. The only time I am dissatisfied with Comcast is when the agent answering my phone call is obviously in a foreign country as they are seldom able to solve my problem and are frequently difficult to understand. I wish Comcast would use only agents within the United States. I have a service contract and have found that to be very satisfactory and helpful. I have learned to specify that I have a Comcast employee respond to my call, not an outside contractor.
  92. The package including cable is too expensive.
  93. The picture frequently breaks up. We do not call because we assume Comcast is incapable of responding basically at all--be it timely, be it technical know how and probably finding the house.
  94. The price for service is higher than what I feel the product is worth - especially with the level of customer service I receive. I don't like that new customers are offered great deals and the existing customers (who pay on time) are forced to deal with an increase each year. I would love to move to a different company but that isn't an option in my area.
  95. The prices charged compared to the quality and what you get for your dollar is outrageous. Plus all the extra added fees for this and that is ridiculous. We are looking at dropping Comcast and going with DirecTV for our television service. Better picture and even after the initial discount they are willing to negotiate your pricing.

## **NEGATIVE COMMENTS (continued):**

96. The technical quality of the standard definition programming is quite poor and muddy. Signal quality is often poor, requiring service calls by my household, and neighbors. I'm also dissatisfied with the encryption of basic cable and broadcast programming, requiring me to rent additional equipment for channels not watched in those rooms.
97. The time and difficulty of speaking with a person by telephone is troubling when there is a service problem. There are too few telephone service representatives and insufficient training. The personnel at the Inver Grove office are generally very helpful.
98. There have often been problems setting up recordings, because the DVR will reset them (recording what it wants, instead of changes I made). I have sometimes made changes several times, only to have it default back to the original settings each time. Also, there are often "monthly" emergency tests that occur several times over a few days, which gets frustrating. But I'm very happy with the wide variety of channel choices, giving us many diverse sources of information (so pleased they included Al Jazeera America, I know many companies aren't). It is sometimes difficult to get problems resolved, however (although they're nowhere near as bad as CenturyLink).
99. There's not competition so we are basically held hostage by them. You get through on the phone, but until you get someone to help, it's usually an hour wasted. This fall, I went three days without phone service because they couldn't figure out what was wrong until they broke down and sent someone. I pay a whole lotta money for this service. It should be perfect.
100. They are very "corporate" and it is hard to get clear and concise information about services and costs. People by phone 651-222-3333 often give different information and pricing than people on online Chat.
101. they are very expensive, rude, poor customer service, etc.
102. They charge too much. Every other month , they raise rates , \$2, hoping we wont notice the total going up over the course of the year. They are an unregulated monopoly. They should be allowed to raise rates once/ year , so everyone can see what they are doing.
103. They have changed the channels I pay for without my consent, which in turn has increased my bill. This has happened twice to me without my knowledge and they have refused to give me credit on my bill.
104. They offer On-Demand which always has problems yet they do not seem to care or cannot fix any issues because they say On-Demand is a free service to us. To me, we pay a decent amount of money every month to Comcast so I don't really consider this "free" in my eyes. If it is offered, any issue should be addressed. Also with On-Demand, if you pay for certain channels in your cable package, those same channels should be available through On-Demand, yet it offers different channels. CMT should be part of the standard cable package as MTV is.
105. They rape us with bills. Need more regulations on their ability to charge.
106. Too costly, paying for more channels that I NEVER watch. Would like an ala cart choice
107. Too expensive for what you get! Lots of worthless channels and only a few you actually watch. On Demand is great to view shows you've missed except now they are charging to watch past seasons. Just another way to bleed their customers. Picture pixelizes often or the guide gets reset for some unknown reason and you have to wait for it to repopulate. They change their system (DTAs/ATDs) and then charge for the hardware to allow you to view it.
108. Too expensive!!
109. Too expensive.

## **NEGATIVE COMMENTS (continued):**

110. Too many problems with lack of picture or sound. No competition makes me feel uncomfortable about their desire to improve. Prices are way too high for services provided.
111. Too much money for the package I have when I don't watch most of the channels. I would like to see an a la carte pricing, which would allow me to get only the channels I want (not including premium channels) for the same or less money.
112. Too much pressure to pay more for other channels and movies. I wish the on screen guide would just show me the channels I have unless I request otherwise
113. Tremendous difficulty communicating with phone customer service people. Calling for assistance is an extremely painful process. I have been given information that has been proven to be completely false (that channel is not carried in your area when it is; you have to pay for a different tier of services to get that channel when I did not.) Prices continue to rise as Comcast continues to try and find where the price threshold is. May soon price the service out of reach of many middle class people (assuming there are any left).
114. want more of the local programs to have the "info" on the channel guide. they should put details of meetings and who is on that show. Comcast Trucks should be in all our local parades! They should bring back the show where the President of the cable station was on the air taking calls from customers. They won't do that these days because presidents are not local any longer. quit promoting yourself on your channels, we already have the service, the ads we get about upgrades are too much. too much self promotion on your systems channels.
115. Want more options to subscribe to certain channels without having to get 20+ other channels I will never watch. Why can't there, for instance, be a sci-fi bundle that gets me SYFY and BBC America (the only non-basic channels I am likely to watch)?
116. Way over priced!!!!
117. Way too expensive and the package deals are frustrating. We only want local channels, but don't get HD through cable, so we end up using an antenna. But we have to keep paying for cable or our Internet prices would go through the roof! What a waste!
118. We are Limited Basic TV subscribers. Comcast's recent switch to an encrypted network has been a nightmare for Basic subscribers, particularly those with HDTV's. I have lost count of how many conflicting answers I've received from the various Comcast support options. Billing is always a nightmare if you decided to make any change to your service. I was told in an email from an "Executive" support representative that I would be paying double for my basic cable service after the encryption, and that proved to be false. There is a shortage of equipment available for uDTA's in some regions...totally unacceptable. The Comcast Community Forums is flooded with testimonials from customers who are being fed conflicting information from Comcast reps. The HD Technology Fee is ridiculous. There seems to be a disconnect between the support representatives and the current policies in place for the various different offerings. Furthermore, it would appear that Comcast has regional policies that different between service areas, so trying to figure out what applies to your region isn't always clear. The switch to an encrypted network now requires Limited Basic subscribers to use set-top boxes on their TV's. These boxes must remain powered on at all times -- an utter waste of energy. The cost of cable television is outrageous now. The cost for High Speed Internet is just as ridiculous. Why is there no competition for cable here? Some residential people pay hundreds of dollars a month to Comcast...hundreds.

**NEGATIVE COMMENTS (continued):**

119. We are now on a fixed income so the rate changes are a concern for us as they go higher and higher.
120. We have the basic service. The picture was higher resolution before having to use the cable boxes. Considering going back to an antenna.
121. We like the service. However, we continually have to call (just about every year) to have our rate adjusted. It appears their pricing policies only favor new customers versus those loyal customers of almost 25+ years.
122. we need ala carte packages - only pick the stations we want and not pay for the others
123. Wish it was more clear of what you got and what the other options to purchase were
124. would like to choose specific channels
125. Your prices keep going up!!!

## POSITIVE/NEUTRAL COMMENTS:

1. After having satellite TV I think cable is the way to go, however, if I don't get better pricing soon I will go with Hulu, Netflix, Apple TV combo.
2. Comcast seems to provide what we require
3. Comcast should offer free cable services to City Hall and resources in the community like, Schools, libraries, city recreation centers. This offers opportunities for individuals who cannot afford cable to watch content.
4. completely satisfied with Comcast at all levels.
5. Customer service at the Inver Grove Comcast office is excellent. Every time I go there.. I leave very impressed with the level of customer service. Kudos to those who work there!
6. Great customer service
7. Had an extremely hard time getting telephone service switched over from Qwest to Comcast, took a few days and at least a half dozen phone calls before the problem was resolved. Now that it is working it seems fine.
8. Hope this doesn't turn into a monopoly!
9. I always can count on Comcast, they fix any problems I have in a timely matter, Comcast high speed internet is the best of the best. I rarely ever have any problems. keep up the good work Comcast, yours for years.....Jeffery peper
10. I am happy that Comcast is hooking up free WiFi hot spots which helps me avoid paying additional data charges to my cell phone company. I can take my iPad out and about and keep connected with friends and family or catch up on my favorite shows. I love on demand especially when the grandchildren come over. I never hear "there's nothing on TV". With Comcast's reliability I can watch TV whatever the weather!
11. I am so happy at how you treat seniors. I get so mixed up and push buttons too fast. Your team walks me through the fix and keeps me calm. Comcast is so good at coming out to fix problems. I never feel belittled or ignorant.
12. I hate the emergency tests. Although they are usually done in the early morning they always seem to occur when I'm in the middle of watching a movie or a documentary type program where the interruption detracts from the viewing experience. I realize that you have to do it, however in my experience it never occurs in the middle of an infomercial.
13. I have always received excellent customer service.
14. I have been a Comcast customer for over 15 years. Due to moderate income & unemployment, I am unable to afford the whole pkg (TV, telephone internet) I cannot justify "playing games" (subscribe to a pkg, the raise rates after 6-12 mos)There are other people like me as well. CC does NOTHING to tailor or reach out to these potential clients. The IGH store is important to me. Since the DT STP store closed, all of those clients have swamped the IGH store, leading to worse service (and they were already overworked as it was in IGH). I do not blame the IGH people, they are only as good as the resources that are given to them. TST and NDC4 are critical to this service area for providing public service (council & gov't meetings. among other things. I highly value this organization and its' leadership; how it has developed & improved over the past several years, and for the potential for growth in undeveloped areas in a changing media world. CC needs to be more open to using this platform (NDC4) and integrating more ideas to this community. The demographics for people of all lifestyles are here and Dakota County is a progressive place to live.

## **POSITIVE/NEUTRAL COMMENTS (continued):**

15. I probably am not alone in this, but would appreciate not paying for the many channels I don't watch. Enjoy the channels I do watch. Expect personalizing service would be expensive, however.
16. I wish I had a cheaper alternative
17. It is fine
18. It's frustrating to watch the cable on non HD TV's in the household.
19. It's o.k.
20. It's o.k. and I think the government programs are especially important to keep us informed, but many programs are not of interest to me. I would like more specific educational instruction; i.e. computer instructions that I could learn and refer back to when I need to.
21. Keep rates low.
22. Love the service but expensive to have cable
23. Needs to add the PAC 12 network.
24. Our local public studio (Town Square) has great programs and is of value to me as a resident living in the area.
25. Since there is no competition it is hard to know or compare to other cable service.
26. Since they are the only game in town and we can't get satellite in our building, they pretty much have a lock on service. Wish there was more competition for cable, satellite, etc. allowed so that prices could come down. It costs a lot to watch television now days....
27. So far, they have been good to work with
28. Technology is Amazing!!
29. The only reason my problem wasn't solved in the first call was due to being queued up for technical support to call back. Only took about 10 minutes which is legit.
30. the service is great .. the price, however, is becoming a hardship. unfortunately I may have to reduce or eliminate some of the services or level of cable TV.
31. TV service is usually good but phone, internet and modem service is poor especially internet service.
32. Very happy with having caption service on most programs and especially the news. I have hearing loss and this is a major issue that is resolved well with Comcast. I am also happy to be able to get "bundle fees " for all the services I enjoy with Comcast. This is a major issue with seniors and hope they continue to do more for seniors in the area of service. We are the ones that are home most of the time and watching cable. The population is growing older.... time to continue good service and attention to this age group.! We are all hoping rates do not go up for seniors if the merger with Time Warner goes thru.
33. We have been satisfied.
34. We have been satisfied.
35. We haven't had any major problems since we started with Comcast, and the couple of times we were without service, they responded very quickly.
36. We just have basic service. I don't like paying to access free television, but it was connected to our internet service. The one thing I like about it is getting Town Square, which we often use to watch council meetings

**POSITIVE/NEUTRAL COMMENTS (continued):**

37. We purchased a package for internet and cable, with the cable for local channels only. We don't usually have a TV hooked up to the Comcast TV service.
38. We really hope you do not close the IGH cable office as the live help there are very good at helping. When I go there to pay bill only I use the automated but ALWAYS there is a line to see clerks. As a customer, it shows there NEEDS to be a office where customers can talk to a clerk and this place seems to be well used.
39. Wish my country station (channel 42) and channel 53 were part of our current package without having to go to a higher package.
40. Wish they had more ala cart options. Would like to see outdoor channel and litany channel. But not all of the other stuff I would get to upgrade.
41. Would like them to have the Glen Beck Show. Like newer movies



## **APPENDIX 2b**

### **Questionnaire Open-Ended Responses: Comments about TST**

## **OPEN-ENDED ANSWERS TO SURVEY QUESTION:**

**“Please use the space below to provide any comments about the programming and services offered by Town Square Television, and your suggestions to improve the programming and services.”**

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS:**

1. A number of us at the recent needs assessment session would like to see a program focused on seniors. My name is Andy Poulos, Director of Communications at DARTS, a nonprofit organization in West St. Paul that is committed to helping older adults in Dakota County lead independent, creative and fulfilling lives. This would be a great opportunity to generate awareness, promote discussion about the needs of our aging population and get our senior residents involved in their community. I have more than 30 years of experience in producing corporate video (Honeywell, General Mills and Medtronic).
2. Ability to edit camera switching in post rather than live would be good for recording theatre events.
3. Add additional world news to Channel 21
4. Appreciate the support of our festival. Above and beyond assistance.
5. Appreciated the presentation of the Fire Dept. Open House and all of our Mock Car Crashes through Town Square.
6. As a creative director, I would like to see more creative works from local filmmakers. Showcase the talent of local film.
7. As a former employee of a cable access studio and a producer of access shows in the Mound Westonka area I know the importance of having a studio facility available to the public. Cablecasts of government programs such as council meetings are important as well as the variety of shows that access users produce showcasing music talent, variety shows, local history information, high school sports etc. Don't cut funding for the Town Square Television studio.
8. As a member of the Mendota Heights Fire Dept. I want to thank your staff for always wanting to help out with our activities. We've had your crew show up for our open house in the fall and also for our dance. Thank you, thank you, thank you.
9. As a submitter to the Religion Channel, our pastor gets a lot of feedback from people in the community who have watched our program. I did not know about the internet option and will be investigating it further. We also utilize teenagers in our production process and it has provided good training ground for them in communications and TV production.
10. As I said above, I would love for the programming and services to be listed on the Comcast scheduling grid so I could be aware of them. As it is now, there's no way to know what's on. Also, because the grid lists it as a large "government programming" block, it would be impossible to record a program to watch (which is what I would normally do). So right now, even if I knew the schedule I probably wouldn't be able to watch something. Can Comcast add this to the grid?
11. Awesome staff!
12. Bill Wolston on the Insight 7 program is very interesting. That show should have questions and answers segments. Perhaps someone in community knows answers. Some of this info might be of interest for community centennial events etc.

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

13. Community programming is important as it is a good way to let people know what is going on in their backyard that directly impacts them
14. Continue to provide programming that relates to our residents and expand to provide more opportunities for people to make their own programs.
15. Continuing to promote and explain web streaming, especially to non-Comcast customers, is crucial to growing the support for Town Square TV in the communities. If Dish TV people knew they could watch City Council meetings on line, they might just become members or supporters of that service even if they aren't Comcast customers. I also would like to see Town Square TV find a way to produce an on-line neighborhood newspaper in each community with contributors allowed to submit event announcements, etc.
16. Cooking shows.
17. Dedicate constant weather and traffic info during the day.
18. Dennis Rafferty filmed a piece on our family following the death of our son Joseph Kennedy in Afghanistan. Dennis was awesome to work with and did an outstanding job interviewing and producing the show.
19. Even though I don't watch the programming very much (don't have kids in local schools so don't watch school programs, don't watch government programming for other communities and etc.), I believe strongly that access to this information should be available and I strongly support Town Square Television in doing this. Personally, I'm glad that the ARTS program is available on Channel 18. I'm watching it as I fill out this survey.
20. Everything is good, glad you updated the equipment
21. Excellent experience. Beyond excellent experience working with Joe Conlon on programming and services.
22. Excellent programming, staff and volunteers!
23. FANTASTIC JOB!
24. From my little involvement, you're doing a great job. I wasn't aware before getting involved with our project. Nice facility too.
25. Good studio space. More portable lights would be nice though. Everybody is friendly and they all love what they do. It shows in their work
26. Have a daily exercise program for residents to participate in.
27. Hello to the house! Good job on the survey and, the website looks and feels great! To me, live broadcasts should be unlimited. Whatever equipment is needed should be hardwired in place at all the institutions and also at all the ball fields, arenas, and etc. Splicing in should be simple once the components are in place and the components should have 24/7/365 live access. Every power line and phone pole in the city should be able to broadcast live. Garden and book club events as well as personal B-day parties and the like. No reason not to. If they've got the money to acquire the competition (as in Time Warner) then live access can only be a drop in the bucket. Thanks and take care.
28. Honestly, we don't watch it very often right now. We will likely watch more often if our children have cause to be on TST in the future. We do check out City Council meetings occasionally.

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

29. I always think there should be programming supporting the arts. What is going on around town and the cities and even productions or visits to galleries or studios, etc. Just my humble opinion.
30. I am a subscriber of Direct TV and this is one of the attributes that I missed when I left Comcast due to their STEEP and ever increasing costs as a senior citizen. I would love to have your channel on our DTV system and I don't understand why having your channel available to Comcast precludes the members of DTV from having access to your station, as well. I do think that having senior programs that teach various computer programs and how to use them in a basic way for beginners would be an important addition to your channel. As a senior myself who worked in the administrative, marketing and legal venues, I was exposed early on to computers and as they progressed to desktops and home systems, I was able to self-teach as I had a basic understanding of how they work, and why they are used. This knowledge helps me greatly bridge the NEW transition that the world has made in the past decade much more fluently than most of my contemporaries who are afraid of computers and can't see a need for them in their lives. I believe a class or classes would be able to show them the benefits of having a computer and working or doing things online is nothing to be afraid of. They hear of the stories of hackers, etc., and they have big fears of exposing themselves to such a problem. Classes would show them the ease of covering themselves with software programs they update yearly and show them the benefits and how to use a computer and some of the new devices that have evolved from the 1980's, 80's and the 00's.
31. I am sorry I have not explored the possible programs and services offers by town Square Television. I have not been aware of any regular listing of programs in newspaper or elsewhere so have not pursued them.
32. I appreciate that the staff reach out to the community in a number of ways to get info about programming needs
33. I believe in local programming and, as I fill out this survey, wish that I watched it more often. I watch very little TV and what I do is almost exclusively tpt2. Doing this survey will remind me to check the local channels and utilize them more often.
34. I believe local programming is so important because it gives people in our community a voice. I also think that we could increase our programming for seniors. Perhaps getting seniors involved in production at the various senior centers. It would also be good if our libraries were more involved.
35. I believe this is a valuable service and we hope to take better use of it in the future.
36. I don't live in the area, but I work for the school district. Community programming for school board meetings and school activities is important. We don't really use cable TV access in the classrooms. Internet connectivity (besides internet essentials) is really needed to provide equitable access to the internet for our families who are unable to fund the current packaged (bundled) offerings from Comcast. I-Net for our school is not important since we are moving off the I-Net within a year.
37. I appreciate Town Square TV being available as an asset to the community. I enjoy watching city government. I would like it to be more interactive in some way. There have been call in programs in the past. There should be more of these from local and possibly state government.
38. I encourage you to continue to produce and exhibit the same high quality and representative programming in the future.
39. I enjoy it and have for years. I would like to see more programs.
40. I enjoy the fact that you replay Council Meetings on the internet. Please upgrade your technology so I can watch these through my mobile device or an iPhone app. I cannot view the meetings on my iPad device.

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

41. I enjoy watching local television. It gives me as a resident insight on what is going on around me and in my community. It is always nice to see true reality TV versus fictional on the channels included with your cable package.
42. I feel that the elementary students should be taught the usage of audio equipment at town square.
43. I feel the programming and services offered by Town Square Television are excellent and a great opportunity for creative producers to introduce alternative (and interesting) programming to viewers. Approximately 30 years ago I was introduced to Public Access Programming in the Twin Cities. I believe it was called, and funded, by Warner cable, at that time. It was a great experience for me then and even better now. I am looking forward to producing more programming in the future. I feel that more producers and viewers will be involved in the coming years. I just retired. Us Baby Boomers are looking for creative things to get involved in. This type of media activity is only going to get more in demand. It is a creative venue to introduce the general public to a variety of subjects and events. Please keep up the good work.
44. I had an excellent experience Performing Live Music with Paul Michell & Stacy Lee. Thank you! Tanya T. Moore aka Lady Tobalyas~;) LadyTobalyas@gmail.com
45. I have always been pleased with Town Square Television programming, services and staff. Everyone has been responsive to any questions or concerns from the City of Sunfish Lake.
46. I have been a volunteer with town square television since I was 12 or 13, and now, at 21, I wish I could do it all over again. I was able to participate in talk shows, political debates, call-in shows, musical performances and I was even part of an award winning independent film. I can not stress enough how much town square has impacted my life, I made great friends there and amazing connections in the fields of filmmaking and television production. keep doing what you're doing, it's a great place full of great people.
47. I have never watched a show on the townsquare website because I am mostly interested in viewing broadcasts from our church, preferably on demand, but I haven't figured out if that is an option.
48. I have watched my grandson's high school football, basketball, baseball games on Town Square. I love how the guys that are talking about the games get so excited. It's great for the schools. Thank you
49. I just like to know what's going on in my town as a home owner and tax payer.
50. I like the local programming more than programming from other communities that have no impact on my family. Keep it local
51. I love seeing past athletic games. My son and daughter participated in sports 2001 through 2005 at SSP and it is fun to re-see those.
52. I often help with live broadcasts of Henry Sibley High School music concerts as a camera operator. The people from Town Square TV who run the mobile studio truck are very knowledgeable and helpful.
53. I primarily watch government meetings online and have been impressed with the sound and picture quality. Occasionally I will also watch other shows online but because I am not a resident of the NDC4 cities, very little applies to me. One suggestion I would offer is to make the online government channels more apparent on the website. Typically I will go through the cities' websites and use their link directly to the townsquare.tv programming. When I go to the townsquare TV site, it takes me a bit longer to navigate to the correct page.
54. I primarily watch TV for entertainment. I prefer to read news and educational content online.

## POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):

55. I read the Southwest Review and see your ads about programming and classes. On your website I think it would be good if you listed your staff, their photo, and their titles (do not need their email addresses). Also, I think it would be good if you listed the names of the NDC4 Commission members, what cities they are from, government rep or citizen rep, and maybe their photos, the lawyer. I am wondering about a show about various senior issues. For instance, housing. Dakota County Community Development Agency (DCA) has 24 apartment buildings throughout the county for rent on a sliding scale income basis. I don't think most people are aware of them. There is a 1-1/2 year waiting list which means perhaps senior housing availability is not keeping up with what is needed. The CDA is a wonderful agency. A new building is going up in Inver Grove Heights behind WalMart. The citizens up on the hill adjacent to the property objected strongly to this three-story building coming to their neighborhood as it would ruin their view. The IGH City Council approved the project. The senior housing website for DCA is [http://www.dakotacda.org/seniorhousing\\_program.htm](http://www.dakotacda.org/seniorhousing_program.htm). I know there are more assisted living facilities in northern Dakota County now. I know a 103-year-old woman who lives in one of them and a 96-year-old woman who lives in another. They seem content and are well-cared for, and their relatives are immensely pleased with the care and safety of their loved ones. In other words there are a lot more options than the traditional nursing homes of the past. The Robert Street Improvement Project concerns me with the eventual and planned elimination of left turns (mid-block) into businesses as there will be cement medians going down the center from signalized light to signalized light. This is a three-year plan! I think this is going to be the equivalent of University Avenue's businesses' demise during its light rail construction project. The project is supposed to eliminate frequent accidents along Robert Street. I was discussing this with Dennis Rafferty who said he had witnessed maybe a dozen himself. I had not seen one, but I have heard there are a lot. However, that does not seem to have been reported anywhere. For instance, the Southwest Review only covers "crimes" and in a frivolous manner. I am concerned with how unfriendly I think Robert Street is to pedestrians. They are only supposed to cross (east / west) at signalized intersections, and those are in many cases four blocks apart! I would hate to be a pedestrian shopping in West St. Paul. And, who are they that don't drive? The elderly or visually impaired or disabled or poor who cannot afford cars or insurance or those who don't want to drive or can't drive or who have had their driving privileges taken away, etc. I think this is an example of the HAVES and the HAVE-NOTS.
56. I really appreciate all you do for our kids who are in Mayors Youth Task force. We have direct TV and wish we could see them on cable. Fortunately some of the shows were on the internet.
57. I think a program or course to get more kids involved in the production end of it would be great.
58. I think it would be nice to see a guide of programs monthly or weekly or whatever e-mailed out or maybe mailed out so that I could be aware of the few items I would be very interested in watching or recording.
59. I think you're doing great work. Keep it up!
60. I utilized and watched NDC4 before I switched to Direct TV 1/2 years ago. Would like to see multiple accesses beyond Comcast cable. NDC4 is a valuable resource for our community because of ability to provide and or administer a wide variety of services and information. A prime advantage is the local focus in terms of content, production, participants. It is a sad fact of life that we the people have little or no information about or voice in many many situations and decisions that directly affect our lives.-
61. I watch a lot of programs offered by Town Square TV on the internet. I also watch it when we are visiting the area, which is several times a month. We always tune in at the motels where we stay.
62. I wish I could get it on Direct TV but do watch online.
63. I wish I could get the channels on DISH

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

64. I wish I could get these programs through Dish Network. Since leaving Comcast I really have missed getting board meetings, graduations, etc.
65. I wish the multi faith channel had services by the Church of the Flying Spaghetti Monster.
66. I wish we could access them by satellite dish.
67. I work for City government and know that they do produce a couple programs a year about city issues, and they also broadcast City and school board meetings. I know some people do watch them because they recognize certain staff at City Hall from the broadcasts. It is probably helpful for those people who may be homebound or unable to attend meetings to watch them. It might also be helpful to have programs in different languages but not sure if they would even be watched by the people who speak different languages.
68. I would like more specific "how to" instructions on various subjects, including foreign languages. I would also like to see a channel directed specifically to seniors. This could include the specific instructions.
69. I would like more volunteer development.
70. I would like to be able to buy a copy of a school concert many years out, as desired.
71. I would like to know if you ever thought of having Interns or students/community member shadow workers at the studio to get a feel for their jobs and know if they would like to produce there own shows or go to college for video production, etc.?
72. I would watch some of the programming if it came into my home.
73. I would, as a professional broadcaster, be willing to volunteer my time to Town Square TV.
74. If I had Comcast again I would think stay at home parents would like kid educational programs. Even on the weekends it would be great to have.
75. If it were me I would post info on availability in regular newspapers as well as other media for the younger people. Until someone recruited me to help with camera I had no idea you could use your facilities to make a program at all.
76. I'm interested in producing something for your channel. I'll look in to that.
77. In the interest of transparency, I think it is important that everyone have access to city council meetings and other government programming (school board, etc) It is nice to have a source of truly local programming for those who want to watch - especially for whom it may be physically difficult to attend live events, performances, meetings due to work, school or disability, etc.
78. Internet broadcasts, and marketing for them, is going to become more and more essential. Almost no one I know pays for TV because it's absurdly priced and is just throwing more money into the pockets of the horrid monopoly that is Comcast. That said, advertisement, both by word of mouth and by partnering with local organizations that already have large followings (ESPECIALLY radio stations, something that the Internet will not kill, and The Current is a perfect example of that) is key. The shows and services provided by TST are exciting and interesting to me but I simply didn't even know about them until I became involved with this survey/feedback group (although granted I am a resident of St Paul and as such might be somewhat removed from the general audience base targeted by this survey).
79. It is really wonderful to see all our local programming; schools, churches, city meetings, makes one feel really connected to the community. Keep up all the good work!

**POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

80. It would be great to have cooking or gardening shows that feature our zone. For example, the videos on gardenfork.tv talk about recipes and gardening tutorials for Maine and I have always wished there was a show like it for the Midwest. I like listening to the Splendid Table on mpr, but I think cooking (and gardening) shows should be visual - and local! It would be nice to show what local people are doing to garden in not only our climate, but in our small city spaces, in apartments, in community gardens, in their front yards, and what they all do to keep it going in the harsh winter. Some beginner friendly features would also be great!
81. It would be great to have local programming freely and widely available both online and via television. I recently moved to the area, and I don't feel I know my community well. I didn't know this resource existed.
82. It's very nice to have local programs that allow residents to hear the latest on local: festivals, events, concerts, fashion, business, education, politics, parks, free events, ways to save by shopping local or small business. Hope this survey helped accomplish your goal! God bless. -Larkin Olson
83. I've never really thought to watch online. I will in the future. I like seeing local events and helps to feel connected to the community.
84. Keep up the good work!
85. Keep up the good work! The city council, planning commission and school board meetings give me information about the local area, which is necessary due to poor local newspaper coverage.
86. Keep up the good work.....
87. Keep up the proactive work with awareness first! Good luck your going to need it with Comcast's merger. I recently moved to Minnetonka everything is gone but the channels. No equipment! No studio! No classes! No mobile truck! Nothing live but the city council or anything shoot in the chambers!
88. Know very little about it. Not a Comcast or satellite subscriber.
89. Knowledgeable Staff. Quality Programming and very informative. Beneficial for the community. Quality equipment. Membership is to expensive for non-residents
90. Local programming is extremely important to the community and area. Local programming is the reason that I have Comcast without the Local Programming I get a Dish.
91. Love TC Showcase. Parades
92. Make the high GOTW more interesting by having the guys do a little interesting background on some of the players.
93. more art please
94. More info on time and day of events like parades, graduations...
95. More information about what will be on and when.
96. My children go o St Croix Lutheran in West St Paul. I really enjoy watching the games that Town Square has taped. I wish they could do more!
97. Need to upgrade to HD. Need to be able to access community programs through On Demand.



## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

98. Never knew it existed until participating in the focus group on Feb 12th. Talked a lot about increasing advertising on radio programs and internet sites to bring awareness to the channels and increase website traffic. Also having some sort of mentoring program to increase the value of production for people watching. More focus should be put into the website, being most people view their programs by streaming through the internet to their mobile devices. Maybe create an app, with quick updates on local events/news.
99. On occasion the IGH council / governmental meetings are not heard clearly due mostly to the speakers (both council members and visitors) not speaking into the microphones or holding their heads up or covering their mouth area so the speaker is not heard clearly or is mumbling. As adults I would think everyone would know this and come prepared and knowledgeable to the proper speaking etiquette.
100. Overall, I had a great experience with Town Square Television and would recommend it to all. If I lived in the area, I would definitely watch it. I think it is really important to have local programming and local employees. Sincerely, Ingrid Moss
101. Please don't take this away from us.
102. Should partner with local business to have your channels on in their restaurants, salons, etc. You should host a video festival with awards think about a monthly variety show live from your studios
103. So much information is given to the viewers that they would not otherwise get from TV or Internet. Information is more in depth and complete. One gets to know the people in their community.
104. Thank you for making good programs. Amp It Up, Girl Talk, and Positive Parenting are good ones to keep!
105. The aspect of Town Square TV that I love and think is invaluable is the filming of local high school sports and the ability to buy the broadcast on DVD. The quality of the filming is excellent and please keep offering this.
106. The City of South St. Paul employees are grateful for all the programming Town Square Television does provide for us. You produce quality programs and are willing to try out new ideas with staff. I've also heard good things about your training program for residents interested in getting behind the camera.
107. The demographics are here for CC to use this platform for integrating current and new technology into NDC4/TST. I do not know what the dialogue is between CC and NDC4 (other than their franchise obligations and them sending e rep to the Cable Commission mtgs. The infrastructure is here, and CC would likely benefit from using this organization as a pilot project, and build on from there. NDC4 has come a long way from a data crawl screen and "basic" programming. Providing a larger budget and a "partnership" between CC and NDC4 (i.e. - what's good for Philadelphia may not be applicable in Dakota, Orange or Westchester counties....) You really have a great organization here, and need to "bump it with a trumpet" to let CC know we are here and move up from there. I don't know of all of the dialogue between CC and NDC4, but am imagining that we get a few nickels to pay the light bill, and that might be all they are obligated to provide. What will it take to get to the next level?
108. The entire staff is patient and kind and makes production less stressful and a total learning experience. They answer all my questions and push me to learn more even when I am unsure or nervous! More people should volunteer to get to work with Town Square Television staff!!!
109. The facility offer the community an excellent outlet for local communication. The direction this facility could go is boundless.
110. The services are excellent. We appreciate being able to use their facilities for out productions.

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

111. The staff (from Jody on down) at Town Square is phenomenal and fun to work with. It makes production so much fun that you don't want it to end. I would just like to get more sponsorship/advertising from local businesses put on TST channels to inform our residents that these services are out there and that they should support our local people before going outside our communities. I love volunteering whenever I can and will always be available to do so whenever I am able to..
112. The staff at Town Square TV were extremely warm, friendly and easy to talk to. I was only in the audience to cheer a friend on Pump It Up so some of these questions don't apply to me but overall, it seemed like the producers of this show really know what they are doing and I had a great time. Heather Digolo 612-280-6033 I was in the audience for Paul Michell
113. The technical support at Town Square is second to none. Joe Conlon is the consummate professional, who consistently goes beyond required to help produce a quality product.
114. The University of Wisconsin-River Falls Digital Film and Television program and students have benefited from use of the Town Square Television production truck that was available to cover events such as "Focus on U" and Theatrical productions as well as offers an excellent resource for internships and volunteer opportunities for our students! Although the University of Wisconsin-River Falls is located outside of Town Square Television's service area, we have had several students from Northern Dakota County who became interested in TV production as a future career through Town Square Television and appreciate the unique opportunities that it offers that benefit the students and community through locally oriented programming that can't be found anywhere else!
115. They are a great crew!
116. they do a wonderful job in maintaining the equipment the best they can. technology moves forward and they do the best they can keeping up with the curve with the resource they have
117. To be clear, I have not produced or used the equipment myself. I am aware of the quality of maintenance and service of NDC4 staff.
118. To my knowledge and as I saw ,every thing run smoothly and is excellent.
119. Town Square Television fulfills well its role as their region's media center. The TST staff is knowledgeable and hard working. I have always had good experiences with them.
120. Town Square Television is doing a excellent job of providing services to the community it serves. It seems to me that finding more ways to make information on scheduling available would help increase viewership. Working as a crew member I am often asked "When will this program be on the air?" and we can't really give an answer other than to say call TSTV. If we were to have a small flyer or business card with TSTV's phone number handy to give out I think it would help answer that type of question.
121. Town Square Television provides a valuable community service. It is especially important for those that aren't available to attend events in person, and it gives increased transparency into local government and education.
122. Town Square Television provides an important public service to the local community in many ways. My responses reflect how I use it based on my interests, but I realize that it serves the entire community with many interests beyond mine. Please keep up the good work.
123. TST was a pleasure to work with and produces high quality work at high quality facilities. Douglas Sidney

## **POSITIVE/NEUTRAL COMMENTS; SUGGESTIONS (continued):**

124. TSTV annually records two of my elementary school music programs. They are always helpful, independent, kind, and the final product is of great quality. Many parents ask for a DVD in order to keep a memory of their student's acting/solos/etc... from the music program. They could use more funding for additional staff and an upgrade of equipment needs.
125. Until I became involved with TST, I was not aware of the services available so extensively to the community. There is a lack of awareness on the part of the general public about the way that services are paid for and about accessibility of TST services. I was glad to see the class offered in the recent community ed class program.
126. Was not aware of it until now. Will look for it!
127. Watch some programs through Internet. Katherine Curtis is Great!
128. We enjoy the coverage of high school events - sports, graduation, etc.
129. We have watched parades on town square TV
130. We should do more LIVE broadcasts of events
131. We were interviewed for the Twin Cities Film Fest. Everyone at Town Square TV did a great job informing us and hosting/moderating the interviews. Great staff!
132. We would not be able to tape our services if not for the help of the staff of Town Square Television. We are largely self-sufficient, but the advice and training offered, especially when our equipment was acting up, or simply set wrong has been invaluable. I would not know what is going on locally if not for the programming broadcast of community events and meetings by Town Square Television.
133. When I lived in the area, Townsquare provided outstanding services to the community. The staff are talented and helpful. The community is richer because of these services.
134. Where I live in Inver Grove Heights, we do not have access to NDCTV.
135. With regard to the programming for ISD 197 school events, Town Square TV could use more involvement of the school district students and their parents. TSTV should explore joint ventures with the district schools through both curricular and extracurricular programs.
136. Would like to see HD cameras in the production truck, HD playback on the cable system, would like to see Insight 7 more than monthly(weekly or daily)
137. Would like to see Townsquare TV incorporate the use of HD cameras & channels for local tapings.
138. would love to have availability to local programs and networks but not provided by direct TV

## NEGATIVE COMMENTS:

1. As a newly trained novice Producer / Director - I find it VERY FRUSTRATING that the so-called written instructions for logging into Final Cut Pro and doing stuff in there are SPARSE, INACCURATE, INCONSISTENT, UNCLEAR and just CRAPPY in general. Also - there is NO CLEARLY WRITTEN instructions as to how to operate the sound board. I'm not able to come in and train/review as often as I'd like - and every time I would come in - I'd basically have to ask the same freaking questions over again. FINALLY I just made hand-written copies myself. OH. And another thing - one of the instructors (I won't mention any names) but during her classes - she often talks so freaking fast - I'm not able to keep up with her with my note-taking...and she's basically totally oblivious to my difficulties here. I mean, she's a great gal and everything, and basically a good instructor, but for crying out loud, I think she's on a freaking 24-hour caffeine high or something.
2. I don't know if there is the need for all of the stations that are currently used. From my standpoint, the focus should be on government/school board activities, not the NASA or German language stations.
3. I have never seen Town Square Television, or heard of it before this. So I think the biggest suggestion would be to try to get the word out about it, and make it known in the community.
4. I have on occasion offered suggestions for programming or news coverage, but I never heard back from anyone, so I stopped submitting press releases, etc.
5. I have seen many instances of obscene, profane, and near pornographic programs on the public access channel. Because of that, I no longer want to be associated in any way with those channels, or to draw others to them.
6. I think Blair Reynolds is an idiot and should be taken off the air. Toby Stanga does a much better job of sports reporting and never degrades the athletes. Toby is also more knowledgeable when it comes to sports. When Blair talks it's just a bunch of hot air!!
7. I will frequently go to Town Square Television to watch a city council meeting. The endless "buffering" of the video is really annoying. It may take half a dozen attempts to finally get a council meeting to run. The toggle is a problem as well. In the process of moving it, you frequently lose the meeting altogether and have to go back to the endless buffering. This is with a newer, completely upgraded computer.
8. It would be helpful to non-profit organizations if Town Square Television staff could be more involved in the production of programming for the organizations. It's difficult for many smaller organizations that have few volunteers to pull together even more in order to go through training and produce a program. If the technical end of the production could be handled by staff, and content handled by the organization, there would likely be more involvement from these organizations.
9. Less channels, more media.
10. Make sure the wild turkey poop is cleaned off the front step when it happens. I told someone that it had happened and no-one made a move to clean it. It was still there when I left 30 minutes later.
11. Put the channels in high definition. More dedicated production help needed. Too hard to find volunteers.
12. Without being able to TiVO city council meetings and school board meetings, I find Town Square Television programming and services inconvenient and virtually useless for me due to my schedule.

## **APPENDIX 3**

### **Notes from Focus Group Brainstorming Sessions**

**BRAINSTORMING NOTES – NDC4**  
**January 14-16 and February 12, 2014**

**Question 1 -- What are the Key Local Issues Facing You, Your Neighbors, Community Organizations, NDC4 Local Governments, and Schools in the Next 10 Years?**

Focus Group 1: Local Government: Administration, Department Heads, Staff and Elected Officials (January 14)

- Senior housing
- School readiness (pre-schoolers)
- Universal internet access
- Public transportation
- Limited financial resources
- Technology education
- Maintaining/nurturing community identity in multi-city area
- Airport noise
- Public safety
- Adequate health care (seniors, young people)
- Off-leash dog parks
- Impact of re-development at Roberts Street area on local businesses
- Communicating with diverse new population
- Technology equality
- How to develop an audience for TSTV
- Overpopulation
- Local school and city funding
- Developing a new generation of leaders
- Changing/aging volunteer pool
- Reinvigorating the volunteer pool
- Changing work force
- Educational challenges
- Taxes -- especially for people on fixed incomes
- Minimum wage issues
- Economic development
- Sustainable tax base
- Creating healthy cities
- Crime-related issues and prevention
- Fire safety
- Delivery of public safety services cost-effectively throughout area cities
- Collaboration of city services where possible
- Having capacity for delivery of future services to deliver growth
- Identity theft
- What media should we use to communicate?

Focus Group 2: Arts, Cultural, Media and Heritage Organizations (January 14)

- Aging population
- Poverty
- Economic disparity

### Focus Group 2: Arts, Cultural, Media and Heritage Organizations (continued)

- Many people don't have internet access
- Lack of information about services that are available from Comcast (especially the lowest cost package)
- Many media outlets make it difficult to choose how to get information
- Comcast staff are not well trained; need better training
- Business customers are not well supported by Comcast
- Customer services reps are not aware of local concerns, because some are not in the local area
- Inconsistent information provided by Comcast CSRs
- Need for reliable internet service makes us dependent on such service from provider
- Students need access to internet for educational and job search activities
- Internet speeds is not as good as in many other countries
- Highest quality telecommunication services needed
- Need a way to communicate urgent information to all residents (e.g., universal package of channels from cable operator)
- No printed PEG program schedule available
- Cross-subsidizing wireless access
- Need to get students involved in TSTV
- Issues regarding people of color
- Issues regarding youth
- Language barriers
- Increasingly mobile population

### Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (January 15)

- Changing demographics
- People that don't have cable -- What can be done for them?
- Language barriers (Spanish, Hmong, Somali)
- Affordable housing
- People moving into the area (immigration)
- Aging population
- Transportation
- Health care
- Access to technology
- Access to medical services
- Volunteer base is retiring -- need ways to involve younger people
- Income-related concerns
- Taxes keep increasing, causing people to leave MN
- Lack of jobs
- We're a bedroom community -- people work elsewhere
- Difficult to get messages to people in ways that they use
- Redevelopment -- and how we want this to happen
- Actual main street and electronic main street
- Transitional housing for aging population -- impact on housing design
- Deteriorating infrastructure
- Deferred maintenance due to lack of funds

### Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (continued)

- Need for more public meeting coverage -- and need for technology that makes this easy to occur without relying on TSTV
- Public safety
- Emergency alerts that are reliable and easily activated
- Lack of a senior channel
- Awareness of TSTV channels and programs

### Focus Group 4: Pre-K-12 and Post-Secondary Education: Teachers, Administrators, Staff, Parents and Students (January 15)

- Changing demographics (aging, fewer students of school age, African-American and Latino population growth)
- Impact of revenue/taxation on business (property tax grows but property values are down)
- Financing education and other public services
- Digital divide (low income people are not connected)
- School kids have devices they use at school, but they can't connect to the internet at home
- Income disparity
- Aging retail -- empty retail buildings throughout the area
- No local newspaper (or local news coverage)
- "Rapidian"-like citizen journalism is needed
- Maintaining high quality education
- High speed internet access needed throughout the area
- Sufficient back-up storage capacity
- Non-English speaking families (mostly Spanish, but there are now over 25 languages in the area)
- Need for bi-lingual employees
- Disparity of income levels leads to major imbalance in educational opportunities available
- Cable TV service are vital to people with challenges -- it is their lifeline to the community and its activities and issues
- Negative impact of social media on community participation
- Importance of social media regarding upcoming community activities and events

### Focus Group 5: Human, Social Services & Faith Based Organizations (January 16)

- Recreational resources need to be maintained and grow (How should they evolve? How do we obtain the resources needed)
- Growth/development in Inver Grove
- Shared ice arena in W. St. Paul and Mendota Heights (not after midnight)
- Aging population
- Integrate strong community ties with new immigrants
- Expanding trail system
- Not enough time
- How to retain local government control over our destiny, when state and federal governments keep interfering



#### Focus Group 5: Human, Social Services & Faith Based Organizations (continued)

- Fear of growth of government
- Sharing resources between local groups and communities
- Expanded public transit throughout area
- Maintaining community identity in Metro Area
- Support for local businesses needed
- Businesses are leaving the area
- Impact of e-commerce
- Impact of local business health on local community groups
- Public education is in trouble -- support is needed for innovative, forward-looking approach to public education
- Keeping up with new technologies
- Access to new technologies by all residents
- Expanding internet programming by TSTV
- Senior citizens' challenges in using new technologies, which need to be recognized by all
- Engaging people's artistic sides
- Recruiting and retaining volunteers for community groups
- What is TSTV's motive/role? To entertain or to teach?
- E-waste due to communications technologies
- How should/can we value volunteering?
- How can we communicate all of the good developments in the area to the general public?
- Need to easily find out where snow removal activity is occurring in real time
- Not enough publicity about opportunities at TSTV
- Appreciation of and growth/support of public art
- Competition for kids' time (e.g., sports)

#### Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (January 16)

- Many residents don't have access to cable TV or the internet
- Local government services needed 24/7
- Getting information out to the community, and having outlets available to do this
- Funding needed for deteriorating infrastructure
- Cost of government (property taxes are high)
- Educating the public about local issues, and why they are important
- Government services are not cheap; people need clear explanation of why these costs are high
- How to keep people here, and not leaving because services are outdated
- Net neutrality concerns (e.g., Comcast should not restrict Netflix)
- Availability and reliability of high speed internet service
- Work force development and education; retraining for new jobs
- Geriatric monitoring of people at home
- Aging population
- Issues raised by "Smart" appliances
- Security/monitoring capability via high bandwidth/speed
- Home security systems linked to emergency service providers
- Two-way communication for home security and safety
- Video capacity to enable seniors to keep connected to others (e.g., via Skype)

Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (continued)

- Affordability of internet service (too high for many seniors, other low income people)
- Commercial development -- we need to have infrastructure to attract new businesses that need high speed internet capacity
- Language-related concerns
- Partnerships between adjacent communities
- Social media impact and how we can deal with this
- Community sustainability -- needs up-to-date technology
- Telecommunications providers need to keep our community up to date regarding available technologies
- Emergency notification systems do not reach everyone, and messages are at times affected by decisions of media owners regarding the distribution of those messages on their TV or radio station, etc.

Focus Group 7: Young Adults (February 12)

- Hard to find jobs after economic downturn
- Competition for jobs
- You need a "reel" to get a job
- Health issues
- Finding hyper-local news that is reliable
- People need transportation information

**Question 2 -- What Makes it Difficult for Community Organizations, City Government Departments, or Schools to Effectively Communicate Information to Their Constituencies and the Residents of NDC4 Member Cities?**

Focus Group 1: Local Government: Administration, Department Heads, Staff and Elected Officials (January 14)

- Competition for eyeballs
- Lack of wi-fi access
- Some residents don't have internet access
- Transition going on from print to variety of other media
- Lack of staff who are fluent in new/emerging media
- Organizations don't have a communications department
- Generations/cultural differences re how people get information
- Don't know how to reach people who are not current users of our services
- Poor response to email blasts vs. printed flyers
- Lack of money/funding
- Language barriers
- Cost to translate in variety of languages
- Visual or hearing problems cause special difficulty in outreach efforts
- Finding the right balance between too much and not enough information
- Changing mindsets (e.g., pre-conceived notions of that the library offers)
- Properly formulated messages for clear delivery to intended audience
- Lack of consensus among elected re role of government in providing information
- Lackadaisical attitude among residents (apathy) re what government is or should be doing
- People don't think their input to local government will make a difference (or will even be considered)
- Saturation of messages
- Generational on-demand mentality re government information
- Impact of new immigrants, non-English speaking populations

Focus Group 2: Arts, Cultural, Media and Heritage Organizations (January 14)

- Internet access is not universal
- Can't keep up with technology changes
- Lack of lowest cost cable package
- Comcast's "Basic 1" package is not advertised or promoted by Comcast
- Slow internet speeds at certain times of the day
- Need a source of information about what is coming up on the PEG channels (e.g., the on-screen program guide)
- More funding needed for local services
- Difficult to future-proof technology
- Language barriers
- Hard to find programming that you're looking for about a specific community
- School districts cross city boundaries throughout the Twin Cities area
- So many media sources
- People are very busy
- Competition for people's time

### Focus Group 2: Arts, Cultural, Media and Heritage Organizations (continued)

- Funding for more staff is needed
- More collaboration needed (e.g., with schools)
- Adequate funding needed to provide closed captioning for PEG programs
- Equipment upgrades needed
- Cultural barriers
- Difficult to make programs universally available when people want to see it
- Funding not available to help drive people to your social media messages (such funding is available to corporations to do this)
- Knowing how to use a wide variety of social media

### Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (January 15)

- How should we get messages out -- which media to be used for specific audiences?
- Not enough people/staff to create messages for public, which results in under-utilized channels
- People with responsibility to get messages out need proper training in how to use communications technologies
- Laws restrict opportunities for communication with Council members as a group
- People want to get messages in a large variety of ways -- how do we determine how to compose messages in preferred format?
- No printed program listings available for TSTV
- No program listings for TSTV on Comcast's electronic program guide
- Breaking through all the clutter to get our message out, even though we are a small community among as many much larger cities
- Not enough time
- Cost -- small NPOs don't have big budgets
- Older population is not tech-savvy enough to receive messages via latest electronic media
- Many messages are ignored (e.g., printed flyers)
- TSTV can't cover everything that people want covered
- Almost half of homes don't subscribe to Comcast
- There's been a delay in getting Comcast to serve some business areas
- Many seniors don't have a computer
- Poor audio quality on some programs
- Lack of a senior channel

### Focus Group 4: Pre-K-12 and Post-Secondary Education: Teachers, Administrators, Staff, Parents and Students (January 15)

- Language barriers (over 25 languages spoken in the area)
- No school newspapers are published anymore (or very rare)
- A variety of communication tools are needed to communicate with people as they want (e.g., face-to-face, email, social media, phone tree, newsletters, etc.)
- PEG programs must be streamed, too, if you want to reach young people
- Qualified people are needed to make sure that media tools can be used effectively
- Comcast's modulators in schools are outdated

Focus Group 4: Pre-K-12 and Post-Secondary Education: Teachers, Administrators, Staff, Parents and Students (continued)

- School classrooms are being converted from TVs to computer monitors, so they need to have channels/programs streamed (rather than telecast)
- Poor video quality on some PEG channels or programs on occasion
- Corporate philosophy changes mean that Comcast is much less interested in the community, or in keeping people as customers
- Comcast is only concerned about making as much money as possible
- Businesses need very secure connectivity

Focus Group 5: Human, Social Services & Faith Based Organizations (January 16)

- Not enough time
- Need more publicity about TSTV opportunities
- Multiple languages
- Political correctness/politeness
- People's resistance to and discomfort with technology
- Keeping up with technological change
- Apathy
- People don't care
- Many people don't watch the TSTV channels
- Delivering the same message via various modes
- How do we best communicate good things about our community, groups
- "Me" orientation -- "What's in it for me" mentality
- Limited amount of time that people can volunteer (i.e., hours per day, period of time)
- Generational differences and needs re communications
- Developing and instilling pride in the community
- Information overload from many sources
- Changing technological formats
- Scheduling volunteer activities within one's busy work/life schedule
- Negative attitudes

Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (January 16)

- Money needed to have people available to disseminate emergency information
- Lack of knowledge about technology by many people
- Don't know who to contact to get information
- No vehicle to distribute "soft" messages (i.e., not emergency information)
- Censorship on some access channels in the area
- Forty percent of people don't have access to cable TV or the internet
- No free universal tier of channels
- Comcast keeps lowest cost tier of local channels a secret (\$15/month for "Basic 1")
- Basic 1 package makes it difficult to get local broadcast channels and eliminates some of those channels
- Lack of community engagement (e.g., most residents don't watch Council meetings)
- Don't know how to get message out
- Need to "package" our messages
- Many residents go south for the winter

Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (continued)

- High cost, low effectiveness of posted notices and actions at meetings
- Perceive importance of “WOW!” appeal embedded in messages/programs
- Getting young people to participate in public face-to-face meetings
- Restricted ways used by government to get public comment/input
- Lack of viewer feedback
- PEG program listings are not on Comcast’s electronic program guide

Focus Group 7: Young Adults (February 12)

- People don’t know about PEG programming and services
- Don’t know what’s on all PEG channels
- Gear is focused on news production
- We are located far from St. Paul residents
- Is there a Metro-wide PEG directory?
- Lack of collaboration with other PEG operations
- Many people are not watching TV on TVs

**Question 3 -- How Would You Like to Use the Cable System, PEG Access Channels, a Community Media Center, and the I-Net to Educate, Inform, and Entertain NDC4 residents?**

Focus Group 1: Local Government: Administration, Department Heads, Staff and Elected Officials (January 14)

- Profiles of elected officials
- Community events coverage (e.g., church-affiliated youth events)
- Plays, musical, artistic events
- Sports events
- Profiles of local businesses and nonprofit organizations
- Government meeting coverage
- Short format programs about various subjects (e.g., library services, events)
- Inside 7
- Educational content (e.g., teacher lectures)
- Local news for the seven cities (with incentives for news tips)
- Job opportunities
- Marketing the product
- Public safety education programs (in collaboration with public safety agencies)
  
- Replay of live telecasts of local events
- Presentation of TSTV programs in many formats
- Evolution of TSTV to more than just TV (to CMC)
- Being able to see government meetings from all of the cities in the greater MSP area

Focus Group 2: Arts, Cultural, Media and Heritage Organizations (January 14)

- City Council meetings
- Local sports, events, concerts, choir, band, etc.
- City government topics (e.g., how taxes are used, how budget is developed, etc.)
- Local history
- Community events
- Civic events
- Local news
- Insight 7
- Election program/debates, candidates' information
- Call-in shows on a wide variety of subjects
- How to create a program
- How to do a dance competition
- Referendum information
- Community-specific information
- How technology works
- How to use a roundabout
- Driving tips
- How to raise decent, respectable children
- Ways to reduce your insurance costs
- Programming for and about ethnic populations
- Programs to better understand new immigrant populations

### Focus Group 2: Arts, Cultural, Media and Heritage Organizations (continued)

- ESL programs
- How to manage you money
- How to start a business
- Cultural interpreters (and how to find them) for a variety of purposes
- Religious programs
- Information about organizations who need funds
- Importance of spaying/neutering dogs and cats
- Animal of the week (produced with local animal shelter)
- How to keep your pets healthy
  
- Universal PEG access channels to everyone
- Video on demand for PEG programs
- SAP capability in PEG channels
  
- More funding for local services available, etc.

### Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (January 15)

- Live Mayor's Youth Task Force meetings coverage
- More public/community meetings
- Emergency notifications
- Educational programs for seniors on use of new technologies, etc.
- Call-ins before Council meetings
- Council meetings
- Link-up between TSTV and SSP Voice and other local newspapers to deliver local news content
- Citizen journalism (especially by young people)
- Graduation coverage
- Sports events
- Concerts
- Expanded local entertainment programming
- Basic computer instruction programs
- Aging-related issues (e.g., home modification, transportation, care-giving, etc.)
- Interviews with City Council members
  
- Technology that makes it easier to do live remotes
- TSTV using all technologies to deliver their PEG channels/programs
- Keep the I-Net in place
- PEG in HD
- Online streaming of PEG in HD
- Ability to see programs from neighboring communities
- PEG programs available on-demand
- Streaming PEG to mobile technologies
  
- Channel for seniors



#### Focus Group 4: Pre-K-12 and Post-Secondary Education: Teachers, Administrators, Staff, Parents and Students (January 15)

- Citizen journalism project (like the "Rapidian")
- School concerts
- More programming about what is going on in schools
  
- PEG programming available from nearby communities
- Streaming of PEG programming/channels
- On-demand for PEG programs
- I-Net to be maintained
- Having access to more than one channel in schools (due to Comcast's changes that reduced availability), via system that is compatible with school's distribution system (Smart Boards)
- Keep truck available for production of events, with crews that have strong ties to the community
- Interactive classrooms between school districts, to develop enough student demand for some classes (e.g., Chinese)
- Ability to go live easily from anywhere in the franchise area
- Funding for wireless transmission of live remotes
- More dedicated educational access channels
- PEG in HD
  
- All access programming to be maintained

#### Focus Group 5: Human, Social Services & Faith Based Organizations (January 16)

- Regular updates: weather, activities, traffic
- Commercials about volunteer needs
- Let people know what you can do at TSTV
- Programs from other nearby communities (or from other parts of the US)
- TSTV to promote how it is a technology leader
- History of our area
- Graduations
- Old movies
- Coverage of competitions between residents of the 7 cities in all areas (e.g., checkers, cribbage, spelling bees, etc.)
- Educational programs
- Local musicians
- Bible trivia
- Church services for shut-ins
- Less high school sports, more performing arts from schools
- Publicity/announcements about local business-sponsored activities (e.g., shredding services)
- Introductions of new business leaders
- Political forums
- Kids programs
- Presentations by visiting dignitaries and subject experts

#### Focus Group 5: Human, Social Services & Faith Based Organizations (continued)

- Presentations by speakers at local conferences on subjects of interest to segments of the community
- Veterans Day activities
- Cooking programs
  
- Videos made by people with their smart phones, I-Pads, personal computers and camcorders, etc.
- Video on demand for TSTV
- Streaming of TSTV channels on the internet
- TSTV program listings on Comcast's electronic program guide
- Public viewing areas for cable channels, provided at no charge by Comcast (they currently require subscription fees for such connections)
- Traffic camera displays and other hyper-local information on cable
- Live streaming of TSTV

#### Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (January 16)

- Local news and information
- Virtual referendums (instant opinion polling)
- Local high school sports
- Local music performances (and other performing arts)
- Classic Arts Showcase
- More government meetings, including other committees and commissions
- Insight 7
  
- Link emergency alerts to detailed information provided on a cable channel
- Social media alerts regarding upcoming PEG programs
- Archive of public meetings and public records at a central location
- Wireless access points provided by Comcast at many locations throughout the area
- Maintain the I-Net
- City-wide access to the internet
- Upgrade all PEG equipment to HD, and whatever develops after that
- Interactive Council meetings
- Video teleconferencing
- PEG program on demand
- Availability of programs that are being distributed in other communities on our cable system
- Video on demand for government meetings from greater Twin Cities area
- Distribution of PEG programs to other media (e.g., I-Pad, smart phones, etc.)
  
- Promote Council meetings as not boring in many ways (including billboards)
- Promote/market PEG channels and programming
- PEG promos on program guide channel. Electronic program guide, other cable channels

## Focus Group 7: Young Adults (February 12)

- Job and career information
- Showcase of programming from local filmmakers
- Video version of “The Current” demographic
- Journalist recap of Council meetings in addition to gavel-to-gavel coverage
- Break up Council meetings into shorter issue or topic categories (chapters)
- Spotlight on current activities
- Programs about media, journalism
- Calendar of events
- Youth film festival
- Content from local filmmakers
- Record and distribute seminars with production experts (e.g., audio, acting, recording techniques, writing)
- Coverage of outdoor events
  
- Live web streaming of public access
- Connections between live cable and web interface
- More focus on web streaming and radio
- Shorter clips available on demand and on-line
- Programs available on phones and portable devices
- Audio-only podcasts
- Must have HD channels
- Interactivity -- ability to score/survey/rate the show you just watched
  
- Filmmaking gear -- lights, mic's, etc.
- Provide a sound stage with venue for musicians to perform
- Dance floors, art gallery, places to allow people to perform or get coverage
- Make things pop on the web site
- Fun events like Oscars, Grammy's
- Internships for credit (or not)
- Classes for high school credit
- Match-making an intern with a business or a “client” for a project
- Use creative ways to get the “creatives” attention -- outside the box
- Studio with state of the art equipment (e.g., lighting, mics, audio gear, grip items, accessories)
- Offer tracks or modules
- Bring in high level “teachers”
- Photos of gear online
- DeWolfe or other music library
- Soft lights, portable kits
- Portable field audio gear, digital mix devices
- Industry standard ENG audio gear
- Matchmaking producers with content people, with supervision of the relationships
- Local “imdb”
- Let people volunteer for “credits” toward production gear

**Question 4 -- What would make easier for You (or your Organization, City Government Department, or School) to Use PEG Access Channels, a Community Media Center or the Cable System?**

Focus Group 1: Local Government: Administration, Department Heads, Staff and Elected Officials (January 14)

- Better ways to promote programs
- Need a better way to find out what is on the PEG channels (Ch. 20 is frustrating)
- Channel listings on Comcast's program guide
- Cross-promotion of PEG on various channels
- Content available on-demand, through a variety of apps, streaming, etc.
- Communications training
- More affordable rates for service from Comcast
- Clear indication by Comcast of available service packages that are not publicized by Comcast (e.g., lowest cost packages)

Focus Group 2: Arts, Cultural, Media and Heritage Organizations (January 14)

- Delivery of PEG programs in multiple formats (including streaming)
- Ability to contact one person/department at Comcast that will provide accurate, reliable information about your service
- PEG channels on interactive program guide
- Better promotion of PEG content
- DVR-compatible PEG channels
- Promotional spots for PEG on other cable channels
- More information about what residents would like to see on PEG channels
- Free/low-cost wi-fi service community wide
- Ability to see programs that are produced and shown on PEG channels in other Twin Cities franchise areas
- Metro-wide PEG channel(s)
- Collaboration by school districts to program the educational access channels
- Video on demand for PEG programs
- Updated council chambers equipment (school board rooms, too)
- SAP-capable equipment
- Training that is not equipment-oriented, but is concerned about content development
- Pre-wired facilities (e.g., auditoriums) to enable easy access and integration of PEG hardware

Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (January 15)

- Printed program guide for TSTV programming
- Method for automatically getting information to people in their preferred method
- More resources for TSTV
- HD equipment (portable, studio, and transmission)
- Incorporate I-Pad and smartphone technologies (any home user's equipment) at TSTV
- Greater capability for live programming (redundancy, reliability concerns) -- better hardware from Comcast for live transmission
- A senior channel
- More staff (well paid)

### Focus Group 3: Community, Youth, Senior, Recreation, & Non-Profit Organizations (continued)

- A TSTV “YouTube-like” channel
- Cities, schools and NPOs need staff who understand how to use communications media, if that’s what they’re assigned to do
- TCTV program listings on Comcast’s electronic program guide

### Focus Group 4: Pre-K-12 and Post-Secondary Education: Teachers, Administrators, Staff, Parents and Students (January 15)

- Community hot-spots
- Fewer restrictions on being able to connect to Comcast’s wi-fi hot-spot service, especially if you are low/fixed income
- All PEG channels/programs need to be streamed
- Funding/staffing for program creation and distribution by TSTV and schools
- City-wide wi-fi
- Significantly improved customer service standards
- Access to equipment to permit the ability to receive multiple channels via the I-Net
- Fiber to the home
- Ability to go live from locations that are not near the I-Net
- Equipment to go live from schools with an automated remote system (like Council meetings)
- PEG channels in HD, and streamed in HD (or equivalent to highest quality transmission of other cable channels)
- I-Net should be dark fiber

### Focus Group 5: Human, Social Services & Faith Based Organizations (January 16)

- Let people know about training opportunities
- Incentives for kids to participate at TSTV
- TSTV promos on other channels
- Collaboration between many groups to support efforts
- Positive attitude
- Computer software to make it easier to learn how to create programs efficiently
- Direct upload/transfer of finished programs from my computer to TSTV
- Evolution of TCTV to a CMC
- Providing coordination of people with technical skills to people/groups with program ideas
- Information about what potential viewers want to see
- Cooperative “sponsorships” between TSTV and Comcast
- TSTV programs the internet, in a searchable format
- Video on demand for PEG programs
- PEG on DirecTV and DISH Net
- Project management -- more production assistance and advice
- Grant program
- Larger, easier to use subscriber equipment (especially for the elderly)
- CSRs that we can understand (and hear what we are asking about)
- CSRs who are aware of how difficult it is for many to understand new equipment
- Training provided on-site (not at TSTV facility)
- More production of/by NDC4/TSTV about services and opportunities
- Streamlined way for new people and groups to get involved

#### Focus Group 5: Human, Social Services & Faith Based Organizations (continued)

- Training in non-technical aspects of production
- Sound booth

#### Focus Group 6: Business, Civic Organizations, Chambers of Commerce, Neighborhood Groups (January 16)

- Universal PEG service tier
- Indexed on-demand access to Council meetings
- Social media alerts re PEG programs
- Include an audio tone that alerts you to upcoming emergency information
- City-wide access to the internet
- Learning with current technology
- PEG channels in HD
- Getting feedback from viewers to public access producers
- PEG program listings on Comcast's electronic program guide
- Audience viewership data
- Use cable technology for VPN
- Free cable drops to public buildings, schools, etc.
- Fiber infrastructure throughout franchise area
- No restriction on public viewing at free drop locations, public viewing areas
- A la carte channel choices
- Cable plant available to all business locations
- Redundancy (too many instances of outages without redundant design)
- Coordination of construction by Comcast with others

#### Focus Group 7: Young Adults (February 12)

- Cross-promotion of PEG on mass audience cable channels
- Cable-provided viewer statistics
- Apps
- Social media
- All content easily streamed
- Organize content by genre
- Identify most popular municipal programs and local producers
- Better use of Twitter and Facebook at website
- Create a mobile version of web site
- Shorter segments, branding, trailers
- Include PEG listings on the interactive program guide
- Training for young people -- k-12 through college
- Going into schools and covering students
- Children's education programs
- How could teachers use TSTV programs
- Workshops for the community to learn about journalism
- Production standards must compare to commercial TV
- Let students in schools know that TSTV resources exist
- Balance between free speech, providing a voice, and quality standards
- Find free programs from other sources
- Classes on lighting, audio, advanced training

### Focus Group 7: Young Adults (continued)

- Mentoring
- Partner with K-12 and post-secondary schools; mentors for graduates, too
- Put students on crew of “real” shows
- Students are longing for studio experience and access
- A campus club at a standard time
- Build TSTV training into school curriculum or offer as community education on campus
- Car pools

## **APPENDIX 4**

### **TST Local Programming Operations Questionnaire**



# LOCAL PROGRAMMING (PEG ACCESS) OPERATIONS QUESTIONNAIRE

**NAME OF YOUR ORGANIZATION:** NDC4 Cable Commission and Town Square Television (TST)

**MAIN FACILITY ADDRESS:** 5845 Blaine Avenue, Inver Grove Heights, MN 55076

**1. Type(s) of Local Programming Services Provided:**

*(Please check all that apply: "P" = Public Access; "E" = Educational Access, "G" = Government Access)*

P       E       G      *(also "Community" – staff-produced professional community programming)*

**2. Number and Types of P/E/G Access Channels Programmed:**

*(Please indicate how many of the following types of channels are managed by your organization)*

2 P only      1 E only      2 G only      0 Combined P/E      0 Combined P/G

0 Combined E/G      1 Combined P/E/G

1 Other *(Please Describe)* "Community" -- staff-produced & procured

**3. Number of Full Time Equivalent (FTE) Staff:**

6.5 (TST) \_\_\_\_\_ *(NOTE: 40+ hrs./wk. staff member = 1.0 FTE; 20 hrs./wk. = 0.5 FTE; 10 hrs./wk. = 0.25 FTE; etc.)*  
7.15 (NDC4 Cable Commission)

**4. Allocation of the Number of Staff (as indicated in Item #3, above) by Type of P/E/G Access Service Provided:**

1.5 Public Access      0.15 Educational Access      3.55 Government Access      2.75 Community Programming  
5.7 Admin/Engineering/Master Control (shared by all)      *NOTE: These figures include NDC4 Commission & TST staff*

**5. Funding -- Sources and Amounts for 2011, 2012 and 2013:**

*(Please indicate the funding amounts received from each source to support your local programming [P/E/G Access] activities. Do not include the monetary value of "in-kind" services and materials here.)*

| <b>Funding Source (NDC4 &amp; TST combined)</b>             | <b>2011</b>                | <b>2012</b>                | <b>2013</b>                |
|---|----------------------------|----------------------------|----------------------------|
| a. Cable Company .....                                      | \$ <u>290,030</u>          | \$ <u>302,124</u>          | \$ <u>305,019</u>          |
| b. Government (franchise fees) .....                        | \$ <u>710,342</u>          | \$ <u>736,370</u>          | \$ <u>776,485</u>          |
| c. Government (Cities & School Districts) .....             | \$ <u>23,094</u>           | \$ <u>31,353</u>           | \$ <u>29,604</u>           |
| d. Educational Institution(s).....                          | \$ _____                   | \$ _____                   | \$ _____                   |
| e. Membership Fees .....                                    | \$ <u>2,665</u>            | \$ <u>2,070</u>            | \$ <u>2,031</u>            |
| f. Training Fees .....                                      | \$ <u>1,845</u>            | \$ <u>4,150</u>            | \$ <u>1,680</u>            |
| g. Contributions .....                                      | \$ <u>199</u>              | \$ <u>54</u>               | \$ <u>82</u>               |
| h. Grants .....   | \$ _____                   | \$ _____                   | \$ _____                   |
| i. Interest Income .....                                    | \$ <u>8,261</u>            | \$ <u>6,865</u>            | \$ <u>2,524</u>            |
| j. Production Services .....                                | \$ <u>20,052</u>           | \$ <u>20,614</u>           | \$ <u>30,000</u>           |
| k. Other <i>(Please describe each source)</i>               |                            |                            |                            |
| _____   | \$ <u>3,431</u>            | \$ <u>4,512</u>            | \$ <u>4,203</u>            |
| _____   | \$ _____                   | \$ _____                   | \$ _____                   |
| <b>Total Funding -- All Sources ("a" through "k") .....</b> | <b>\$ <u>1,059,919</u></b> | <b>\$ <u>1,108,112</u></b> | <b>\$ <u>1,151,628</u></b> |



**8. Programming Submitted for Cablecast: 2011, 2012 and 2013:**

If you keep detailed information about the programming on your organization's channel(s), please complete this page. If necessary, copy this page to report programming data for other channels managed by your organization.

If the same program was shown on more than one of your channels, only include data about it in the line items regarding "first-run programs" and "first-run hours" of programming for the channel where it was shown first.\*

NOTE: Each "episode" within a series of programs should be counted as one program.

**A. Channel Number on Cable System:** 14 ("Community" – staff-produced professional community programming)

**Channel Type (check one):**  P  E  G  P/E  P/G  E/G  P/E/G

|   | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|---|-------------|-------------|-------------|
| 1. <u>Total</u> number of locally produced, <u>first-run programs</u> ....  | 163         | 158         | 142         |
| 2. <u>Total</u> number of imported, <u>first-run programs</u> ** .....  | 52          | 21          | 32          |
| 3. <u>Total</u> number of locally produced, <u>first-run hours</u> .....  | 183.5       | 176         | 167.5       |
| 4. <u>Total</u> number of imported, <u>first-run hours</u> ** .....   | 30.5        | 14.5        | 27.5        |
| 5. <u>Total</u> number of <b>hours</b> (include replays on this .....<br><i>line only; do <u>not</u> include character-generated hours)</i> | 8,736       | 8,736       | 8,736       |

**B. Channel Number on Cable System:** 15 (Public Access)

**Channel Type (check one):**  P  E  G  P/E  P/G  E/G  P/E/G

|   | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|---|-------------|-------------|-------------|
| 1. <u>Total</u> number of locally produced, <u>first-run programs</u> ....  | 44          | 32          | 25          |
| 2. <u>Total</u> number of imported, <u>first-run programs</u> ** .....  | 371         | 349         | 348         |
| 3. <u>Total</u> number of locally produced, <u>first-run hours</u> .....  | 35          | 22          | 16.5        |
| 4. <u>Total</u> number of imported, <u>first-run hours</u> ** .....   | 300         | 287.5       | 312         |
| 5. <u>Total</u> number of <b>hours</b> (include replays on this .....<br><i>line only; do <u>not</u> include character-generated hours)</i> | 8,736       | 8,736       | 8,736       |

**C. Channel Number on Cable System:** 16 (Multifaith)

**Channel Type (check one):**  P  E  G  P/E  P/G  E/G  P/E/G

|   | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|---|-------------|-------------|-------------|
| 1. <u>Total</u> number of locally produced, <u>first-run programs</u> ....  | 317         | 311         | 327         |
| 2. <u>Total</u> number of imported, <u>first-run programs</u> ** .....  | 299         | 328         | 295         |
| 3. <u>Total</u> number of locally produced, <u>first-run hours</u> .....  | 292.5       | 288         | 297         |
| 4. <u>Total</u> number of imported, <u>first-run hours</u> ** .....   | 228         | 250         | 210.5       |
| 5. <u>Total</u> number of <b>hours</b> (include replays on this .....<br><i>line only; do <u>not</u> include character-generated hours)</i> | 8,736       | 8,736       | 8,736       |

\* **Do not include replays** in your figures for "first-run programs" and "first-run hours".

\*\* "Imported" programs: (1) are not produced within your cable franchise area; **or** (2) are not created by individuals who reside within your cable franchise area; **or** (3) are not created by individuals certified to use your facilities.

D Channel Number on Cable System: 18 (Government)

Channel Type (check one):  P  E  G  P/E  P/G  E/G  P/E/G

|  | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|--|-------------|-------------|-------------|
| 1. Total number of locally produced, first-run programs ....   | 127         | 120         | 118         |
| 2. Total number of imported, first-run programs ** .....   | 119         | 87          | 97          |
| 3. Total number of locally produced, first-run hours .....   | 157         | 147         | 145         |
| 4. Total number of imported, first-run hours ** .....  | 88          | 80          | 91          |
| 5. Total number of hours (include replays on this line only; do not include character-generated hours) ..... | 8,736       | 8,736       | 8,736       |

E. Channel Number on Cable System: 19 (Government)

Channel Type (check one):  P  E  G  P/E  P/G  E/G  P/E/G

|  | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|--|-------------|-------------|-------------|
| 1. Total number of locally produced, first-run programs ....   | 90          | 92          | 97          |
| 2. Total number of imported, first-run programs ** .....   | 0           | 0           | 0           |
| 3. Total number of locally produced, first-run hours .....   | 106         | 113         | 114         |
| 4. Total number of imported, first-run hours ** .....  | 0           | 0           | 0           |
| 5. Total number of hours (include replays on this line only; do not include character-generated hours) ..... | 8,736       | 8,736       | 8,736       |

F. Channel Number on Cable System: 20 (Education)

Channel Type (check one):  P  E  G  P/E  P/G  E/G  P/E/G

|  | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|--|-------------|-------------|-------------|
| 1. Total number of locally produced, first-run programs ....   | 74          | 81          | 93          |
| 2. Total number of imported, first-run programs ** .....   | 130         | 82          | 64          |
| 3. Total number of locally produced, first-run hours .....   | 96          | 96          | 112         |
| 4. Total number of imported, first-run hours ** .....  | 191         | 76          | 48          |
| 5. Total number of hours (include replays on this line only; do not include character-generated hours) ..... | 8,736       | 8,736       | 8,736       |

G. Channel Number on Cable System: 21 (60% Community Bulletin Board; 40% live events, video news, promos)

Channel Type (check one):  P  E  G  P/E  P/G  E/G  P/E/G

|  | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|--|-------------|-------------|-------------|
| 1. Total number of locally produced, first-run programs ....   | 18          | 18          | 18          |
| 2. Total number of imported, first-run programs ** .....   | 120         | 120         | 120         |
| 3. Total number of locally produced, first-run hours .....   | 36          | 36          | 36          |
| 4. Total number of imported, first-run hours ** .....  | 240-300     | 240-300     | 240-300     |
| 5. Total number of hours (include replays on this line only; do not include character-generated hours) ..... | 3,495       | 3,495       | 3,495       |

H. SUMMARY (All Channels)

|  | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|--|-------------|-------------|-------------|
| 1. Total number of locally produced, first-run programs .... | 833         | 812         | 820         |
| 2. Total number of imported, first-run programs .....        | 1,091       | 987         | 956         |
| 3. Total number of ALL first-run programs .....              | 1,924       | 1,799       | 1,776       |
| 4. Total number of locally produced, first-run hours .....   | 906         | 878         | 888         |
| 5. Total number of imported, first-run hours .....           | 1,137.5     | 1,008       | 989         |
| 6. Total number of ALL first-run hours .....                 | 2,043.5     | 1,886       | 1,877       |

9. **Number of different persons (not including staff) who produced or submitted one or more programs during:**

|             |             |             |
|-------------|-------------|-------------|
| <u>2011</u> | <u>2012</u> | <u>2013</u> |
| 56*         | 45*         | 52*         |

\* NOTE: These totals are for Public Access Channel 15 and Multifaith Access Channel 16, which allow the public to submit programs. Each person or organization was only counted once, even if they submitted a weekly series with a new episode every week.

10. **Equipment Usage Level:** If you keep detailed information about the use of your organization's equipment, including the number of hours of actual use for each category of equipment, please complete the following:

|  |             |             |             |
|--|-------------|-------------|-------------|
| <b>A. Studio(s)</b>                                      | <u>2011</u> | <u>2012</u> | <u>2013</u> |
| Total number of studios <u>available</u> .....           | 1           | 1           | 1           |
| Total annual hours <u>used</u> (all studios) .....       | 1,147       | 1,709       | 1,180       |
| <b>B. Editing Systems</b>                                | <u>2011</u> | <u>2012</u> | <u>2013</u> |
| Total number of editing systems <u>available</u> .....   | 5           | 5           | 5           |
| Total annual hours <u>used</u> (all systems) .....       | 4,602       | 4,652.5     | 4,648       |
| <b>C. Camcorders</b>                                     | <u>2011</u> | <u>2012</u> | <u>2013</u> |
| Total number of camcorders <u>available</u> .....        | 8           | 7           | 10          |
| Total annual number of check-outs (all camcorders) ..... | 135         | 102         | 150         |
| <b>D. Multiple-Camera Field Production Systems</b>       | <u>2011</u> | <u>2012</u> | <u>2013</u> |
| Total number of systems <u>available</u> .....           | 1           | 1           | 1           |
| Total annual number of times used (all systems) .....    | 135         | 104         | 124         |

11. **Training Services Provided in 2013:**

- A. Does your organization provide training courses in video production, media literacy, etc.?  Yes  No
- B. If "Yes," please provide the following information about the training courses your organization offered in **2013**:  
Please indicate the name of each training course offered in 2013, the number of hours of training provided during each course, the number of times each course was offered in 2013, the total number of people who *began* the course(s) in 2013, and the total number of people who *completed* the course(s) in 2013.

|  | <u>Total<br/>No. of<br/>Hrs. Per<br/>Course</u> | <u>Total<br/>No. of<br/>Courses<br/>Offered</u> | <u>Total No. of<br/>People who<br/>Began the<br/>Course(s)</u> | <u>Total No. of<br/>People who<br/>Completed<br/>the Course(s)</u> |
|--|---|---|--|--|
| 1. <u>Introduction to Community TV</u> | _____   | 22  | 49   | 38   |
| 2. <u>HD Production 1</u>              | _____   | 4   | 10   | 10   |
| 3. <u>HD Production 2</u>              | _____   | 3   | 9  | 9  |
| 4. <u>Digital Field Production</u>     | _____   | 9   | 11   | 6  |
| 5. <u>Studio Production</u>            | _____   | 12  | 9  | 8  |
| 6. <u>Non-Linear Editing 1</u>         | _____   | 12  | 10   | 8  |
| 7. <u>Non-Linear Editing 2</u>         | _____   | 12  | 8  | 7  |
| 8. <u>Lighting</u>                     | _____   | 12  | 6  | 3  |
| 9. _____                               | _____   | _____   | _____  | _____  |
| 10. _____                              | _____   | _____   | _____  | _____  |

12. **Operations Documents:** Please provide a copy of:
- A. Your organization's current operating rules and procedures.
  - B. Your organization's current training curriculum.

13. **Participants:**

- A. Please indicate the total number of people currently approved to use any of your organization's facilities: 197

*We have 197 members in our database who could be eligible to use our facilities, but this is not an all-inclusive number, as it would not include personnel from related organizations such as member cities, schools, etc. Also, it includes family and organizational membership categories which may include multiple users under one membership.*

- B. If this information is available, please attach a list of the community organizations, schools, colleges and universities, and divisions of local government that used the P/E/G Access resources and services provided by your organization at any time during the three-year period between January 2011 and December 2013.

*In order to tabulate the number of groups, organizations, and individuals who engage or partner with us in community television, we looked at our Constant Contact e-mail lists that were organized for our open house event in fall of 2013. It's not a perfect list, but provides a general overview:*

|   |                                      |
|---|--------------------------------------|
| <b><u>Total Active Contacts—</u></b>    | <b><u>1,257</u></b>                  |
| <b>Business Contacts</b>                | <b>81</b>                            |
| <b>Volunteer Contacts</b>               | <b>67</b>                            |
| <b>Community Organizations</b>          | <b>38</b>                            |
| <b>Elected Officials</b>                | <b>45</b>                            |
| <b>Government Staff</b>                 | <b>66 (city and county or state)</b> |
| <b>Members</b>                          | <b>94</b>                            |
| <b>Schools</b>                          | <b>62</b>                            |
| <b>Local Producers &amp; Filmmakers</b> | <b>24</b>                            |

14. **Other P/E/G Access Services:**

Please describe any other P/E/G Access services provided by your organization, such as a website, a printed or electronic newsletter, outreach and promotional activities, etc. Attach a copy of examples of such services where appropriate (e.g., a printed newsletter, programming schedule, etc.). Attach additional pages as needed.

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**THANK YOU VERY MUCH FOR YOUR ASSISTANCE.**

**Name of Preparer:** Jodie Miller **Phone:** 651-450-9891 ext. 308

**Organization:** NDC4 and Town Square Television

**Address:** 5845 Blaine Avenue

**City/State/Zip:** Inver Grove Heights, MN 55076

## **APPENDIX 5**

### **TST Community Media Facility Inventory**

# COMMUNITY MEDIA FACILITY INVENTORY - OVERVIEW -

(NOTE: UNAUTHORIZED USE OF THIS DOCUMENT IS PROHIBITED.)

FACILITY ADDRESS: 5845 Blaine Ave Inver Grove Heights, MN 55076

FACILITY IS USED FOR (check all that apply):

Public Access  
TST

Educational Access  
NDC4

Government Access  
NDC4

### INSTRUCTIONS:

Please complete these Community Media Facility Inventory pages as thoroughly as possible.

List each piece of equipment only once, even though it may be used for multiple purposes. (For example, list an editing system's equipment items that are located in a studio control room under the "Studio Production Equipment" heading on the appropriate attached form.)

If an item of equipment has multiple functions, list it under the heading which most closely describes its primary location or function.

If you do not have the make and model of equipment available, please fill out the remainder of each sheet.

If you do not have any item listed on an inventory page, just leave that line blank.

Make a copy of any page that does not include enough space to include all of your equipment packages (e.g., copy this page if you operate more than one facility; copy the next page if you have more than eight camcorders; etc.).

**IF AVAILABLE, PLEASE PROVIDE A COMPLETE COPY OF YOUR PRODUCTION EQUIPMENT INVENTORY.**

A. Normal Hours of Operation for Facility (e.g., 9 a.m. to 9 p.m.):

|           |  |          |  |            |  |
|-----------|--|----------|--|------------|--|
| Monday:   | <u>NDC4 8am to 4:30pm</u><br><u>TST 1pm to 9pm</u>                       | Tuesday: | <u>NDC4 8am to 4:30pm</u><br><u>TST 1pm to 9pm</u> | Wednesday: | <u>NDC4 8am to 4:30pm</u><br><u>TST 1pm to 9pm</u> |
| Thursday: | <u>NDC4 8am to 4:30pm</u><br><u>TST 1pm to 9pm</u><br><u>NDC4 Closed</u> | Friday:  | <u>NDC4 8am to 4:30pm</u><br><u>TST 9am to 5pm</u> | Saturday:  | <u>NDC4 Closed</u><br><u>TST 9am to 5pm</u>        |
| Sunday:   | <u>TST Closed</u>  |          |  |            |  |

B. Is this facility's video production equipment used only for activities related to the creation of programs for cablecast on an Access channel?

Yes (If "Yes," go to Item C, below)       No

If "No," how many hours are this facility's video production equipment used for any purpose other than the creation of programs for cablecast on an Access channel?

1 hours/week (Describe other use: Production service videos, City training videos)

C. Does your organization own or lease the facility space?

Own       Lease  
TST owns the building. NDC4 rents office space from TST

D. Please provide the following information about the facility.

- Total square footage: 7,240 square feet
- Number of administrative offices: 8
- Number of editing rooms: 5
- Estimated current replacement cost of ALL production equipment in the facility: \$ 1,916,000 (see notes below on how this amount is calculated)

|  |           |
|--|-----------|
| Production Truck (not including equipment)               | \$360,000 |
| Production Truck Equipment                               | \$312,000 |
| City Hall Equipment (all 4 cities combined)              | \$425,000 |
| All other Production Equip. (MC, Ed't, Studio, Portable) | \$818,000 |



# COMMUNITY MEDIA FACILITY INVENTORY

## CAMCORDER FIELD PRODUCTION SYSTEMS

(If you have more than eight camcorders, make enough copies of this page to include each portable system)

|                   | <u>Make/Model</u>  | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|-------------------|--|-----------------------|--------------------|-------------------|
| <b>System # 1</b> | Panasonic AG-HPX250  | I                     | E                  | .5                |
| Format:           | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |                    |                   |
| <b>System # 2</b> | Panasonic AG-HPX250  | I                     | E                  | .5                |
| Format:           | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |                    |                   |
| <b>System # 3</b> | Panasonic AG-HPX250  | I                     | E                  | .5                |
| Format:           | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |                    |                   |
| <b>System # 4</b> | Panasonic AG-HPX250  | I                     | E                  | .5                |
| Format:           | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |                    |                   |
| <b>System # 5</b> | Panasonic AG-DVC15   | I                     | G                  | 12                |
| Format:           | <input checked="" type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                       |                    |                   |
| <b>System # 6</b> | Panasonic AG-DVC15   | I                     | G                  | 12                |
| Format:           | <input checked="" type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                       |                    |                   |
| <b>System # 7</b> | Panasonic AG-DVC15   | I                     | G                  | 12                |
| Format:           | <input checked="" type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                       |                    |                   |
| <b>System # 8</b> | Panasonic AG-DVC15   | I                     | G                  | 12                |
| Format:           | <input checked="" type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive   High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                       |                    |                   |

|                                   |           |              |  |              |  |
|-----------------------------------|-----------|--------------|--|--------------|--|
| Number of Portable Tripods:       | <u>8</u>  | Condition**: | <u>E</u> - (Sys 1 to 4)<br><u>F</u> - (Sys 5 to 8) | Age (years): | <u>.5</u> - (Sys 1 to 4)<br><u>12</u> - (Sys 5 to 8) |
| Number of Extra Battery Packs:    | <u>5</u>  | Condition**: | <u>F</u>   | Age (years): | <u>2</u>   |
| Number of Portable Lighting Kits: | <u>5</u>  | Condition**: | <u>F</u>   | Age (years): | <u>20</u>  |
| Number of Microphones:            | <u>12</u> | Condition**: | <u>F</u>   | Age (years): | <u>15</u>  |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## CAMCORDER FIELD PRODUCTION SYSTEMS

(If you have more than eight camcorders, make enough copies of this page to include each portable system)

|                    | <u>Make/Model</u>   | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|--------------------|---|-----------------------|--------------------|-------------------|
| System # <u>9</u>  | <u>Panasonic AJ-D610WB</u>  | <u>B</u>              | <u>G</u>           | <u>10</u>         |
| Format:            | <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                       |                    |                   |
| System # <u>10</u> | <u>Panasonic AG-HPX300</u>  | <u>I</u>              | <u>G</u>           | <u>4</u>          |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |                    |                   |
| System # _____     | _____   | _____                 | _____              | _____             |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                       |                    |                   |
| System # _____     | _____   | _____                 | _____              | _____             |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                       |                    |                   |
| System # _____     | _____   | _____                 | _____              | _____             |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                       |                    |                   |
| System # _____     | _____   | _____                 | _____              | _____             |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                       |                    |                   |
| System # _____     | _____   | _____                 | _____              | _____             |
| Format:            | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Flash Memory Card<br><input type="checkbox"/> Hard Disk Drive    High Definition Capability? <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                       |                    |                   |

|                                   |          |              |                                       |              |  |
|-----------------------------------|----------|--------------|---------------------------------------|--------------|--|
| Number of Portable Tripods:       | <u>2</u> | Condition**: | <u>F - Sys 9</u><br><u>G - Sys 10</u> | Age (years): | <u>12 - Sys 9</u><br><u>4 - Sys 10</u> |
| Number of Extra Battery Packs:    | <u>2</u> | Condition**: | <u>F</u>                              | Age (years): | <u>4</u>                               |
| Number of Portable Lighting Kits: | _____    | Condition**: | _____                                 | Age (years): | _____                                  |
| Number of Microphones:            | _____    | Condition**: | _____                                 | Age (years): | _____                                  |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## VIDEO EDITING SYSTEMS (NOT IN STUDIO CONTROL ROOM)

(If you have more than two editing systems, make enough copies of this page to include each editing system)

|                   | <u>Item</u>   | <u>Make/Model</u>   | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|-------------------|---|---|-----------------------|--------------------|-------------------|
| <b>System # 1</b> | Video Player 1  | _____   | ---                   | ---                | ---               |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card  |                       |                    |                   |
|                   | Video Player 2  | _____   | ---                   | ---                | ---               |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card  |                       |                    |                   |
|                   | Video Recorder  | Panasonic AJ-D455   | B                     | G                  | 9                 |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server |                       |                    |                   |
|                   | Computer or Edit Controller   | Mac Pro Tower   | B                     | G                  | 4                 |
| Editing Software  | FCP 7   | B   | G                     | 4                  |                   |
| Video Monitor(s)  | Panasonic BT-LH170P   | B   | G                     | 4                  |                   |
| Other (describe)  | AJA Kona Card   | B   | G                     | 4                  |                   |
|                   | Does this video editing system have <u>high definition capability</u> ? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |   |                       |                    |                   |

|                   |   |   |     |     |     |
|-------------------|---|---|-----|-----|-----|
| <b>System # 2</b> | Video Player 1  | _____   | --- | --- | --- |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card  |     |     |     |
|                   | Video Player 2  | _____   | --- | --- | --- |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card  |     |     |     |
|                   | Video Recorder  | Panasonic AJ-D455   | B   | G   | 12  |
|                   | Format:   | <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server |     |     |     |
|                   | Computer or Edit Controller   | Mac Pro Tower   | B   | G   | 4   |
| Editing Software  | FCP 7   | B   | G   | 4   |     |
| Video Monitor(s)  | Panasonic BT-LH170P   | B   | G   | 4   |     |
| Other (describe)  | AJA Kona Card   | B   | G   | 4   |     |
|                   | Does this video editing system have <u>high definition capability</u> ? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |   |     |     |     |

\* B = Broadcast, I = Industrial/Professional, C = Consumer  
 \*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## VIDEO EDITING SYSTEMS (NOT IN STUDIO CONTROL ROOM)

(If you have more than two editing systems, make enough copies of this page to include each editing system)

|                             | <u>Item</u>   | <u>Make/Model</u>  | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|-----------------------------|---|--|-----------------------|--------------------|-------------------|
| <b>System #</b> <u>3</u>    | Video Player 1  | _____  | _____                 | _____              | _____             |
|                             | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam                                   |                       |                    |                   |
|                             |   | <input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |                       |                    |                   |
|                             | Video Player 2  | _____  | _____                 | _____              | _____             |
|                             | Format:   | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam                                   |                       |                    |                   |
|                             |   | <input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |                       |                    |                   |
|                             | Video Recorder  | _____  | _____                 | _____              | _____             |
| Format:                     | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive     |  |                       |                    |                   |
|                             | <input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server |  |                       |                    |                   |
| Computer or Edit Controller | Mac Pro Tower   | _____  | B                     | G                  | 7                 |
| Editing Software            | FCP 7   | _____  | B                     | G                  | 4                 |
| Video Monitor(s)            | Toshiba 23L1350U  | _____  | C                     | F                  | .25               |
| Other (describe)            | Black Magic Deslgn - Intensity Pro card   | _____  | I                     | G                  | .25               |

Does this video editing system have high definition capability?  Yes  No

|                             |  |  |       |       |       |
|-----------------------------|--|--|-------|-------|-------|
| <b>System #</b> <u>4</u>    | Video Player 1   | _____  | _____ | _____ | _____ |
|                             | Format:  | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam                                   |       |       |       |
|                             |  | <input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |       |       |       |
|                             | Video Player 2   | _____  | _____ | _____ | _____ |
|                             | Format:  | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam                                   |       |       |       |
|                             |  | <input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |       |       |       |
|                             | Video Recorder   | Panasonic AG-DVC15   | _____ | I     | G     |
| Format:                     | <input checked="" type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive |  |       |       |       |
|                             | <input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server        |  |       |       |       |
| Computer or Edit Controller | Mac Pro Tower  | _____  | B     | G     | 7     |
| Editing Software            | FCP 7  | _____  | B     | G     | 4     |
| Video Monitor(s)            | Toshiba 23L1350U   | _____  | C     | F     | .25   |
| Other (describe)            | Black Magic Deslgn - Intensity Pro card  | _____  | I     | G     | .25   |

Does this video editing system have high definition capability?  Yes  No

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# COMMUNITY MEDIA FACILITY INVENTORY

## VIDEO EDITING SYSTEMS (NOT IN STUDIO CONTROL ROOM)

(If you have more than two editing systems, make enough copies of this page to include each editing system)

|                   | <u>Item</u>                             | <u>Make/Model</u>  | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|-------------------|---|--|-----------------------|--------------------|-------------------|
| System # <u>5</u> | Video Player 1                          | _____  | ---                   | ---                | ---               |
|                   | Format:                                 | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card   |                       |                    |                   |
|                   | Video Player 2                          | _____  | ---                   | ---                | ---               |
|                   | Format:                                 | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card   |                       |                    |                   |
|                   | Video Recorder                          | _____  | ---                   | ---                | ---               |
|                   | Format:                                 | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server |                       |                    |                   |
|                   | Computer or Edit Controller             | Mac Pro Tower  | B                     | G                  | 7                 |
| Editing Software  | FCP 7                                   | B  | G                     | 4                  |                   |
| Video Monitor(s)  | Toshlba 23L1350U                        | C  | F                     | .25                |                   |
| Other (describe)  | Black Maglc Deslgn - Intensity Pro card | I  | G                     | .25                |                   |

Does this video editing system have high definition capability?  Yes  No

|                  |                             |  |     |     |     |
|------------------|-----------------------------|--|-----|-----|-----|
| System # _____   | Video Player 1              | _____  | --- | --- | --- |
|                  | Format:                     | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card   |     |     |     |
|                  | Video Player 2              | _____  | --- | --- | --- |
|                  | Format:                     | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam<br><input type="checkbox"/> Hard Disk Drive <input type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card   |     |     |     |
|                  | Video Recorder              | _____  | --- | --- | --- |
|                  | Format:                     | <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server |     |     |     |
|                  | Computer or Edit Controller | _____  | --- | --- | --- |
| Editing Software | _____                       | ---  | --- | --- |     |
| Video Monitor(s) | _____                       | ---  | --- | --- |     |
| Other (describe) | _____                       | ---  | --- | --- |     |

Does this video editing system have high definition capability?  Yes  No

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\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## STUDIO PRODUCTION FACILITY

(If you have more than one studio, make enough copies of this page to include each studio)

Studio # A

Studio dimensions (in feet): 37 Length x 42.5 Width x 13.5 Height

Is there a lighting grid installed in the Studio Production Facility?

No

Yes → Number of Lighting Instruments: 42 Condition\*: F Age (range, in years): 2 to 26

Distance (in feet) from studio floor to lighting grid: 12

Type of Lighting Control System:  Dimmer Controls  On/Off Switches

Is there a separate Set Storage Room?

No

Yes → Set Storage Room dimensions (in feet): 26 Length x 27 Width x 6.75 Height

Is there a Studio Cyclorama and/or Curtain(s)?  No  Yes → Condition\*: P

Is there an Intercom System in the Studio Production Facility?

No

Yes → Condition of System\*: F

Are any of the Studio Cameras equipped with a teleprompter?

No

Yes → Number of teleprompters:        Condition\*:       

Studio Control Room dimensions (in feet): 15 Length x 12.5 Width

Can programs be cablecast live from this Studio Production Facility?  Yes  No

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\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## STUDIO PRODUCTION EQUIPMENT

(If you have more than one studio, make enough copies of this page to include each studio)

| Studio # <u>A</u>   | <u>Make/Model</u>                          | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u>     |
|---|--|-----------------------|--------------------|-----------------------|
| Camera #1   | Ikegami HC-400W                            | B                     | G                  | 13                    |
| Camera #2   | Ikegami HC-400W                            | B                     | G                  | 13                    |
| Camera #3   | Ikegami HC-400W                            | B                     | G                  | 13                    |
| Camera #4   |  |                       |                    |                       |
| Camera #5   |  |                       |                    |                       |
| Tripods (quantity: _____)   |  |                       |                    |                       |
| Other Camera Mounts<br>(quantity: <u>3</u> )  | Libec P110 Pedestal, Miller Arrow 40 Heads | I                     | E                  | 1                     |
| (Indicate Camera Mount type(s): <input type="checkbox"/> Wall <input type="checkbox"/> Ceiling <input checked="" type="checkbox"/> Pedestal)        |  |                       |                    |                       |
| Video Recorder/Player #1  | Panasonic AJ-D455                          | B                     | G                  | 12                    |
| Video Recorder/Player #2  | Sony SVP-5600                              | I                     | F                  | 13                    |
| Video Recorder/Player #3  | Panasonic AJ-D455                          | B                     | G                  | 12                    |
| Video Recorder/Player #4  | Sony SVO-5800                              | I                     | F                  | 16                    |
| Video Format(s): <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam <input type="checkbox"/> Hard Disk Drive |  |                       |                    |                       |
| <input type="checkbox"/> Flash Memory Card <input type="checkbox"/> DVD <input checked="" type="checkbox"/> Records directly to Server              |  |                       |                    |                       |
| High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   |  |                       |                    |                       |
| Production Switcher/SEG   | Sony DFS-700                               | I                     | P                  | 13                    |
| Computer or Edit Controller   | Sony RM-450                                | I                     | F                  | 16                    |
| Video Production Software   |  |                       |                    | 4000 - 13<br>7000 - 7 |
| C.G. / Video Graphics Unit  | Compix 2 channel unit, 4000 and 7000 cards | I                     | F                  |                       |
| Vectorscope/Waveform Monitor  | Tektronix 1740A                            | I                     | F                  | 20                    |
| Color Monitors (quantity: <u>2</u> )  | Sony PVM 20M4U                             | B                     | G                  | 13                    |
|   | Sony PVM 14M2U                             | B                     | G                  | 13                    |
| B/W Monitors (quantity: <u>3</u> )  | Panasonic TR-930U                          | I                     | F                  | 27                    |
| Audio Mixer   | Tascam M-320B                              | I                     | F                  | 20                    |
| Hand Mics (quantity: _____)   |  |                       |                    |                       |
| Lapel Mics (quantity: <u>6</u> )  | Sony ECM-44B                               | I                     | E                  | 2                     |
| Other Major Items (describe):   | (2) Gentner DH20 Telephone hybrid units    | B                     | G                  | 9                     |
|   |  |                       |                    |                       |
|   |  |                       |                    |                       |

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# COMMUNITY MEDIA FACILITY INVENTORY

- 6 -  
A

## PORTABLE OR MOBILE MULTIPLE CAMERA FIELD PRODUCTION EQUIPMENT

(If you have more than one portable/mobile multiple camera system, make enough copies of this page to include each one)

Installed in a Vehicle?  No  Yes (If Yes, Vehicle year/make/model: 2002 Wolfcoach Defiant6/6 )

Dedicated<sup>(1)</sup> Camera Cables: How Many? 9 Total Length: 3,100 feet

Dedicated<sup>(1)</sup> Audio Cables: How Many? 10 Total Length: 1,100 feet

| Dedicated <sup>(1)</sup> Items  | Make/Model  | Quality Level* | Condition** | Age (Yrs.) |
|---|---|----------------|-------------|------------|
| Camera #1   | Sony DXC-D55  | I              | G           | 7          |
| Camera #2   | Sony DXC-D55  | I              | G           | 7          |
| Camera #3   | Sony DXC-D55  | I              | G           | 7          |
| Camera #4   | Sony DXC-D55  | I              | G           | 7          |
| Trlpods (quantity: <u>4</u> )   | Miller Arrow 25 Heads, Gitzo tripod legs                              | I              | G           | 7          |
| Video Recorder/Player #1  | Panasonic AJ-D455   | B              | G           | 12         |
| Video Recorder/Player #2  | Panasonic AJ-D455   | B              | G           | 12         |
| Video Recorder/Player #3  |   |                |             |            |
| Video Format(s): <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam                  |   |                |             |            |
| <input type="checkbox"/> Hard Disk Drive <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |   |                |             |            |
| High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                             |   |                |             |            |
| Production Switcher/SEG   | Sony DFS-700  | I              | F           | 12         |
| Computer or Edit Controller   | Panasonic AG-A850   | I              | G           | 12         |
| Video Production Software   |   |                |             |            |
| C.G. / Video Graphics Unit  | Compix with SD-SDI output option                                      | I              | G           | 12         |
| Vectorscope/Waveform Monitor  | Videotek TVM-821D   | I              | P           | 7          |
| Color Monitors (quantity: <u>6</u> )  | (1) Sony PVM-14M2U  | I              | G           | 12         |
|   | (1) Sony PVM-14M4U  | B              | G           | 12         |
|   | (4) Sony PVM-8042Q  | I              | G           | 12         |
| B/W Monitors (quantity: <u>9</u> )  | Panasonic WV-BM500U   | I              | F           | 12         |
| Audio Mixer   | Mackie 1604-VLZ3  | I              | G           | 4          |
| Hand Mics (quantity: <u>4</u> )   | Electro Voice 635A  | I              | G           | 17         |
| Lapel Mics (quantity: <u>4</u> )  | Sony ECM-44B  | I              | E           | 7          |
| Other Major Items (describe):   | Replay System: DNF 300T controller, FFV Dual Omega Deck               | B              | F           | 12         |
|   | (3) Sony ECM-672 Shotgun Mics   | I              | P           | 16         |
|   | (4) Audio-Technica U851R PZM mics                                     | I              | E           | 7          |
|   | Live Feed Equipment: Modulator-Blonder Tongue(cable company provided) | I              | P           | 17         |
|   | VBrick- MPEG2 4200 encoder  | I              | F           | 12         |
|   | Sling Box- HD PRO   | C              | F           | 3          |
| Fiber Tx- Radiant VB136 (cable company provided)  | B   | E              | 1           |            |

<sup>(1)</sup> "Dedicated" means that the items are used only with this multiple camera field production equipment package.

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\*\* E = Excellent, G = Good, F = Fair, P = Poor



# COMMUNITY MEDIA FACILITY INVENTORY

## PORTABLE OR MOBILE MULTIPLE CAMERA FIELD PRODUCTION EQUIPMENT

(If you have more than one portable/mobile multiple camera system, make enough copies of this page to include each one)

Installed in a Vehicle?  No  Yes (If Yes, Vehicle year/make/model: \_\_\_\_\_)

Dedicated<sup>(1)</sup> Camera Cables: How Many? 3 Total Length: 300 feet additional cables from access checkout

Dedicated<sup>(1)</sup> Audio Cables: How Many? 4 Total Length: 24 feet additional cables from access checkout

| <u>Dedicated<sup>(1)</sup> Items</u>   | <u>Make/Model</u>  | <u>Quality Level*</u> | <u>Condition**</u>   | <u>Age (Yrs.)</u>      |
|--|--|-----------------------|----------------------|------------------------|
| Camera #1  | <u>none - use cameras from access checkout</u>                                     | ---                   | ---                  | ---                    |
| Camera #2  | _____  | ---                   | ---                  | ---                    |
| Camera #3  | _____  | ---                   | ---                  | ---                    |
| Camera #4  | _____  | ---                   | ---                  | ---                    |
| Tripods (quantity: <u>0</u> )  | <u>none - use cameras from access checkout</u>                                     | ---                   | ---                  | ---                    |
| Video Recorder/Player #1   | <u>Panasonic DMR-EH55</u>  | <u>C</u>              | <u>G</u>             | <u>8</u>               |
| Video Recorder/Player #2   | _____  | ---                   | ---                  | ---                    |
| Video Recorder/Player #3   | _____  | ---                   | ---                  | ---                    |
| Video Format(s): <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam  |  |                       |                      |                        |
| <input checked="" type="checkbox"/> Hard Disk Drive <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |  |                       |                      |                        |
| High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  |  |                       |                      |                        |
| Production Switcher/SEG  | <u>Grass Valley Indigo HR</u>  | <u>I</u>              | <u>G</u>             | <u>6</u>               |
| Computer or Edit Controller  | _____  | ---                   | ---                  | ---                    |
| Video Production Software  | _____  | ---                   | ---                  | ---                    |
| C.G. / Video Graphics Unit   | <u>Compix 4000</u>   | <u>I</u>              | <u>F</u>             | <u>13</u>              |
| Vectorscope/Waveform Monitor   | _____  | ---                   | ---                  | ---                    |
| Color Monitors (quantity: <u>5</u> )   | <u>(2) Marshall 7" LCD<br/>(3) Marshall 4" LCD</u>                                 | <u>I</u><br><u>I</u>  | <u>P</u><br><u>P</u> | <u>13</u><br><u>13</u> |
| B/W Monitors (quantity: _____)   | _____  | ---                   | ---                  | ---                    |
| Audio Mixer  | <u>Built into the Grass Valley Indigo</u>  | ---                   | ---                  | ---                    |
| Hand Mics (quantity: _____)  | <u>none - use from access checkout</u>   | ---                   | ---                  | ---                    |
| Lapel Mics (quantity: _____)   | <u>none - use from access checkout</u>   | ---                   | ---                  | ---                    |
| Other Major Items (describe):  | <u>Intercom system with power supply, base unit, (3) belt packs and 4 Headsets</u> | <u>B</u>              | <u>G</u>             | <u>13</u>              |
| _____  | _____  | ---                   | ---                  | ---                    |
| _____  | _____  | ---                   | ---                  | ---                    |

<sup>(1)</sup> "Dedicated" means that the items are used only with this multiple camera field production equipment package.

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# COMMUNITY MEDIA FACILITY INVENTORY

## MASTER CONTROL/PLAYBACK FACILITY AND EQUIPMENT

Is this a dedicated Playback Facility? (equipment is not shared with studio control room package)  Yes  No

Master Control/Playback Facility dimensions (in feet): 18 Length x 17.5 Width

Number of cable channels controlled: 7

Do you have live programming capability?  No  Yes, via:  Studio  Cable Return Feed  Bonded Cellular

Satellite  Microwave  Other: \_\_\_\_\_

Other LIE via: Single mode fiber (analog and SDI), (12) analog Multi-cast IP feeds from Comcast, Multi-cast IP feeds from 6 other access studios, St Paul Inet

Do you "stream" programming via the Internet?  No  Yes →  Live?  "Video On Demand"?

Do you have high definition playback capability?  No  Yes →  On Cable Channel(s)?  Internet Stream?

| <u>Playback Facility Item</u>   | <u>Make/Model</u>  | <u>Quality Level*</u> | <u>Condition**</u> | <u>Age (Yrs.)</u> |
|---|--|-----------------------|--------------------|-------------------|
| Automated Playback Controller   | (4) Leightronix Ultra Nexus SDI  | I                     | E                  | 2.5               |
| Manual Switcher/SEG   | Harris Platinumrouter<br><small>24 SDI and 40 Analog in<br/>16 SDI and 16 Analog out</small>                           | B                     | E                  | 2.5               |
| Server-Based Video Storage  | -use the above listed Leightronix Ultra Nexus SDI  |                       |                    |                   |
| Video Player #1   | Sony SVP-5600  | I                     | F                  | 13                |
| Video Player #2   | Sony SVP-5600  | I                     | F                  | 13                |
| Video Player #3   | Panasonic AJ-D455  | B                     | G                  | 12                |
| Video Player #4   | Panasonic AJ-D455  | B                     | G                  | 12                |
| Video Player #5   | Panasonic DMR-EH55   | C                     | G                  | 8                 |
| Video Player #6   | Panasonic DMR-EH55   | C                     | G                  | 8                 |
| Video Player #7   | Sony SLV-D271P   | C                     | F                  | 8                 |
| Video Player #8   |  |                       |                    |                   |
| Video Player #9   |  |                       |                    |                   |
| Video Player #10  |  |                       |                    |                   |
| Video Player Format(s): <input type="checkbox"/> Mini-DV <input checked="" type="checkbox"/> DVCAM/DVCPRO/Betacam           |  |                       |                    |                   |
| <input type="checkbox"/> Hard Disk Drive <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Flash Memory Card |  |                       |                    |                   |
| TBC (quantity: <u>4</u> )   | (1) Dual Channel DPS ES-2200T<br>(2) AJA FS-1  | I<br>B                | G<br>E             | 15<br>2.5         |
| Color Monitors (quantity: <u>4</u> )  | (2) Westinghouse LD-4655VX (used to view 29 PIPs from Harris Multi-viewer)<br>(1) Sony PVM-14M4U<br>(1) Sony PVM-20N1U | C<br>B<br>I           | G<br>G<br>F        | 2.5<br>15<br>15   |
| B/W Monitors (quantity: <u>8</u> )  | Sony PVM-20N1U   | I                     | P                  | 25                |
| C.G./Graphics Unit  | -use the above listed Leightronix Ultra Nexus SDI  |                       |                    |                   |
| Vectorscope/Waveform Monitor  | Tektronix 1740 Alpha<br>Harris Multi-viewer has a built in Waveform monitor also                                       | I                     | F                  | 25                |
| Other Major Items (describe):   | Harris Multi-Viewer option in the Platinum Router  | B                     | G                  | 2.5               |
|   | (4) Granicus Web Encoders with Osprey 230 cards  | I                     | P                  | 6                 |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## VIEWING/DUBBING EQUIPMENT

- Do you have any of the following: Videoconferencing equipment?.....  Yes  No  
Satellite downlink equipment?.....  Yes  No  
Satellite uplink equipment?.....  Yes  No  
Bonded cellular (e.g., LiveU) equipment? .....  Yes  No

Do you have a dedicated Viewing/Dubbing Area? (not used for any other purpose)  
 Yes  No

Do you have dedicated Viewing/Dubbing Equipment? (not used for any other purpose)  
 Yes  No (If No, go to next page)

Number of Viewing/Dubbing Stations:   1  

Viewing/Dubbing Equipment Formats:

- Mini-DV
- DVCAM/DVCPRO/Betacam
- DVD
- Hard Disk Drive
- Flash Memory Card
- Other:   3/4" and S-VHS

Does your Viewing/Dubbing Equipment have high definition capability?  
 Yes  No

# COMMUNITY MEDIA FACILITY INVENTORY

## MAINTENANCE AND TEST EQUIPMENT

Annual budget for outside equipment maintenance: \$ \$9,308.27 (In 2013)

Annual budget for spare/replacement parts: \$ all repair costs have one budget account-  
-money for this type of expense is included in the above amount,

Do you conduct in-house maintenance?  Yes  No

Is there a dedicated Maintenance Area? (not used for any other purpose)  Yes  No

Do you have dedicated Maintenance and Test Equipment? (not used for any other purpose)  Yes  No

## TRAINING EQUIPMENT

Is there a dedicated Training Area? (not used for any other purpose)  Yes  No

Do you have dedicated Training Equipment? (not used for any other purpose)

No

Yes (If Yes, please indicate the types of dedicated Training Equipment at your facility)

Camcorder field production equipment

Video Editing Equipment

Multiple Camera Field Production Equipment

Electronic Graphics Production Equipment

Other (describe): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# COMMUNITY MEDIA FACILITY INVENTORY

## ELECTRONIC GRAPHICS PRODUCTION EQUIPMENT

[NOTE: A typical example of "Electronic Graphics Production Equipment" would be a computer workstation with software and appropriate accessories needed to create titles, graphics, animation, etc., for insertion in a video production or to create a program made entirely with such equipment.]

Do you have a dedicated Electronic Graphics Production area? (not used for any other purpose)  Yes  No

Do you have dedicated Electronic Graphics Production equipment? (not used for any other purpose)  Yes  No

## PERSONAL COMPUTER / INTERNET ACCESS EQUIPMENT

Do you provide personal computer equipment for use by residents of your cable franchise area?

No

Yes (If Yes, describe below)

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If you provide personal computer equipment for use by residents, are any of these computers connected to the Internet?

No

Yes (If Yes, please describe these connections and the ways that residents use this equipment on-line.)

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# COMMUNITY MEDIA FACILITY INVENTORY

## REMOTE-CONTROLLED PRODUCTION EQUIPMENT (COUNCIL CHAMBERS OR MEETING ROOM)

(If you have more than one of these equipment packages, make enough copies of this page to include each package)

Do you have a Remote-Controlled Production Equipment Package?  Yes  No

(If "Yes") Location of this equipment package: Inver Grove Heights City Hall

Equipment is used for (check all that apply):  Government Access  Educational Access  Public Access  
XXXXXXXX Staff programming

| Item   | Make/Model   | Quality Level* | Condition** | Age (Yrs.) |
|--|--|----------------|-------------|------------|
| Cameras (quantity: <u>5</u> )  | <u>Panasonic AW-E600</u>                               | <u>I</u>       | <u>G</u>    | <u>11</u>  |
| Camera Controllers (quantity: <u>1</u> )   | <u>Panasonic AW-RP505</u>                              | <u>I</u>       | <u>G</u>    | <u>11</u>  |
| Camera Mounts (quantity: <u>5</u> )  | <u>Panasonic AW-PH300</u>                              | <u>I</u>       | <u>F</u>    | <u>11</u>  |
| (Indicate Camera Mount type(s): <input type="checkbox"/> Tripod <input checked="" type="checkbox"/> Wall <input type="checkbox"/> Ceiling <input type="checkbox"/> Pedestal)   |  |                |             |            |
| Video Recorder/Player #1   | <u>Panasonic DRM-EZ17</u>                              | <u>C</u>       | <u>G</u>    | <u>5</u>   |
| Video Recorder/Player #2   | <u>Panasonic AG-7350P</u>                              | <u>I</u>       | <u>P</u>    | <u>19</u>  |
| Video Recorder/Player #3   | <u>Leightronix Nexus</u>                               | <u>I</u>       | <u>G</u>    | <u>5</u>   |
| Video Recorder/Player #4   | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Video Format(s): <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server<br>High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |  |                |             |            |
| Production Switcher/SEG  | <u>Grass Valley Indigo HR</u>                          | <u>I</u>       | <u>G</u>    | <u>4</u>   |
| Computer or Edit Controller  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Video Production Software  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| C.G. / Video Graphics Unit   | <u>Compix 5000 with SDI output option</u>              | <u>I</u>       | <u>G</u>    | <u>11</u>  |
| Vectorscope/Waveform Monitor   | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Color Monitors (quantity: <u>4</u> )   | <u>Sony PVM-9L2</u>                                    | <u>I</u>       | <u>F</u>    | <u>11</u>  |
| B/W Monitors (quantity: <u>12</u> )  | <u>Sony PVM-4B1U</u>                                   | <u>I</u>       | <u>F</u>    | <u>11</u>  |
| Audio Mixer  | <u>-mixer is built into Grass Valley Indigo-</u>       | <u></u>        | <u></u>     | <u></u>    |
| Microphones (quantity: <u></u> )   | <u>-microphones, PA mixer, Amp, EQ are City owned-</u> | <u></u>        | <u></u>     | <u></u>    |
| Other Major Items (describe):  | <u>-(2) HD Document cameras are City owned-</u>        | <u></u>        | <u></u>     | <u></u>    |
|  | <u>-(16) chamber monitors are City owned-</u>          | <u></u>        | <u></u>     | <u></u>    |
|  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
|  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## REMOTE-CONTROLLED PRODUCTION EQUIPMENT (COUNCIL CHAMBERS OR MEETING ROOM)

(If you have more than one of these equipment packages, make enough copies of this page to include each package)

Do you have a Remote-Controlled Production Equipment Package?  Yes  No

(If "Yes") Location of this equipment package: Mendota Heights City Hall

Equipment is used for (check all that apply):  Government Access XXXXXXXX  
Staff programming  Educational Access XXXXXXXX  
Staff Programming  Public Access

| Item   | Make/Model  | Quality Level* | Condition** | Age (Yrs.) |
|--|---|----------------|-------------|------------|
| Cameras (quantity: <u>4</u> )  | Panasonic AW-E600   | I              | G           | 10         |
| Camera Controllers (quantity: <u>1</u> )   | Panasonic AW-RP505  | I              | G           | 10         |
| Camera Mounts (quantity: <u>4</u> )  | Panasonic AW-PH300  | I              | F           | 10         |
| (Indicate Camera Mount type(s): <input type="checkbox"/> Tripod <input checked="" type="checkbox"/> Wall <input checked="" type="checkbox"/> Ceiling <input type="checkbox"/> Pedestal)  |   |                |             |            |
| Video Recorder/Player #1   | Panasonic DRM-EZ17  | C              | G           | 5          |
| Video Recorder/Player #2   | Panasonic AG-7350P  | I              | P           | 19         |
| Video Recorder/Player #3   | Leightronix Nexus   | I              | G           | 5          |
| Video Recorder/Player #4   |   |                |             |            |
| Video Format(s): <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server<br>High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |   |                |             |            |
| Production Switcher/SEG  | Grass Valley Indigo HR                                    | I              | G           | 4          |
| Computer or Edit Controller  |   |                |             |            |
| Video Production Software  |   |                |             |            |
| C.G. / Video Graphics Unit   | Compix 5000 with SDI output option                        | I              | G           | 11         |
| Vectorscope/Waveform Monitor   |   |                |             |            |
| Color Monitors (quantity: <u>4</u> )   | Sony PVM-9L2  | I              | F           | 10         |
| B/W Monitors (quantity: <u>12</u> )  | Sony PVM-4B1U   | I              | F           | 10         |
| Audio Mixer  | -mixer is built into Grass Valley Indego-                 |                |             |            |
| Microphones (quantity: _____)  | -microphones, PA mixer, Amp, EQ are City owned-           |                |             |            |
| Other Major Items (describe):  | Canon RM-350 document camera                              | I              | F           | 17         |
|  | -(2) chamber monitors and video projector are City owned- |                |             |            |
|  |   |                |             |            |
|  |   |                |             |            |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

# COMMUNITY MEDIA FACILITY INVENTORY

## REMOTE-CONTROLLED PRODUCTION EQUIPMENT (COUNCIL CHAMBERS OR MEETING ROOM)

(If you have more than one of these equipment packages, make enough copies of this page to include each package)

Do you have a Remote-Controlled Production Equipment Package?  Yes  No

(If "Yes") Location of this equipment package: South St Paul City Hall

Equipment is used for (check all that apply):  Government Access ~~XXXXXX~~ Staff programming  Educational Access ~~XXXXXX~~ Staff Programming  Public Access

| Item   | Make/Model                                      | Quality Level* | Condition** | Age (Yrs.) |
|--|---|----------------|-------------|------------|
| Cameras (quantity: <u>4</u> )  | Panasonic AW-E600                               | I              | G           | 10         |
| Camera Controllers (quantity: <u>1</u> )   | Panasonic AW-RP505                              | I              | G           | 10         |
| Camera Mounts (quantity: <u>4</u> )  | Panasonic AW-PH300                              | I              | F           | 10         |
| (Indicate Camera Mount type(s): <input type="checkbox"/> Tripod <input checked="" type="checkbox"/> Wall <input checked="" type="checkbox"/> Ceiling <input type="checkbox"/> Pedestal)  |   |                |             |            |
| Video Recorder/Player #1   | Panasonic DRM-EZ17                              | C              | G           | 5          |
| Video Recorder/Player #2   | Panasonic AG-7350P                              | I              | P           | 19         |
| Video Recorder/Player #3   | Leightronix Nexus                               | I              | G           | 5          |
| Video Recorder/Player #4   |   |                |             |            |
| Video Format(s): <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server<br>High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |   |                |             |            |
| Production Switcher/SEG  | Grass Valley Indigo HR                          | I              | G           | 4          |
| Computer or Edit Controller  |   |                |             |            |
| Video Production Software  |   |                |             |            |
| C.G. / Video Graphics Unit   | Compix 5000 with SDI output option              | I              | G           | 11         |
| Vectorscope/Waveform Monitor   |   |                |             |            |
| Color Monitors (quantity: <u>4</u> )   | Sony PVM-9L2                                    | I              | F           | 10         |
| B/W Monitors (quantity: <u>12</u> )  | Sony PVM-4B1U                                   | I              | F           | 10         |
| Audio Mixer  | -mixer is built into Grass Valley Indego-       |                |             |            |
| Microphones (quantity: _____)  | -microphones, PA mixer, Amp, EQ are City owned- |                |             |            |
| Other Major Items (describe):  | Canon RM-350 document camera                    | I              | F           | 17         |
|  | -(14) chamber monitors are City owned-          |                |             |            |
|  |   |                |             |            |
|  |   |                |             |            |

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# COMMUNITY MEDIA FACILITY INVENTORY

## REMOTE-CONTROLLED PRODUCTION EQUIPMENT (COUNCIL CHAMBERS OR MEETING ROOM)

(If you have more than one of these equipment packages, make enough copies of this page to include each package)

Do you have a Remote-Controlled Production Equipment Package?  Yes  No

(If "Yes") Location of this equipment package: West St. Paul City Hall

Equipment is used for (check all that apply):  Government Access  Educational Access  Public Access  
XXXXXXXXX Staff programming

| Item   | Make/Model   | Quality Level* | Condition** | Age (Yrs.) |
|--|--|----------------|-------------|------------|
| Cameras (quantity: <u>5</u> )  | <u>Panasonic AW-E600</u>                               | <u>I</u>       | <u>G</u>    | <u>10</u>  |
| Camera Controllers (quantity: <u>1</u> )   | <u>Panasonic AW-RP505</u>                              | <u>I</u>       | <u>G</u>    | <u>10</u>  |
| Camera Mounts (quantity: <u>5</u> )  | <u>Panasonic AW-PH300</u>                              | <u>I</u>       | <u>F</u>    | <u>10</u>  |
| (Indicate Camera Mount type(s): <input type="checkbox"/> Tripod <input checked="" type="checkbox"/> Wall <input type="checkbox"/> Ceiling <input type="checkbox"/> Pedestal)   |  |                |             |            |
| Video Recorder/Player #1   | <u>Panasonic DRM-EZ17</u>                              | <u>C</u>       | <u>G</u>    | <u>5</u>   |
| Video Recorder/Player #2   | <u>Panasonic AG-7350P</u>                              | <u>I</u>       | <u>P</u>    | <u>19</u>  |
| Video Recorder/Player #3   | <u>Leightronix Nexus</u>                               | <u>I</u>       | <u>G</u>    | <u>5</u>   |
| Video Recorder/Player #4   | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Video Format(s): <input type="checkbox"/> Mini-DV <input type="checkbox"/> DVCAM/DVCPRO/Betacam <input checked="" type="checkbox"/> Hard Disk Drive<br><input type="checkbox"/> Flash Memory Card <input checked="" type="checkbox"/> DVD <input type="checkbox"/> Records directly to Server<br>High Definition Capability? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |  |                |             |            |
| Production Switcher/SEG  | <u>Grass Valley Indigo HR</u>                          | <u>I</u>       | <u>G</u>    | <u>4</u>   |
| Computer or Edit Controller  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Video Production Software  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| C.G. / Video Graphics Unit   | <u>Compix 5000 with SDI output option</u>              | <u>I</u>       | <u>G</u>    | <u>11</u>  |
| Vectorscope/Waveform Monitor   | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
| Color Monitors (quantity: <u>4</u> )   | <u>Sony PVM-9L2</u>                                    | <u>I</u>       | <u>F</u>    | <u>10</u>  |
| B/W Monitors (quantity: <u>12</u> )  | <u>Sony PVM-4B1U</u>                                   | <u>I</u>       | <u>F</u>    | <u>10</u>  |
| Audio Mixer  | <u>-mixer is built into Grass Valley Indego-</u>       | <u></u>        | <u></u>     | <u></u>    |
| Microphones (quantity: <u></u> )   | <u>-microphones, PA mixer, Amp, EQ are City owned-</u> | <u></u>        | <u></u>     | <u></u>    |
| Other Major Items (describe):  | <u>Canon RM-350 document camera</u>                    | <u>I</u>       | <u>F</u>    | <u>17</u>  |
|  | <u>-(6) chamber monitors are City owned-</u>           | <u></u>        | <u></u>     | <u></u>    |
|  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |
|  | <u></u>  | <u></u>        | <u></u>     | <u></u>    |

\* B = Broadcast, I = Industrial/Professional, C = Consumer

\*\* E = Excellent, G = Good, F = Fair, P = Poor

## **APPENDIX 6**

### **Suggested TST Equipment Replacement/Upgrade Packages**

| SUMMARY                     | Initial Capital    | Replace / Replenishment Schedule* |                  |                    |                  |
|-----------------------------|--------------------|-----------------------------------|------------------|--------------------|------------------|
|                             | Years 1-2          | Years 3-4                         | Years 5-6        | Years 7-8          | Years 9-10       |
| NDC4                        | \$2,110,889        | \$63,076                          | \$476,554        | \$1,626,069        | \$89,958         |
| Inver Grove Heights         | \$215,820          | \$15,675                          | \$16,380         | \$246,286          | \$17,888         |
| Mendota Heights             | \$215,820          | \$15,675                          | \$16,380         | \$246,286          | \$17,888         |
| South St Paul               | \$215,820          | \$15,675                          | \$16,380         | \$246,286          | \$17,888         |
| West St Paul                | \$215,820          | \$15,675                          | \$16,380         | \$246,286          | \$17,888         |
| Lilydale                    | \$215,820          | \$15,675                          | \$16,380         | \$246,286          | \$17,888         |
| Connectivity / Distribution | \$239,910          | \$0                               | \$21,841         | \$0                | \$0              |
| <b>TOTALS</b>               | <b>\$3,429,899</b> | <b>\$141,451</b>                  | <b>\$580,297</b> | <b>\$2,857,502</b> | <b>\$179,397</b> |

**Initial Capital (Years 1-2): \$3,429,899**  
**Replace/Replenishment (Years 3-10): \$3,758,646**  
**Total Capital: \$7,188,545**

\* Includes 2.13% annual CPI adjustment (equal to average annual CPI change in Minneapolis area for past 10 years, per US Bureau of Labor Statistics)  
[http://www.bls.gov/regions/midwest/data/consumerpriceindexhistorical\\_minneapolis\\_table.pdf](http://www.bls.gov/regions/midwest/data/consumerpriceindexhistorical_minneapolis_table.pdf)

**NDC4**

|               | Equipment Package     | Unit Cost | Rationale*                                       | Initial Capital    | Replace / Replenishment Schedule |                  |                    |                 |  |
|---------------|-----------------------|-----------|--|--------------------|----------------------------------|------------------|--------------------|-----------------|--|
|               |                       |           |  | Years 1-2          | Years 3-4                        | Years 5-6        | Years 7-8          | Years 9-10      |  |
| 01            | Studio                | \$600,380 | HD design/build in Year 1; replaced in Years 7-8 | \$600,380          | \$12,500                         | \$12,500         | \$600,380          | \$12,500        |  |
| 02            | Field Kits (4 units)  | \$12,430  | 4 in Year 1; 2 systems replaced every 2-3 years  | \$49,720           | \$24,860                         | \$24,860         | \$24,860           | \$24,860        |  |
| 03            | Production Truck      | \$906,334 | HD design/build in Year 1                        | \$906,334          | \$12,500                         | \$97,130         | \$561,704          | \$12,500        |  |
| 04            | Staff Field Kits      | \$38,830  | 2 in Year 1; both replaced in Years 5-6          | \$77,660           | \$1,000                          | \$77,660         | \$1,000            | \$1,000         |  |
| 05            | MultiCam Field        | \$101,970 | Upgraded in Year 1, replaced in Years 5-6        | \$101,970          | \$2,500                          | \$101,970        | \$2,500            | \$2,500         |  |
| 06            | Post-Production       | \$10,038  | 6 systems in Year 1; replaced during Years 5-10  | \$60,225           | \$5,000                          | \$20,075         | \$20,075           | \$20,075        |  |
| 07            | Training-Presentation | \$7,700   | New in Year 1; full replacement in Years 5-6     | \$7,700            | \$0                              | \$7,700          | \$0                | \$0             |  |
| 08            | Playback              | \$213,400 | Upgrade to HD in Year 1, replaced in Years 7-8   | \$213,400          | \$1,000                          | \$1,000          | \$213,400          | \$1,000         |  |
| 09            | Archive               | \$93,500  | New in Year 1; replaced during years Years 5-6   | \$93,500           | \$1,000                          | \$93,500         | \$1,000            | \$1,000         |  |
| <b>TOTALS</b> |                       |           |  | <b>\$2,110,889</b> | <b>\$60,360</b>                  | <b>\$436,395</b> | <b>\$1,424,919</b> | <b>\$75,435</b> |  |

\* Funds included for equipment failure/replacement during intervening years.

**Inver Grove Heights**

|    | <b>Equipment Package*</b>       | <b>Unit Cost</b> | <b>Rationale**</b>            |
|----|---------------------------------|------------------|-------------------------------|
| 01 | <b>Chambers / Meeting Rooms</b> | \$215,820        | Full replacement in Years 7-8 |

|               | <b>Initial Capital</b> | <b>Replace / Replenishment Schedule</b> |                  |                  |                   |
|---------------|------------------------|---|------------------|------------------|-------------------|
|               | <b>Years 1-2</b>       | <b>Years 3-4</b>                        | <b>Years 5-6</b> | <b>Years 7-8</b> | <b>Years 9-10</b> |
|               | \$215,820              | \$15,000                                | \$15,000         | \$215,820        | \$15,000          |
| <b>TOTALS</b> | <b>\$215,820</b>       | <b>\$15,000</b>                         | <b>\$15,000</b>  | <b>\$215,820</b> | <b>\$15,000</b>   |

*\* Details shown on "Chambers / Meeting Rooms" worksheet*

*\*\* Funds included for equipment failure/replacement during intervening years.*

**Mendota Heights**

|    | <b>Equipment Package*</b>       | <b>Unit Cost</b> | <b>Rationale**</b>            |
|----|---------------------------------|------------------|-------------------------------|
| 01 | <b>Chambers / Meeting Rooms</b> | \$215,820        | Full replacement in Years 7-8 |

|               | <b>Initial Capital</b> | <b>Replace / Replenishment Schedule</b> |                  |                  |                   |
|---------------|------------------------|---|------------------|------------------|-------------------|
|               | <b>Years 1-2</b>       | <b>Years 3-4</b>                        | <b>Years 5-6</b> | <b>Years 7-8</b> | <b>Years 9-10</b> |
|               | \$215,820              | \$15,000                                | \$15,000         | \$215,820        | \$15,000          |
| <b>TOTALS</b> | <b>\$215,820</b>       | <b>\$15,000</b>                         | <b>\$15,000</b>  | <b>\$215,820</b> | <b>\$15,000</b>   |

*\* Details shown on "Chambers / Meeting Rooms" worksheet*

*\*\* Funds included for equipment failure/replacement during intervening years.*

South St Paul

|    | Equipment Package*       | Unit Cost | Rationale**                   |
|----|--------------------------|-----------|-------------------------------|
| 01 | Chambers / Meeting Rooms | \$215,820 | Full replacement in Years 7-8 |

|               | Initial Capital  | Replace / Replenishment Schedule |                 |                  |                 |
|---------------|------------------|----------------------------------|-----------------|------------------|-----------------|
|               | Years 1-2        | Years 3-4                        | Years 5-6       | Years 7-8        | Years 9-10      |
|               | \$215,820        | \$15,000                         | \$15,000        | \$215,820        | \$15,000        |
| <b>TOTALS</b> | <b>\$215,820</b> | <b>\$15,000</b>                  | <b>\$15,000</b> | <b>\$215,820</b> | <b>\$15,000</b> |

\* Details shown on "Chambers / Meeting Rooms" worksheet

\*\* Funds included for equipment failure/replacement during intervening years.

West St Paul

|    | Equipment Package*       | Unit Cost | Rationale**                   |
|----|--------------------------|-----------|-------------------------------|
| 01 | Chambers / Meeting Rooms | \$215,820 | Full replacement in Years 7-8 |

|               | Initial Capital  | Replace / Replenishment Schedule |                 |                  |                 |
|---------------|------------------|----------------------------------|-----------------|------------------|-----------------|
|               | Years 1-2        | Years 3-4                        | Years 5-6       | Years 7-8        | Years 9-10      |
|               | \$215,820        | \$15,000                         | \$15,000        | \$215,820        | \$15,000        |
| <b>TOTALS</b> | <b>\$215,820</b> | <b>\$15,000</b>                  | <b>\$15,000</b> | <b>\$215,820</b> | <b>\$15,000</b> |

\* Details shown on "Chambers / Meeting Rooms" worksheet

\*\* Funds included for equipment failure/replacement during intervening years.



**Lilydale**

|    | <b>Equipment Package*</b>       | <b>Unit Cost</b> | <b>Rationale**</b>            |
|----|---------------------------------|------------------|-------------------------------|
| 01 | <b>Chambers / Meeting Rooms</b> | \$215,820        | Full replacement in Years 7-8 |

|               | <b>Initial Capital</b> | <b>Replace / Replenishment Schedule</b> |                  |                  |                   |
|---------------|------------------------|---|------------------|------------------|-------------------|
|               | <b>Years 1-2</b>       | <b>Years 3-4</b>                        | <b>Years 5-6</b> | <b>Years 7-8</b> | <b>Years 9-10</b> |
|               | \$215,820              | \$15,000                                | \$15,000         | \$215,820        | \$15,000          |
| <b>TOTALS</b> | <b>\$215,820</b>       | <b>\$15,000</b>                         | <b>\$15,000</b>  | <b>\$215,820</b> | <b>\$15,000</b>   |

*\* Details shown on "Chambers / Meeting Rooms" worksheet*

*\*\* Funds included for equipment failure/replacement during intervening years.*

**Chambers / Meeting Rooms**

|    | <b>Item</b>   | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|---|--------------|--------------------------------|------------------|
| 01 | HD PTZ camera   | 5            | \$8,500                        | \$42,500         |
| 02 | HD Document camera  | 1            | \$5,000                        | \$5,000          |
| 03 | Camera control  | 1            | \$3,000                        | \$3,000          |
| 04 | Production Switcher                                       | 1            | \$15,000                       | \$15,000         |
| 05 | Character Generator                                       | 1            | \$16,000                       | \$16,000         |
| 06 | Video Recorder (w/drives and rackmount)                   | 3            | \$5,000                        | \$15,000         |
| 07 | DVD recorder  | 1            | \$2,200                        | \$2,200          |
| 08 | Allowance for scan conversion / distribution              | 1            | \$15,000                       | \$15,000         |
| 09 | Allowance for chambers presentation / flat panel displays | 1            | \$5,000                        | \$5,000          |
| 10 | Allowance for monitoring                                  | 1            | \$10,000                       | \$10,000         |
| 11 | Allowance for audio                                       | 1            | \$12,500                       | \$12,500         |
| 12 | Allowance for millwork                                    | 1            | \$10,000                       | \$10,000         |
| 13 | Allowance for cable / connectors                          | 1            | \$10,000                       | \$10,000         |
| 14 | Allowance for design / systems integration                | 1            | \$15,000                       | \$15,000         |
| 15 | Allowance for installation / travel                       | 1            | \$20,000                       | \$20,000         |
|    |   |              | <b>subtotal</b>                | \$196,200        |
|    |   |              | <b>est. tax &amp; shipping</b> | \$19,620         |
|    |   |              | <b>TOTAL</b>                   | <b>\$215,820</b> |

**Studio**

|    | <b>Item</b>                                      | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|--|--------------|--------------------------------|------------------|
| 01 | HD Studio camera                                 | 4            | \$35,000                       | \$140,000        |
| 02 | HD Studio lenses                                 | 4            | \$12,500                       | \$50,000         |
| 03 | Studio pedestal                                  | 3            | \$15,000                       | \$45,000         |
| 04 | Studio camera support                            | 1            | \$10,000                       | \$10,000         |
| 05 | Studio teleprompter                              | 3            | \$4,000                        | \$12,000         |
| 06 | Software & computer for teleprompter system      | 1            | \$2,500                        | \$2,500          |
| 07 | Production Switcher                              | 1            | \$37,500                       | \$37,500         |
| 08 | Character Generator                              | 1            | \$16,000                       | \$16,000         |
| 09 | Video Recorder (w/drives and rackmount)          | 4            | \$4,400                        | \$17,600         |
| 10 | DVD recorder                                     | 1            | \$2,200                        | \$2,200          |
| 11 | Allowance for video systems / WFM / distribution | 1            | \$25,000                       | \$25,000         |
| 12 | Intercom system                                  | 1            | \$3,000                        | \$3,000          |
| 13 | Allowance for audio systems / distribution       | 1            | \$30,000                       | \$30,000         |
| 14 | Lighting controller                              | 1            | \$1,800                        | \$1,800          |
| 15 | Studio lighting                                  | 6            | \$1,500                        | \$9,000          |
| 16 | Lighting support                                 | 1            | \$15,000                       | \$15,000         |
| 17 | Studio fresnel                                   | 8            | \$2,400                        | \$19,200         |
| 18 | Studio softbox                                   | 8            | \$2,400                        | \$19,200         |
| 19 | Allowance for studio curtain / cyc system        | 1            | \$18,000                       | \$18,000         |
| 20 | Allowance for racks                              | 6            | \$800                          | \$4,800          |
| 21 | Allowance for millwork                           | 2            | \$8,000                        | \$16,000         |
| 22 | Allowance for cable / connectors                 | 1            | \$10,000                       | \$10,000         |
| 23 | Allowance for design / systems integration       | 1            | \$12,000                       | \$12,000         |
| 24 | Allowance for installation / travel              | 1            | \$30,000                       | \$30,000         |
|    |  |              | <b>subtotal</b>                | \$545,800        |
|    |  |              | <b>est. tax &amp; shipping</b> | \$54,580         |
|    |  |              | <b>TOTAL</b>                   | <b>\$600,380</b> |

**Field Production**

|    | <b>Item</b>                              | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|--|--------------|--------------------------------|------------------|
| 01 | P2 Camcorder (2/3" sensor, 8-128mm lens) | 1            | \$17,500                       | \$17,500         |
| 02 | Camera case                              | 1            | \$350                          | \$350            |
| 03 | Camera batteries (2) w/charger           | 1            | \$1,200                        | \$1,200          |
| 04 | Microphones                              | 1            | \$1,000                        | \$1,000          |
| 05 | 72mm UV Protection Filter                | 1            | \$50                           | \$50             |
| 06 | Tripod / head system                     | 1            | \$3,500                        | \$3,500          |
| 07 | Camera track slider                      | 1            | \$1,000                        | \$1,000          |
| 08 | Light Kit /lighting support              | 1            | \$2,500                        | \$2,500          |
| 09 | Wireless mic kit w/plug pack             | 1            | \$1,500                        | \$1,500          |
| 10 | Audio Support                            | 1            | \$2,500                        | \$2,500          |
| 11 | Memory Cards                             | 6            | \$700                          | \$4,200          |
|    |  |              | <b>subtotal</b>                | \$35,300         |
|    |  |              | <b>est. tax &amp; shipping</b> | \$3,530          |
|    |  |              | <b>TOTAL</b>                   | <b>\$38,830</b>  |

**Field Production**

|    | <b>Item</b>                  | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|------------------------------|--------------|--------------------------------|------------------|
| 01 | Camcorder                    | 1            | \$4,000                        | \$4,000          |
| 02 | Camera case                  | 1            | \$250                          | \$250            |
| 03 | 7.2V 5,400mAh Battery        | 2            | \$150                          | \$300            |
| 04 | Microphone                   | 1            | \$350                          | \$350            |
| 05 | 72mm UV Protection Filter    | 1            | \$50                           | \$50             |
| 06 | Tripod / head system         | 1            | \$1,100                        | \$1,100          |
| 07 | Camera track slider          | 1            | \$1,000                        | \$1,000          |
| 08 | Light Kit /lighting support  | 1            | \$1,500                        | \$1,500          |
| 09 | Wireless mic kit w/plug pack | 1            | \$850                          | \$850            |
| 10 | Audio Support                | 1            | \$1,500                        | \$1,500          |
| 11 | Memory Cards                 | 2            | \$200                          | \$400            |
|    |                              |              | <b>subtotal</b>                | \$11,300         |
|    |                              |              | <b>est. tax &amp; shipping</b> | \$1,130          |
|    |                              |              | <b>TOTAL</b>                   | <b>\$12,430</b>  |

**Mobile Production**

|    | <b>Item</b>  | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|--|--------------|--------------------------------|------------------|
| 01 | HD Studio camera body w/CCU  | 4            | \$38,000                       | \$152,000        |
| 02 | Field lens w/rear controls   | 2            | \$31,000                       | \$62,000         |
| 03 | ENG lens w/rear controls   | 2            | \$28,000                       | \$56,000         |
| 04 | Studio camera support  | 4            | \$12,000                       | \$48,000         |
| 05 | Teleprompter displays  | 2            | \$4,000                        | \$8,000          |
| 06 | Software & computer for teleprompter system                          | 1            | \$2,500                        | \$2,500          |
| 07 | HD video replay system   | 1            | \$50,000                       | \$50,000         |
| 08 | Production Switcher  | 1            | \$37,500                       | \$37,500         |
| 09 | Character Generator  | 1            | \$16,000                       | \$16,000         |
| 10 | Video Recorder (w/drives and rackmount)                              | 4            | \$4,400                        | \$17,600         |
| 11 | DVD recorder   | 1            | \$2,200                        | \$2,200          |
| 12 | Universal scaler   | 1            | \$1,050                        | \$1,050          |
| 13 | Sync Generator   | 1            | \$700                          | \$700            |
| 14 | OpenGear Frame w/ps  | 1            | \$1,000                        | \$1,000          |
| 15 | Allowance for video systems / WFM / distribution                     | 1            | \$20,000                       | \$20,000         |
| 16 | Video Monitor  | 1            | \$3,900                        | \$3,900          |
| 17 | Audio embedder / dis-embedder  | 2            | \$695                          | \$1,390          |
| 18 | Intercom system  | 1            | \$4,000                        | \$4,000          |
| 19 | IFB system   | 1            | \$4,000                        | \$4,000          |
| 20 | Audio mixer  | 1            | \$12,000                       | \$12,000         |
| 21 | Audio digital snake head   | 1            | \$4,500                        | \$4,500          |
| 22 | Nearfield audio monitor  | 4            | \$400                          | \$1,600          |
| 23 | Various audio  | 1            | \$12,000                       | \$12,000         |
| 24 | 32x32 routing switcher   | 1            | \$11,000                       | \$11,000         |
| 25 | Allowance for millwork   | 1            | \$8,000                        | \$8,000          |
| 26 | Allowance for cable / connectors                                     | 1            | \$16,000                       | \$16,000         |
| 27 | Allowance for design / systems integration                           | 1            | \$16,000                       | \$16,000         |
| 28 | Allowance for installation   | 1            | \$30,000                       | \$30,000         |
| 29 | Allowance for vehicle, box construction (rack-ready w/genset & HVAC) | 1            | \$225,000                      | \$225,000        |
|    |  |              | <b>subtotal</b>                | \$823,940        |
|    |  |              | <b>est. tax &amp; shipping</b> | \$82,394         |
|    |  |              | <b>TOTAL</b>                   | <b>\$906,334</b> |

**Multi-Camera Field Production**

|    | <b>Item</b>                                 | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|---|--------------|--------------------------------|------------------|
| 01 | Camcorder                                   | 4            | \$4,000                        | \$16,000         |
| 02 | Camera case                                 | 4            | \$250                          | \$1,000          |
| 03 | Camera accessories                          | 4            | \$1,000                        | \$4,000          |
| 04 | Tripod / head system                        | 4            | \$1,100                        | \$4,400          |
| 05 | Teleprompter displays                       | 2            | \$4,000                        | \$8,000          |
| 06 | Software & computer for teleprompter system | 1            | \$2,500                        | \$2,500          |
| 07 | Character Generator                         | 1            | \$16,000                       | \$16,000         |
| 08 | Video Switcher                              | 1            | \$6,000                        | \$6,000          |
| 09 | Video Recorder (w/drives and rackmount)     | 2            | \$4,400                        | \$8,800          |
| 10 | DVD recorder                                | 1            | \$1,400                        | \$1,400          |
| 11 | Allowance for video distribution            | 1            | \$8,000                        | \$8,000          |
| 12 | Allowance for intercom system               | 1            | \$4,000                        | \$4,000          |
| 13 | Allowance for audio                         | 1            | \$5,000                        | \$5,000          |
| 14 | Allowance for cases / crates                | 4            | \$400                          | \$1,600          |
| 15 | Allowance for cable / connectors            | 1            | \$6,000                        | \$6,000          |
|    |   |              | <b>subtotal</b>                | \$92,700         |
|    |   |              | <b>est. tax &amp; shipping</b> | \$9,270          |
|    |   |              | <b>TOTAL</b>                   | <b>\$101,970</b> |

**Post Production**

|    | <b>Item</b>                           | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|---------------------------------------|--------------|--------------------------------|------------------|
| 01 | Mac Pro edit platform w / peripherals | 1            | \$4,000                        | \$4,000          |
| 02 | Monitor                               | 2            | \$400                          | \$800            |
| 03 | Interface card                        | 1            | \$125                          | \$125            |
| 04 | eSATA storage solution (8 bay - 8TB)  | 1            | \$3,000                        | \$3,000          |
| 05 | Edit cart                             | 1            | \$1,200                        | \$1,200          |
|    |                                       |              | <b>subtotal</b>                | \$9,125          |
|    |                                       |              | <b>est. tax &amp; shipping</b> | \$913            |
|    |                                       |              | <b>TOTAL</b>                   | <b>\$10,038</b>  |



**Training-Presentation**

|    | <b>Item</b>                              | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|--|--------------|--------------------------------|------------------|
| 01 | Allowance for monitors                   | 2            | \$2,000                        | \$4,000          |
| 02 | Smart Board                              | 1            | \$1,000                        | \$1,000          |
| 03 | Presentation A/V players and accessories | 1            | \$2,000                        | \$2,000          |
|    |  |              | <b>subtotal</b>                | \$7,000          |
|    |  |              | <b>est. tax &amp; shipping</b> | \$700            |
|    |  |              | <b>TOTAL</b>                   | <b>\$7,700</b>   |

**Playback (HD 1 in / 2 out x 4 - system N+1 redundant)**

|    | <b>Item</b>                             | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|---|--------------|--------------------------------|------------------|
| 01 | Playback server & automation (1x2)      | 4            | \$29,500                       | \$118,000        |
| 02 | Digital Signage System (bulletin board) | 7            | \$5,000                        | \$35,000         |
| 03 | Routing Switcher                        | 1            | \$11,000                       | \$11,000         |
| 04 | Allowance for distribution              | 1            | \$15,000                       | \$15,000         |
| 05 | Allowance for monitoring                | 1            | \$15,000                       | \$15,000         |
|    |   |              | <b>subtotal</b>                | \$194,000        |
|    |   |              | <b>est. tax &amp; shipping</b> | \$19,400         |
|    |   |              | <b>TOTAL</b>                   | <b>\$213,400</b> |

**Archive**

|    | <b>Item</b>                                    | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|--|--------------|--------------------------------|------------------|
| 01 | Allowance for LTO library                      | 1            | \$20,000                       | \$20,000         |
| 02 | Allowance for multi-terabyte RAID              | 1            | \$8,000                        | \$8,000          |
| 03 | Allowance for SAN / NAS postproduction storage | 1            | \$45,000                       | \$45,000         |
| 04 | Allowance for optical authoring system         | 1            | \$8,000                        | \$8,000          |
| 05 | Allowance for optical duplication system       | 1            | \$4,000                        | \$4,000          |
|    |  |              | <b>subtotal</b>                | \$85,000         |
|    |  |              | <b>est. tax &amp; shipping</b> | \$8,500          |
|    |  |              | <b>TOTAL</b>                   | <b>\$93,500</b>  |

**Connectivity / Distribution**

|    | <b>Item</b>                                   | <b>Units</b> | <b>Unit Cost</b>               | <b>Extension</b> |
|----|---|--------------|--------------------------------|------------------|
| 01 | Encoder (ASI / IP)                            | 6            | \$12,000                       | \$72,000         |
| 02 | Decoder (SD/HD/SDI, Comp)                     | 6            | \$4,000                        | \$24,000         |
| 03 | Routing Switcher                              | 1            | \$12,500                       | \$12,500         |
| 04 | Satellite / Streaming gear                    | 10           | \$2,500                        | \$25,000         |
| 05 | 4G IP Video transmission system               | 1            | \$15,000                       | \$15,000         |
| 06 | Tektronix WFM-5200 HD/SD-SDI Waveform monitor | 2            | \$7,200                        | \$14,400         |
| 07 | Ikegami HLM-1750RW HD Monitor                 | 2            | \$3,600                        | \$7,200          |
| 08 | Allowance for distribution                    | 1            | \$25,000                       | \$25,000         |
| 09 | Allowance for monitoring                      | 1            | \$15,000                       | \$15,000         |
| 10 | Allowance for network infrastructure          | 1            | \$8,000                        | \$8,000          |
|    |   |              | <b>subtotal</b>                | \$218,100        |
|    |   |              | <b>est. tax &amp; shipping</b> | \$21,810         |
|    |   |              | <b>TOTAL</b>                   | <b>\$239,910</b> |