



AGENDA
CABLE COMMUNICATIONS COMMISSION
Regular Meeting
April 6, 2016

Meridian Township Municipal Building
5151 Marsh Road, Okemos, MI
Administrative Conference Room

- A. Call Meeting to Order at 6:00 PM
- B. Public Remarks
- C. Approval of Agenda
- D. Approval of Minutes – December 2, 2015
- E. Communications/Announcements
 - 1. Applications for Vacant Commissioner Seat
 - 2. Resignation of Commissioner, Brian Seipel
 - 3. MPSC Regulation
- F. Old Business
 - 1. Resolution of Support – Name Change Request - Cable Communications Commission to Communications Commission
 - 2. Communication Needs Assessment Project
- G. New Business
 - 1. Memo to TB – New Commissioner Appointment Recommendation
 - 2. Resolution to Repeal PA 269 – Memo to CCC, Memo to TB, Signed Resolution and Township Manager’s letter to Senator Hertel and State Representative Sam Singh.
 - 3. HOMTV Website Proposal
- H. Reports
 - 1. Complaints/Compliments: Deborah Guthrie
 - 2. Video Service Provider(s):
 - 3. Communications Director Report: Deborah Guthrie
 - a. Quarterly Report – Oct-Dec, 2015
 - b. Annual Report – 2015
 - c. Language Line Information
 - 4. Chair’s Report: Walter Benenson
 - 5. Township Information:
 - 6. Programming: Deborah Guthrie
 - 7. Viewership/Promotions:
 - a. Voter Registration Drive Campaign: Andrea Smiley
 - b. Scoop
 - 8. Finance:
 - a. Memo to CCC - HD Cameras: Lynn Meikle
 - b. Branding/Website Memo to TB: Deborah Guthrie
- I. Other Business & Announcements
 - a. New Employee –Benjamin Makulski, Full-time Video Programmer
- J. Public Remarks
- K. Adjournment

Individuals with disabilities requiring auxiliary aids or services should contact Meridian Township by writing or calling the following: Frank Walsh, Township Manager, 5151 Marsh Road, Okemos, MI 48864-1198 (517-349-1200, Ext. 308). Ten days’ notice required.

Cable Communications Commission Regular Meeting Minutes

Administrative Conference Room
Meridian Municipal Building, Okemos, MI

DRAFT

December 2, 2015

Present: Commissioners: Chair, Walter Benenson; Vice Chair, Patrick Crowley; Commissioner, Tunga Kiyak; Commissioner, Brian Seipel
Staff: Deborah Guthrie, Communications Director and Andrea Smiley, Administrative Assistant
Township: Trustee, Ron Styka
Comcast: John Gardner, Comcast Director of External Affairs
AT&T: None
Haslett Schools: None
Okemos Schools: None

Call Meeting to Order: Chair, Benenson called the meeting to order at **6:00 pm**.

Public Remarks: None

Approval of Agenda:

Vice Chair Crowley moved **TO APPROVE**, Seconded by Commissioner Kiyak

Voice vote: Motion carried unanimously.

Approval of Minutes:

Vice Chair Crowley moved **TO APPROVE THE MINUTES OF NOVEMBER 4, 2015**.

John Gardner, Director of External Affairs stated that he had some questions about the minutes. He stated that under Old Business – Extension of services, he had already provided a map to the Township and also, under the Report – Video Service Provider section he clarified that Comcast doesn't have agreements with the schools and libraries, it is merely a courtesy service that is provided. Walter Benenson stated that he would like to see those changes made to the minutes and Patrick Crowley agreed. Patrick stated that he would like to amend his original motion to include those changes. Seconded by Chair Benenson

Voice vote: Motion carried unanimously.

Communications/Announcements:

Golden Tape Awards and Intern Appreciation Night - Director Guthrie began explaining the Golden Tape Awards and Intern Appreciation night. Invitations were sent via email to the Commissioners. Director Guthrie passed out the physical invitation stating that she would love to have the Commissioners attend the event in support of the program and HOMTV. She also announced that 2016 is the 35th year of the HOMTV Internship program.

Meridian Cares Program – Director Guthrie discussed the program, when it was launched, the basket donations and the raffle ticket fundraiser. Ron Styka explained that the Township Board sponsored a basket last year and will do so again this year. Director Guthrie listed the current basket donations received so far. Chair Benenson asked if there was the ability to donate online. Director Guthrie explained that she was still working hard to have the ability for people to donate online. The Cable Communications Commission gave \$50 to Director Guthrie and Administrative Assistant Smiley to purchase a basket for the raffle. Vice Chair Crowley stated that his company would donate Estate Planning services, a leather binder and a Biggby Coffee card all valued at \$500. Commissioner Seipel also offered to donate a basket from his company. John Gardner brought a basket donation valued at \$70 from Comcast for the Meridian Cares Program, as well. Some of the commissioners also offered to buy raffle tickets.

Old Business:

1. Communication Needs Assessment

Commissioner Kiyak stated that he did not have any updates to the request of completing the Communication Needs Assessment as a student project. He would not know if the students selected the project until January 2016.

New Business:

1. Goals and Objectives

Director Guthrie explained that the Communication Needs Assessment was added to the 2016 Goals and Objectives. It was originally part of the goals for 2015 but was moved forward to 2016. The Township Board is looking for a summary of the 2015 goals and objectives that were meant, as well as those that are still in progress. The next meeting for the Township Board to review is December 8, 2016. They are also looking at reducing the amount of goals and objectives compared to the year before.

Director Guthrie stated that the goals and objectives for the Communications Department are the Communication Needs Assessment, the 2016 Election Coverage, Launching the New Township Website and the Branding Campaign.

Director Guthrie stated that sometime next year they would also be looking at a new HOMTV website, as well. Commissioner Kiyak asked about the objectives from 2015 that had no action taken and whether they would be moved forward, like the Chinese programming on HOMTV. Director Guthrie stated that all of those objectives would be moved forward to 2016 and either implemented or investigated.

Director Guthrie also discussed implementing an International Nights program to encourage diversity within the Township. She discussed some preliminary plans for the program.

2. Proposed meetings – Director Guthrie referred to the Cable Communications Commission proposed meetings schedule for 2016 and began the discussion. Commissioner Kiyak along with Trustee Styka suggested moving the meetings to the second Wednesday of the month instead of the first Wednesday because of conflicts with the Township Board meeting. Vice Chair Crowley stated that he would have a conflict if the meetings were moved to the second Wednesday. Chair Benenson suggested that maybe the Commission should meet less frequently. Vice Chair Crowley suggested that the meetings be every other month. Commissioner Kiyak agreed to the idea. Vice Chair Crowley moved to **APPROVE THAT THE MEETINGS OCCUR EVERY OTHER MONTH BEGINNING IN FEBRUARY AND ENDING WITH THE DECEMBER MEETING.** Commissioner Kiyak seconded the motion.

Voice vote: Motion carried unanimously.

The Commissioners also discussed looking into having virtual meetings or meetings electronically.

3. Reappointment of Commissioner Andrew Lathrop - Chair Benenson asked whether Commissioner Lathrop wanted to be on the Commission. Director Guthrie stated that she spoke with Commissioner Lathrop and that he did want to be reappointed and he felt 2016 would be a better year. **Vice Chair Crowley made a motion TO APPROVE THE REAPPOINTMENT OF COMMISSIONER LATHROP.** Commissioner Seipel seconded the motion.

Voice vote: Motion carried unanimously.

The commissioners discussed finding alternates for the commission and also how to go about finding additional people that would be interested in serving on the commission. Commissioner Kiyak suggested that the name of the Commission be changed. He suggested that the word cable throws people off. He suggested changing the name to just Communications Commission. Chair Benenson asked that it be added to the agenda for the next meeting.

Reports:

1. Cable Compliments/Complaints:
Chair Benenson began the discussion about the Redi-Ride Listening session. Trustee Styka explained what the session was about. Director Guthrie explained that the person just wanted to see the session replay and that a link to the session was provided.

Commissioner Seipel had a question about the complaints. He asked if the complaints were tracked as being justified or unjustified. Chair Benenson stated that the amount of complaints is very small. Director Guthrie stated that every inquiry and complaint is logged in a database system which also allows for reports on the complaints and inquiries to determine if the issues are reoccurring. Director Guthrie also stated that most of the complaints are billing issues.

The Commissioners asked that Director Guthrie look into whether the Township is listed on AT&T bills as the Local Franchise Authority.

2. Video Service Provider(s): John Gardner, Director of External Affairs for Comcast discussed the report that Comcast puts out during the Back to School season on internet essentials.
3. Communications Director's Report: Nothing Additional to Report
4. Chair's Report: Nothing to Report
5. Township Information: Trustee Styka discussed the situation with the McCurdy goats and that the property is not zoned for goats. Mr. McCurdy has since applied for new zoning, but it's a two-step process and not purposely delayed. The New Central Fire station will be completed this month with a Ribbon Cutting Ceremony and Grand Opening scheduled for February 1, 2016. Director Guthrie commented on the AV needs and that Freelancer Lynn Meikle from the Communications Department has been working with the Fire Department. Also, Whirl Pool is donating all the kitchen appliances
6. Programming:
7. Viewership/Promotions:
8. Finance:

Other Business & Announcements:

Public Remarks: No public present

Adjournment:

Chair Benenson moved **TO ADJOURN THE MEETING**. Seconded by Commissioner Crowley

Hearing no objections, Chair Benenson **ADJOURNED THE MEETING AT 7:15 pm.**

NEXT MEETING:

The next scheduled meeting is **February 3, 2016 in the Administrative Conference Room.**

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

COMMUNICATIONS

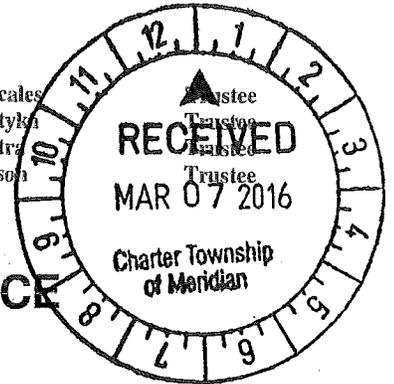
CHARTER TOWNSHIP OF MERIDIAN

Elizabeth Ann LeGoff
Brett Dreyfus
Julie Brixie
Frank L. Walsh

Supervisor
Clerk
Treasurer
Manager



Milton L. Scales
Ronald J. Styka
John Veenstra
Angela Wilson



APPLICATION FOR PUBLIC SERVICE

I am interested in service on one or more of the following public bodies as checked below:

- | | |
|---|---|
| <input type="checkbox"/> Assessing Board of Review* | <input type="checkbox"/> Elected Officials Compensation Commission* |
| <input type="checkbox"/> Board of Water and Light Representative* | <input type="checkbox"/> Environmental Commission |
| <input type="checkbox"/> Building and/or Fire Board of Appeals and Building Hearing Officer | <input type="checkbox"/> Land Preservation Advisory Board |
| <input checked="" type="checkbox"/> Cable Communications Commission* | <input type="checkbox"/> Park Commission (elected/appointed) |
| <input type="checkbox"/> Capital Area Transportation Authority (C.A.T.A.) | <input type="checkbox"/> Pension Trustees |
| <input type="checkbox"/> Community Resources Commission | <input type="checkbox"/> Planning Commission |
| <input type="checkbox"/> Downtown Development Authority* | <input type="checkbox"/> Township Board (elected/appointed) |
| <input type="checkbox"/> East Lansing-Meridian Water & Sewer Authority | <input type="checkbox"/> Zoning Board of Appeals |
| <input type="checkbox"/> Economic Development Corporation | <input type="checkbox"/> Lake Lansing Watershed Advisory Committee* |
| | <input type="checkbox"/> Other |

(*Special conditions restrict eligibility for appointment)

Indicate areas not included above which may warrant special attention or study that are of interest to you:

Summarize your reasons for applying for this type of public service: *I Feel My experience in print/film MEDIA AND PUBLIC RELATIONS CAN BE AN ASSET. ALSO MY 50 YRS AS A RESIDENT.*

Describe education, experience or training which will assist you if appointed. (Attach resume if available) *BS IN BA - SEMINARS IN SALES, MARKETING, DISTRIBUTION OF PRODUCT(S) WILL BE HELPFUL*

Name: William J. "Bill" Cleary

Occupation: Retired Place of Employment: ---

Home Address: 1896 DANBURY EAST

Phone: (days) 517-349-4159 (evenings) SAME ^{cell} 517-243-2929 E-mail William.Cleary1896@yahoo.com

Signature: *William Cleary* Date 1 March 2016

Other than the Downtown Development Authority Board and the Economic Development Corporation, persons appointed to Meridian Township boards and commissions must be a resident and elector (if of voting age) of the Township during the term of office. Excessive absences may be cause for review of appointment.

(PLEASE USE BACK IF NEEDED)

The policy for appointment of candidates to the various public service positions is based on the following criteria: desire to serve, experience, expertise, availability of time to serve, and maintenance of equitable geographic representation. In most instances it will be desirable to develop further information through a personal interview. This application will be retained in township files for two years. Please return this form to the Office of the Clerk, Charter Township of Meridian.

FOR OFFICE USE ONLY			
Date Received	<u>3.7.16</u>	Distro: <u>EL FW</u>	Application # <u>ccc 1601</u>
Registered Voter:	<u>(Y) N</u>	<u>DG</u>	
Date Appointed:		<u>BD MEMBERS</u>	



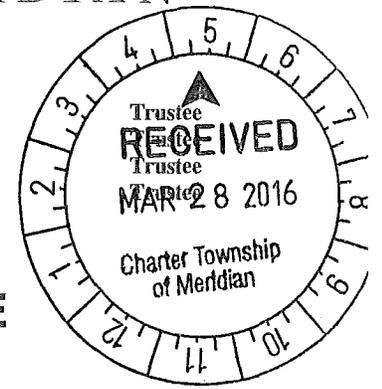
CHARTER TOWNSHIP OF MERIDIAN

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Brett Dreyfus
Julie Brixie
Frank L. Walsh

Supervisor
Clerk
Treasurer
Manager



Milton L. Scales
Ronald J. Styka
John Veenstra
Angela Wilson



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I am interested in service on one or more of the following public bodies as checked below:

- | | |
|---|---|
| <input type="checkbox"/> Assessing Board of Review* | <input type="checkbox"/> Elected Officials Compensation Commission* |
| <input type="checkbox"/> Board of Water and Light Representative* | <input type="checkbox"/> Environmental Commission |
| <input type="checkbox"/> Building and/or Fire Board of Appeals and Building Hearing Officer | <input type="checkbox"/> Land Preservation Advisory Board |
| <input checked="" type="checkbox"/> Cable Communications Commission* | <input type="checkbox"/> Park Commission (elected/appointed) |
| <input type="checkbox"/> Capital Area Transportation Authority (C.A.T.A.) | <input type="checkbox"/> Pension Trustees |
| <input type="checkbox"/> Community Resources Commission | <input type="checkbox"/> Planning Commission |
| <input type="checkbox"/> Downtown Development Authority* | <input type="checkbox"/> Township Board (elected/appointed) |
| <input type="checkbox"/> East Lansing-Meridian Water & Sewer Authority | <input type="checkbox"/> Zoning Board of Appeals |
| <input type="checkbox"/> Economic Development Corporation | <input type="checkbox"/> Lake Lansing Watershed Advisory Committee* |
| | <input type="checkbox"/> Other |

(*Special conditions restrict eligibility for appointment)

Indicate areas not included above which may warrant special attention or study that are of interest to you:

Hostess for Cable TV channel

Summarize your reasons for applying for this type of public service:

I love entertaining people and making them happy/laugh!

Describe education, experience or training which will assist you if appointed. (Attach resume if available)

I have film and theatre experience and I'm taking acting and improv classes!

Name: Katherine Dike

Occupation: Graphic Designer Place of Employment: Katherine Susanne Design, LLC (own business)

Home Address: 4304 Manitou Dr. Okemos, MI 48864

Phone: (days) {330} 696-1406 (evenings) _____ E-mail katherine@katherinesusannedesign.com

Signature Katherine A. Dike Date March 18, 2016

Other than the Downtown Development Authority Board and the Economic Development Corporation, persons appointed to Meridian Township boards and commissions must be a resident and elector (if of voting age) of the Township during the term of office. Excessive absences may be cause for review of appointment.

(PLEASE USE BACK IF NEEDED)

The policy for appointment of candidates to the various public service positions is based on the following criteria: desire to serve, experience, expertise, availability of time to serve, and maintenance of equitable geographic representation. In most instances it will be desirable to develop further information through a personal interview. This application will be retained in township files for two years. Please return this form to the Office of the Clerk, Charter Township of Meridian.

FOR OFFICE USE ONLY			
Date Received	<u>3.28.16</u>	Distro: <u>EL FW</u>	Application # <u>CCC 11622</u>
Registered Voter:	<u>(Y)/N</u>	<u>DG</u>	
Date Appointed:		<u>BD MEMBERS</u>	

For more information...

5151 MARSH ROAD, OKEMOS, MICHIGAN 48864-1198 (517) 853-4000

www.meridian.mi.us



CHARTER TOWNSHIP OF MERIDIAN

Elizabeth Ann LeGoff
Brett Dreyfus
Julie Brixie
Frank L. Walsh

Supervisor
Clerk
Treasurer
Manager



Milton L. Scales
Ronald J. Styka
John Veenstra
Angela Wilson

Trustee
Trustee
Trustee
Trustee

December 21, 2015

Andrew J. Lathrop
1220 Ascot Place
Haslett MI 48840

Dear Mr. Lathrop:

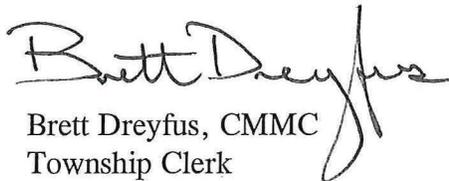
It is my pleasure to convey official notification that the Township Board reappointed you to the Cable Communications Commission at its December 8, 2015 meeting. Your term of office will expire December 31, 2018.

Please contact me at 853-4324 to schedule your oath of office.

A certificate of appointment, a subscription form and a copy of the Meridian Township "Ethics Statement" are enclosed. Please sign and return the documents to the Clerk's Office.

Congratulations on your reappointment!

Cordially,


Brett Dreyfus, CMMC
Township Clerk

sko

Enclosures

xc: Communications Director Guthrie ✓



December 21, 2015

Walter, Deborah and Fellow Commissioners,

Please recall that when I volunteered for public service, I was with a different employer that I am now. The purpose of my writing is to inform you I now have a conflict of responsibilities and ask for your acceptance of my resignation from the Cable Communications Commission, effective December 31, 2015. The conflict is simply a matter of availability to serve.

In January, it is anticipated that I will be transitioning to a work schedule that will call for a significant increase of joint field work which will involve working most weekday evenings. Such a schedule would significantly impair my ability to attend meetings of the Cable Communications Commission...or even pursue anything else.

While I have loved having an opportunity to serve, I feel as though this has ended prematurely. I wanted this to continue, really. Please know that it was never my intent to get in and then get out...it is not my nature. I am simply at a juncture where I must choose to put my job first.

I would however at some point – perhaps when I can, when I'm retired – love any opportunity to serve in some way again.

In closing, please know this: In the time I have been afforded to participate in Township matters, please know that I have enjoyed working with you. Also, I will do my best to keep watch for candidates for the Cable Communications Commission.

Thank you for the opportunity to have served, sincerely



Brian Seipel
4114 Spinnaker Lane
Okemos, MI 48864
517-927-8206



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

MIKE ZIMMER
DIRECTOR

SALLY A. TALBERG
COMMISSIONER

JOHN D. QUACKENBUSH
CHAIRMAN

NORMAN J. SAARI
COMMISSIONER

October 22, 2015

To Cities/Villages/Townships:

This letter is being sent to franchise entities (municipalities) within the state of Michigan regarding Public Act 480 of 2006, the Uniform Video Services Local Franchise Act (the Act). The Michigan Public Service Commission (MPSC) is the agency designated to implement the Act. Pursuant to Section 12(2) of the Act, the MPSC shall file an annual report to the Governor and Legislature that includes information on the status of video service competition in Michigan.

To assist MPSC Staff with gathering information for the report, please complete our electronic survey which is located at michigan.gov/mpsc. Beginning **October 26, 2015**, click on the Video/Cable link and look for the survey in the Spotlight section. Please submit your responses to the survey by **November 20, 2015**. *Please note that the survey will no longer be available on the website after November 20, 2015.*

The survey is quick and easy, and should take only a few minutes of your time. It is important that MPSC Staff receives feedback from franchise entities. Your feedback will help to provide MPSC Staff with a better insight of the video/cable issues that may be occurring in your community.

In addition to the survey, please find attached two Consumer Tips that provide information regarding filing a video/cable complaint with the MPSC. One is relevant to customers, the other to a municipality. We would encourage you to share this information with your residents. You may also find the complaint information online at michigan.gov/mpsc and click on the Video/Cable link.

Your cooperation in submitting your survey answers to our office is greatly appreciated. Should you have any questions, please contact Janet Schafer at (517) 284-8167 or by email at schaferja2@michigan.gov.

Sincerely,

Ryan McAnany, Manager
Telecommunications Division

Attachments



Status of Competition for Video Services in Michigan

Here is the information you have submitted.

Please print a copy for your records.

Franchise Entity:	Meridian Township
Address:	5151 Marsh Rd.
Address 2:	
City:	Okemos
County:	Ingham
State	Michigan
Zip:	48864
Contact Person:	Deborah.Guthrie
Phone:	517-853-4380
Contact Email:	guthrie@meridian.mi.us
Providers Prior	1
Providers since 01/01/11	0
Total Agreements	2
Current Provider	comcast att uverse
Other	
Satellite Providers in your community	dish network direct tv
Other	
Aware of Public Act 4?	Yes
Receive Complaints?	Yes
Number of Complaints	17
Resolve Attempts	Yes
Complaints to MPSC	
Complaint Type	Customer Service Billing Issues
Other	
Awareness of MPSC	Yes
Informal Disputes	Yes
Dispute Regarding	Franchise Fee Agreement Language PEG Fee
Other Disputes	Comcast Transfer of Control
Contact MPSC about Disputes	No

Impact on Community	Competition: None Franchise Fee Payments: Increase PEG Fee Payments: Increase Complaints: None Other: None
Other	
Quality of Service	Customer Service Quality: None PEG Studios and Equipment: Decrease Services Offered None Number of CSCs Decrease Other: None
Other	
PEG Channels	Yes
Complete survey before 2015?	Yes
E-mail Notifications?	guthrie@meridian.mi.us
Recommendations	I would like to work with the MPSC on figuring out a solution for DAS.
Date Submitted	11.19.2015

[Michigan.gov Home](#) | [MPSC Home](#) | [LARA Home](#)
[Accessibility Policy](#) | [Link Policy](#) | [Privacy Policy](#) | [Security Policy](#) | [Michigan News](#) | [Michigan.gov Survey](#)

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Dispute Resolution: Franchise Entity (Municipality) or Provider vs. Provider

The Michigan Public Service Commission's (MPSC) role in informal and formal video/cable television complaints:

Public Act 4 of 2009 — Providing a dispute resolution process for complaints between municipalities or providers and cable providers.

Who can file an informal complaint on behalf of a municipality/provider?

A municipality/provider may speak on behalf of itself when filing an informal complaint. Legal representation is not required until a formal complaint is filed.

What does a municipality/provider need to do to file an informal complaint?

The municipality/provider shall file a written notice of the dispute with the MPSC.

What information is required in the notice of dispute?

- Identifying the nature of the dispute.
- Language that requests an informal dispute resolution process.
- Language stating the other party has been served the notice of the dispute.

What happens after the notice is filed?

Commission staff will conduct an informal

mediation with both parties in an attempt to resolve the dispute.

What if the dispute is not resolved with informal mediation?

If a satisfactory resolution to the dispute is not achieved any named party in the complaint may file a formal complaint.

How does the formal complaint process begin?

A representative submits the following, in writing, to the commission:

- Information that states the section(s) of the public act or franchise agreement that was allegedly violated.
- Sufficient facts to support the allegations.
- The relief requested.
- All information— testimony, exhibits and other documents— in possession the party intends to rely on to support the complaint.

How does the formal complaint process proceed?

- Once the complaint is filed each party has ten days to agree on alternative means to resolve the complaint.
- If no agreement is reached within 10 days, the Commission shall order mediation.
- Within 60 days from the date mediation is ordered, the mediator shall issue a recommended settlement.

What happens after the proposed settlement is presented?

- Each party shall file, with the Commission, a written acceptance or rejection of the recommended settlement within 7 days.
- If the parties accept the recommendation, then the recommendation shall become the final order.
- If a party rejects or fails to respond within 7 days to a proposed settlement, then the complaint will proceed to a contested case hearing.
- A party that rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing.

What is the format of a contested case hearing?

A contested case hearing is provided under section 203 of the Michigan telecommunications act, 1991 PA 179, MCL 484.2203

[www.legislature.mi.gov/\(S\(ytxbgg55qxrfz45wc3nmuim\)\)/mileg.aspx?page=GetMCLDocument&objectname=mcl-484-2203a](http://www.legislature.mi.gov/(S(ytxbgg55qxrfz45wc3nmuim))/mileg.aspx?page=GetMCLDocument&objectname=mcl-484-2203a)

For more information:

For more information about filing a formal complaint, Public Act 480, or the dispute resolution process (PA 4 of 2009), go to the MPSC website at: michigan.gov/mpsc; click on the [video/cable](#) tab.

You may also contact the MPSC at:

Telecommunications Division
Attn: Video Franchising
7109 W. Saginaw Hwy.
P.O. Box 30221
Lansing, MI 48909

Phone: (800) 292-9555

Fax: (517) 284-8200

Online Formal Complaint Form:

Complaints can be filed online via the video/cable web site.

michigan.gov/mpsc/complaints

Filing a Video/Cable Complaint

The MPSC's role in handling video/cable television complaints

On December 21, 2006, Governor Granholm signed legislation to promote competition for video services in the state of Michigan. Public Act 480 of 2006, or as it is more commonly known, the "Uniform Video Services Local Franchise Act" charges the Michigan Public Service Commission (MPSC) with implementing the Act. The MPSC now has the responsibility to handle cable inquiries and complaints.

Are you having a problem with your video/cable television provider?

If you are experiencing problems with your provider, you should first contact your provider and attempt to resolve your dispute with them.

Not satisfied? File an informal complaint with the MPSC

If you are dissatisfied with the provider's response, or the dispute is not resolved to your satisfaction, you may file an informal complaint with the MPSC.

How does the informal complaint process work?

- A customer contacts the MPSC with a video/cable television complaint.

- MPSC Staff forwards the complaint to the provider & informally mediates (if necessary) between the provider and the customer.

The provider is allowed up to 10 business days (under normal circumstances) to respond and provide a detailed resolution to both the customer and the MPSC.

Still not satisfied? File a formal complaint and request a hearing

If you remain dissatisfied even after the Staff has completed the informal complaint process, you may file a Formal Complaint.

A customer will be permitted to file a formal complaint *only after*:

- the informal complaint process has been completed; and
- a satisfactory resolution has not been reached between the provider and the customer.

To request a formal hearing, prepare a letter of complaint explaining the problem. Send the original and seven (7) copies of the letter/complaint to the MPSC at the following address:

**Executive Secretary
MPSC
P.O. Box 30221
Lansing, MI 48909**

The written complaint must contain the following information:

- customer name, address, telephone number, and signature;
- the name and address of the provider with whom there is a disagreement;
- the location/address of the disputed action;
- the time and dates of the disputed actions;
- a description of exactly what happened – include all details, the names and addresses of any persons involved, disputed charges and costs.

Identify the specific section(s) of the Video Act that are alleged to have been violated and state sufficient facts to support the alleged violation(s). Specify the relief requested.

Next Action

MPSC Staff will review the formal complaint, and if the disputed amount is under \$5,000 and all required information is included, the Commission shall appoint a mediator within seven (7) business days of the date the complaint is filed. Mediation may include a review of the complaint and discussions with the customer and company. If through this process the customer and company are still unable to agree, the mediator will issue a recommended solution within 30 days from the date of appointment. The customer and company have 10 days to either accept or reject the recommendation. If the customer or company rejects the solution, the complaint proceeds to a formal hearing. If the dispute involves an amount over \$5,000, it proceeds directly to a contested case hearing with no prior mediation.

Formal Complaint Hearing Process

A formal complaint hearing is a trial-like proceeding. This means that the customer, the cable company, and MPSC Staff will come before an administrative law judge. A formal complaint

proceeding is separate from any informal proceeding related to the problem that may have taken place. Lawyers represent the cable company. Customers may hire a lawyer, represent themselves (excluding some businesses), or bring someone to assist them. The customer must present information and witnesses, to prove or justify his/her position. The MPSC cannot provide a lawyer or pay any legal fees. After the hearing, the judge will issue a proposed decision. However, the MPSC will make the final decision, and will issue its decision in a MPSC order. During this process the customer and the company may continue to try to settle the problem. However, the MPSC must approve any agreement that is reached.

Required Costs

If the customer or company rejects the mediator's decision and is found by MPSC order to be at fault, that party will be responsible for the legal costs of the other party. If both the customer and the company reject the mediator's decision, each party pays their own legal costs.

For more information:

For more information about filing a complaint, PA 480, or the dispute resolution process, go to the MPSC website at: michigan.gov/mpsc. Click on the [video/cable](#) button.

You may also contact the MPSC at:

Telecommunications Division
Attn: Video Franchising
P.O. Box 30221
Lansing, MI 48909

Phone: (800) 292-9555

Fax: (517) 284-8200

Filing Satellite Complaints

The Federal Trade Commission (FTC) at: (877) 382-4357 or ftc.gov handles satellite complaints/inquiries.



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION
SALLY A. TALBERG JOHN D. QUACKENBUSH NORMAN J. SAARI
COMMISSIONER CHAIRMAN COMMISSIONER

MIKE ZIMMER
DIRECTOR

December 17, 2015

Advisory to Michigan Municipalities and Video/Cable Providers - Michigan Public Service Commission Ceases Video Franchise Operations – Effective December 31, 2015

The section of the Video Franchise Act (PA 480 of 2006) that provides funding for the activities delegated to the Michigan Public Service Commission (MPSC) sunsets on December 31, 2015. Here is the pertinent excerpt from that act.

***** 484.3315 THIS SECTION DOES NOT APPLY AFTER DECEMBER 31, 2015 *****
484.3315 Costs to commission in exercising duties; assessment of amount against each video service provider; limitation; deduction; credit of payments to special account; applicability of section.

Sec. 15. (1) Effective January 1, 2010, the commission within 30 days after the enactment into law of any appropriation to it shall ascertain the amount of the appropriation attributable to the actual costs to the commission in exercising its duties under this act and that amount shall be assessed against each video service provider doing business in this state. Each provider shall pay a portion of the total assessment in the same proportion that its number of subscribers for the preceding calendar year bears to the total number of video service subscribers in the state. The total assessment under this section shall not exceed \$1,000,000.00 annually.

(2) For the state fiscal year commencing October 1, 2009 and annually thereafter, there shall be deducted from any amount to be assessed under subsection (1) an amount equal to the difference by which the actual expenditures of the commission attributable to exercising its duties under this act for the previous fiscal year are less than the amount assessed against each video service provider in the previous fiscal year. The deductions shall be made in the same proportion as the original assessment in subsection (1).

(3) All money paid into the state treasury by a video service provider under subsection (1) shall be credited to a special account, to be utilized solely to finance the cost to the commission of exercising its duties under this act.

(4) This section does not apply after December 31, 2015.

History: Add. 2009, Act 191, Imd. Eff. Dec. 22, 2009.

The Legislature has taken no action to extend the sunset, therefore, the MPSC has no funding available to conduct any of the video franchise activities and shall cease video/cable franchise operations on December 31, 2015. The MPSC will no longer handle or process video/cable franchise entity provider complaints or consumer complaints. Municipalities should contact their video/cable provider with any complaints related to their franchise contract after December 31, 2015.

LARA is an equal opportunity employer/program.

Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.
7109 W. SAGINAW HIGHWAY • P.O. BOX 30221 • LANSING, MICHIGAN 48909 • www.michigan.gov/mpsc • (517) 284-8100

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**OLD
BUSINESS**

MEMORANDUM

TO: Cable Communications Commission

FROM: 
Deborah Guthrie, Communications Director

DATE: March 31, 2016

SUBJECT: Resolution to Rename the Cable Communications Commission

Attached is a resolution of support to the Township Board recommending renaming the Cable Communications Commission to the Communications Commission.

Since 2011, the Communications Department has continued to progress and move forward as a full service Communications & Marketing Department to include content creation, oversight of the Township website, Township wide events, promoting new businesses, digital communications, press conferences, emergency communications and a new Branding & Marketing Campaign.

In an effort to support Meridian Township's goals for an expanded Communications Department and broadband services within the Township, staff is requesting that the Commission discuss and move to **APPROVE THE FOLLOWING RESOLUTION OF SUPPORT REGARDING RENAMING THE CABLE COMMUNICATIONS COMMISSION** to be presented to the Township Board at the April 19, 2016 regular meeting.

**Resolution of Support
Regarding Renaming the Cable Communications Commission
CERTIFICATION**

RESOLUTION

At a regular meeting of the Township Board of the Charter Township of Meridian, Ingham County, Michigan, held at the Meridian Municipal Building, in said Township on the 19th day of April 2016, at 6:00 p.m., local time.

PRESENT: _____

ABSENT: _____

The following resolution was offered by _____ and supported by _____.

WHEREAS, at the July 5, 2011 Township Board meeting, the Cable Division became the Communications Department; and

WHEREAS, at the July 5, 2011 Township Board meeting, the Station Manager for the Cable Division became the Interim Communications Director outlined by the Township Board; and

WHEREAS, from 1981 to 2011, the Cable Division was strictly HOMTV; a Government programming access channel operation; and

WHEREAS, since 2010, the cable services expanded to provide CAMTV; a regional public channel in 2010; and

WHEREAS, the interim Communications Director became the Communications Director in 2012; and

WHEREAS, staff was realigned in 2012 from Production Managers for HOMTV to a Communications Specialist and a Communications Assistant; and

WHEREAS, the expansion of services in 2012 extended to reorganize the communication methods, including assisting other departments with utilizing new and current communications; and

WHEREAS, the expansion of services in 2012 extended beyond producing programs to include; and

- Programming PEG channels and PEG websites
- Metro Act Permit and Franchise fee oversight for PEG channels

- Video Service customer complaint reconciliation
- Meridian Monitor Editorial services
- Social Media Marketing and assistance
- Media Relations (press releases, media distribution, etc.)
- Township wide communications strategy

WHEREAS, services have expanded since 2012 to include content creation and oversight of the Township website, marketing Township wide events and welcoming new businesses, digital communications, press conferences and emergency communication efforts; and

WHEREAS, the Township Board's 2015 Goals for Branding and Marketing campaign and strategy and a new Township website are being led by the Communications Department; and

WHEREAS, at the October 2, 2015 Cable Communications Commission meeting, the Commission approved the following language to be added to Rule 5: Responsibilities and Authority, 12. Evaluate research and advise the Township Board in the implementation, and expansion of, broadband and Internet connectivity in Meridian Township. Encouraging the expansion of broadband in the Township is in accordance with the 2015 Communications Department Goals; and

NOW, THEREFORE, BE IT RESOLVED that the Cable Communications Commission requests that the Township Board rename the Cable Communications Commission to the Communications Commission

ADOPTED: YEAS: _____
 NAYS: _____

I, the undersigned, the duly qualified and acting Clerk for the Charter Township of Meridian, Ingham County, Michigan, DO HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted at a regular meeting of the Township Board held on the 19th day of April 2016.

 Brett Dreyfus, CMMC
 Township Clerk

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**NEW
BUSINESS**

MEMORANDUM

TO: Township Board

FROM: _____
Walter Benenson, Chair of Cable Communications Commission

DATE: March 31, 2016

SUBJECT: New Commissioner Appointment Recommendation

The following term is vacant and due to expire in 2017 for the Cable Communications Commission:

Vacant – Term Expires: 12/31/2017

Per the Cable Communication Commission (CCC) Rules and Procedures:

Rule 2: Membership

2.1 Members. The Commission shall consist of five (5) regular members and two (2) alternate members appointed by the Township Board of the Charter Township of Meridian. The Commission may recommend names of suggested appointees to the Township Supervisor. Members must be residents of the Township. No Commission member may:

1. Be employed by a locally franchised cable company.
2. Hold a contract with a locally franchised cable company.
3. Have ownership interest in a locally franchised cable company.

2.3 Conflict of Interest. A regular member or alternate member shall disqualify himself or herself from the discussion and decision in any case where the member has a conflict of interest due to financial considerations or other issues of significance. Failure of a member to disqualify himself or herself shall constitute misconduct in office.

2.4 Attendance. Members of the Commission who are absent from more than three (3) consecutive, regularly scheduled Commission meetings and work sessions or more than thirty (30) percent of the regularly scheduled Commission meetings and work sessions in a calendar year shall be subject to review and possible recommendation for removal by the Township Board. Exceptions may be made if absences are due to the conduct of other business as authorized by the Commission.

Rule 3: Terms of Office

3.2 Vacancies. A successor shall be recommended to the Township Board for appointment not more than thirty (30) days after the term of the previous member has expired.

The Cable Communications Commission moves **TO RECOMMEND THE NEW APPOINTMENT OF KATHERINE DIKE TO THE CABLE COMMUNICATIONS COMMISSION** for the remainder of the vacant term.

From: Frank Walsh

Sent: Friday, January 15, 2016 11:38 AM

To: senchertel@senate.michigan.gov; samsingh@house.mi.us

Cc: 'larry@michigantownships.org' <larry@michigantownships.org>; Dan Gilmartin (dpg@mml.org) <dpg@mml.org>

Subject: Repeal PA 269

Hi Curtis and Sam,

I'm asking that you strongly consider supporting SB 703 and HB 5221, which will repeal PA 269. The obvious concerns of PA 269 are eroding local control, gagging local communities and doffing a constitutional right of local communities to communicate with their constituents. Meridian Township is advocating on behalf of our 42,000 residents to give us back our right to communicate with our constituents.

Thank you for your unparalleled customer service.

Frank

Frank L. Walsh

Township Manager

Charter Township of Meridian

P: (517) 853-4254

F: (517) 853-4251

MEMORANDUM

12. D

TO: Township Board

FROM: Frank L. Walsh
Frank L. Walsh, Township Manager

DATE: January 21, 2016

SUBJECT: Resolution to Appeal Section 57 of P.A. 269

Attached is a resolution of support that repeals the new language in section 57 of PA 269 placing a gag order on local communities regarding ballot questions within 60 days of an election. This language cripples our ability to educate our residents about local ballot issues.

Meridian Township has an obligation to inform its residents in a fair and balanced way about ballot issues being faced. There are many ballot issues that are complicated and cannot be adequately explained in the language on the ballot. It is essential that the Township be able to further explain to the residents the facts behind ballot questions dealing with charter amendments, special assessments, and tax issues.

This new law bans public bodies from using public money or resources (including facilities) within 60 days of an election to communicate any information, even purely factual information, about a local ballot question by radio, television, mass mailing, or a pre-recorded telephone message. The Township is even prohibited from informing voters of the ballot language itself. The new language in Section 57 can also be read to prohibit me, as a local official, from responding to questions on public property from TV or radio reporters for news stories about local ballot questions within 60 days of the election. That's a clear violation of free speech.

The prohibition of any communication by television that references a local ballot question would seem to put every public access broadcast of a city or village council meeting at risk for violating this new law. There is also no allowance for a public broadcast of a debate or voter forum, even if that forum is hosted by a third party.

Community newsletters, potentially even election-day reminders, mailed to residents could also be banned under this language.

Because this language specifically bans communication on only local ballot questions, the provision creates inconsistent treatment between communicating with residents on statewide ballot questions versus local questions. Because the law took immediate effect, it places an immediate gag order on local government entities with issues on the March 8, 2016 ballot and all subsequent elections.

This impacts more than 100 cities, villages, townships, school districts, counties, and other entities that have ballot questions before the voters in the March 8 election.

THEREFORE, BE IT RESOLVED TO REQUEST THE TOWNSHIP BOARD TO PASS A RESOLUTION OF SUPPORT TO REPEAL SECTION 57 OF PA 269.

**Resolution of Support
Regarding Opposition to Public Act 269
CERTIFICATION**

RESOLUTION

At a regular meeting of the Township Board of the Charter Township of Meridian, Ingham County, Michigan, held at the Meridian Municipal Building, in said Township on the 26th day of January 2016, at 6:00 p.m., local time.

PRESENT: Supervisor LeGoff, Clerk Dreyfus, Treasurer Brixie, Trustees Scales, Styka,
Veenstra, Wilson

ABSENT: None

The following resolution was offered by Treasurer Brixie and supported by Trustee Wilson.

WHEREAS, Governor Snyder signed into law, with immediate effect, Public Act 269 (Senate Bill 571) despite wide spread calls for a veto of this bill, including from members of his own party; and

WHEREAS, both the Michigan Senate and the Michigan House of Representatives passed Senate Bill 571 late into the night of December 16, 2015, just prior to recessing for the year; and

WHEREAS, one of the last minute amendments made to Senate Bill 571, without the knowledge by Meridian Township or other local government organizations, and approved without any public testimony or awareness, was the new language inserted into Section 57, subsection (3); and

WHEREAS, this new law prohibits a public body, or a person acting for a public body, from using public funds or resources for the purpose of communicating any information to the electorate regarding a local ballot question that is to appear on the ballot, within 60 days of an election; and

WHEREAS, this law places an immediate gag order on entities with ballot questions on the March 8 ballot and every election thereafter; and

WHEREAS, municipal elected and appointed officials have a civic and legal duty to the residents of their communities to fully inform them regarding the issues placed before them, upon which they may exercise their constitutional right to vote; and

WHEREAS, existing laws, including the former language in Section 57, and decades of guidance from the Michigan Secretary of State, already prohibit the use of public funds to advocate for or against ballot issues; and

1.26.16
127

WHEREAS, existing laws already provided for an allowance for elected and appointed officials to express their views without fear of violating the act; and

WHEREAS, because the new law bans only communication on *local* ballot issues, it creates inconsistent treatment of statewide ballot questions versus local initiatives; and

WHEREAS, there are substantial questions regarding the constitutionality and legality of the new law, including a possible ban on freedom of speech.

NOW, THEREFORE, BE IT RESOLVED that the Township Board of the Charter Township of Meridian calls for an immediate repeal of the new language in Section 57, subsection (3) of PA 269 of 2016.

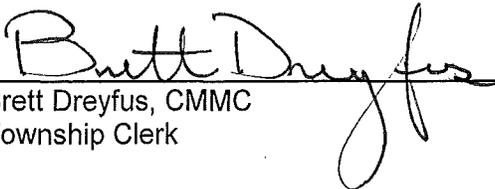
BE IT FURTHER RESOLVED, the Clerk of the Charter Township of Meridian is to transmit copies of this resolution to State Representative Sam Singh and to State Senator Curtis Hertel.

ADOPTED: YEAS: Trustees Scales, Styka, Veenstra, Wilson, Supervisor LeGoff,
Clerk Dreyfus, Treasurer Brixie

NAYS: None

STATE OF MICHIGAN)
) ss
COUNTY OF INGHAM)

I, the undersigned, the duly qualified and acting Clerk for the Charter Township of Meridian, Ingham County, Michigan, DO HEREBY CERTIFY that the foregoing is a true and complete copy of a resolution adopted at a regular meeting of the Township Board held on the 26th day of January 2016.


Brett Dreyfus, CMMC
Township Clerk

Prepared By: Eric Stelljes
Company: Preston Services
Email: eric@prestonservices.com

Prepared For: Deborah Guthrie
Company: HOMTV
Email: Guthrie@meridian.mi.us

Submitted: January 12, 2016

PROPOSAL FOR REDESIGN AND REVISIONS TO THE HOMTV WEBSITE

Please find the following proposal for website design services at homtv.net. The project focus is to maintain the strong existing internet brand and site performance while migrating the design. This is done to better suit newly emerging media platforms, namely mobile devices like smart phone and tablets, to insure the highest possible market reach for HOMTV. This proposal describes the technology, services, terms, and schedule for the web site development project. This will be accomplished by migrating existing database structures to fit a new responsive design model. Further, all back-end content management systems will be reviewed, analyzed (in cooperation with HOMTV staff), revised, and redesigned. With the goal of simplifying and streamlining the back-end, also using the responsive layout strategy. All project work will be in accordance with accepted best practices for web development. Times, deadlines and conditions to be determined mutually by parties.

- PROCESS

- Planning

- Here the scope, requirements, and description of the final web site will be determined and documented, including the overarching site goals, site hierarchy, graphics, and other specialized content. Key requirements and functionality for the project will be established and documented in Planning stage. Any revisions that require additional costs will be agreed upon and documented prior to implementation of said revision.

- Concept Design

- Page mock-ups are created that reflect the general appearance and the look and feel desired. Once reviewed and approved, web development will begin.

- Creation and Coding

- Pages are created to meet all the appearance, performance, and content requirements. Pages will be submitted for review, soliciting appropriate feedback for revision. Pages are then revised in accordance with the review/feedback.

- Web Site Review and Testing

- The finished web site will be reviewed and all functional aspects tested prior to making site public.

- Acceptance and Project Completion

- Once revisions and modifications resulting from reviews are complete, the web site will be uploaded and go live. After a successful one week trial period, the web site project will be considered complete. Once complete, all files, graphics, databases, & content are the sole property of HOMTV.

OVERVIEW OF GOALS:

- PUBLIC SITE
 - Redesign existing site to responsive layout
 - Redesign will include special attention to search engine optimization strategies, while also leveraging social media platforms where possible
 - Develop search functionality, including tagging strategy
 - Implement a categories structure concerning news content and articles
 - Incorporate, accommodate new video/streaming vendor
 - PROPOSAL ESTIMATE: \$2000

- BACK-END/CONTENT MANAGEMENT SYSTEM
 - Redesign existing site to responsive layout
 - Streamline staff management tools
 - Revise article management to reflect actual workflow needs
 - Reassign image cataloging to Flickr in order to reflect current office practices
 - PROPOSAL ESTIMATE: \$2000

- PUBLIC SITE USER ACCOUNT MANAGEMENT SYSTEM
 - Develop ability to allow visitor to register accounts on the website
 - To include back-end & end-user management of accounts
 - Features possible, but not limited to:
 - Send themselves reminders about upcoming events, meetings, or shows
 - Select various preferences concerning personal website use/viewing
 - Provide statistical insight concerning site use and general trends
 - PROPOSAL ESTIMATE: \$1000

- CANDIDATE/ELECTION MANAGEMENT SYSTEM
 - Develop ability to allow candidates to register accounts by invitation only
 - To include back-end & end-user (candidates) management of accounts
 - Features possible, but not limited to:
 - Upload, enter, display permitted info (i.e. bio, links, photo, etc.)
 - Ability of staff to manage election information such as election results
 - Allow staff to display articles/shows associated with specific candidates or issues
 - PROPOSAL ESTIMATE: \$1500

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**COMPLAINTS/
COMPLIMENTS**

Individual Video Provider Customer Intakes

Complaint Number 2015-019

Date 12/1/2015

Name Kristine Guthrie

Street Address 1571 West Pond Dr. #21

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 803-7055

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Ms. Guthrie contacted the Communications Director, Deborah Guthrie in regards to an ongoing continued billing issue with Comcast. She stated that she is tired of playing games with Comcast and that the continued attempts to bill her more each month are not a game and not funny to her. She stated she has to watch every dime and is satisfied with paying \$19.99 per month as according to an eco plan but not happy with being sent a different amount each month. She stated that last month she disregarded the wrong amount billed her and paid it anyway. She stated that she is supposed to have an eco plan of \$19.99 through September, 2016.

She would like someone to fix this and contact her to ensure her that her eco plan is \$19.99 per month and that it will not be changed when she is billed.

Problem Before? Yes **Ongoing** **MPSC Information**

Assigned Staff Deborah Guthrie **Given**

Staff Response Director Guthrie forwarded the complaint to Comcast representative, John Gardner.

Resolution Kristine Guthrie canceled her service with Comcast

Individual Video Provider Customer Intakes

Complaint Number 2015-020

Date 12/1/2015

Name Todd Cohan

Street Address 6227 Oak Park Trail

City / Zip Haslett 48840-

Work Phone **Ext**

Cell Phone

Home Phone (517) 881-1125

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Mr. Cohan contacted the Communications Department concerning his most recent bill. He received his bill with additional fees, Broadcast TV fee and Regional Sports fee. According to Comcast, the fees started in January, 2015 but Mr. Cohan only received these charges beginning in November, 2015. Mr. Cohan stated that he did receive a new package that included a promotional add on for HBO, but it's basically the same channels that he already had, but with new fees. When he first made the call about the fees to Comcast, he was told by the representative that the fees were not applicable to him and not to worry. Then he received his bill and called Comcast again and they told him the fees were applicable according to the new package he chose, digital preferred package. He is unhappy with Comcast because of the incorrect information that he was given and because he feels the customer service representatives do not actually work for Comcast and do not have the correct information to provide accurate service to the customers. He understands the information about the fees and how it was explained to him but he is upset that originally he was told that the fees would not be applicable to him. He feels that if Comcast agrees to waive the fees then he will not receive all of the current channels that he subscribes to. He would like a follow up call to discuss options in dealing with the additional fees.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Andrea Smiley **Given**

Staff Response Mr. Cohan was told that his concerns would be forwarded to John Gardner, Comcast Representative.

Resolution

Individual Video Provider Customer Intakes

Complaint Number 2016-001

Date 1/11/2016

Name Jackie Hayes

Street Address 1443 Franklin Street

City / Zip Haslett 48840-

Work Phone **Ext**

Cell Phone

Home Phone (517) 339-3657

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Mrs. Hayes stated that she is no longer receiving signal for the PEG stations; 21, 22, 23, 24, 29, 30 and 31. She spoke with a technician on Sunday, January 10 and was told that these channels are no longer available to her with her current package and then all of her cable service went out. Her husband called Comcast back to have their service restarted, but she still is not receiving the channels. She decided to report to the Township. She would like the channels back and also a call from Comcast explaining why she has lost the signal.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Andrea Smiley **Given**

Staff Response It was explained to Mrs. Hayes that we have been experiencing some signal issues and that we would forward her complaint on to our Comcast Representative.

Resolution

Individual Video Provider Customer Intakes

Complaint Number 2016-002

Date 1/26/2016

Name Duanne Possanza

Street Address 3951 Raven Circle

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 349-0622

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Mr. Possanza stopped in today to share his frustration. Approximately 3 months ago, Comcast offered him a temporary add on of HBO because his service was out. Comcast explained to him that when the temporary period ended, he would need to call to cancel otherwise he would be charged for the HBO service. Mr. Possanza stated that he called Comcast to cancel the service, but that he is still being charged for the added service. He has attempted to call and explain the situation but that it has been very difficult reaching a customer service representative and reaching a solution. Mr. Possanza is expecting a representative to contact him and also to receive a credit for the additional charges that he has received on his bill.

2/2/16 - Mr. Possanza came into the office today with a complaint about a letter he received from Executive Customer Relations Specialist Anthony S. which had HBO listed as a service on Mr. Possanza's bill. Duane stated that he told the customer care specialist that he did not want HBO and he did not want it on his bill and that he does not want it. He wants HBO off of his bill. He is very unhappy and upset with Comcast. He wants to go to the Township Board and complain about Comcast unduly placing charges on his bill and increasing the price. He stated he can go to small claims court as an option for remedy. He wants HBO taken off his account. He is a senior on a fixed income in Meridian and he wants his pricing structure of \$124.95 for xfinity triple play to remain the same. He is very frustrated and upset.

His customer account number is 01721-173758-01

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Andrea Smiley, Deborah Guthrie **Given**

Staff Response Staff explained to Mr. Possanza that they would forward his information to Comcast and that a representative would give him a call.

1/29/16 Mr. Possanza provided a letter received from Comcast explaining his new charges. Please see additional document for more information.

2/2/16 Staff reached out to Comcast Regional Representatives to resolve for Mr. Possanza

Individual Video Provider Customer Intakes

Resolution 2/3/16 Response received from Dawn Pier of Comcast stating that she reached out to Mr. Possanza and left a message. She also stated that his bill had been corrected and a letter sent explaining the corrections. 2/3/16
Anthony, Executive Customer Relations Specialist removed the HBO service from Mr. Possanza's account and applied a credit of \$18.12 to his account. He also added a \$20 discount per month for the next 12 months to his account, as well.



41112 Concept Dr.
Plymouth, Michigan 48170

\$124.95 monthly

January 29, 2016

Duane Possanza
3951 Raven Circle
Okemos, MI 48864-3813

RE: Comcast Acct No.: 01721-173758-01

Dear Mr. Possanza,

We are responding in writing to you to define the status of your account as of today, Friday January 29, 2016. We value your business and hope the information provided in this written response clarifies our billing practices.

Billing cycles and payment due dates vary depending on the date of installation. Your statement bills from around the 23rd of the month to the 22nd of the next month. Your payments are due on the 9th of each month. Please see below for your new services, monthly rates and promotion expiration dates.

- \$149.95 Xfinity Digital Starter Triple Play
- \$0.00 HBO
- \$7.98 Digital Adapters (2 @ 9.95 each)
- \$10.00 CDV Modem

\$149.95 124.99

Your monthly rate is \$167.93 prior to the taxes, fees and surcharges. As your promotional discount expires, the standard rates will apply. Equipment, service charges, and add-on fees are subject to annual review.

During our discussion today, I have added HBO at no charge to the account on 1/29/16. Our records show that on 12/18/16 your HBO at regular price was removed and a prorate credit in the amount of \$16.94 was added towards 35 days of billing at the price of \$15.00. This service package will appear on your next statement generated on 02/14/16.

We value you as our customer and look forward to a continued business relationship as we strive to be the company that you look to first for the communication products and services that connect you to what's important in your life.

Should you have any additional questions and/or concerns, please feel free to contact me at (734) 331-1220 between the hours of 9am and 6pm, Monday through Friday. Thank you for being a Comcast customer!

Sincerely,

Anthony S.
Executive Customer Relations Specialist

*167.93
17.98
7.91

193.82*

Individual Video Provider Customer Intakes

Complaint Number 2016-003

Date 1/20/2016

Name LuAnn Maisner

Street Address 2692 Rockwood

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 719-7805

Email maisner@meridian.mi.us

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**

Bad Reception **Cable Out** **Cannot Phone** **Other**

Bad Treatment **Bad Information** **No Response to Request**

Problem Description Not receiving PEG channels. PEG channels have been out for over two weeks on the big boxes but not the dta's. Spoke with Deborah Guthrie, Communications Director and filed complaints. She believes Comcast has done something, because all other channels are fine.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Deborah Guthrie **Given**

Staff Response Staff stated that the message would be documented and forwarded to Comcast for a resolution

Resolution 1/21/16 Received message from John Gardner that a supervisor would reach out to Ms. Maisner.

Individual Video Provider Customer Intakes

Complaint Number 2016-004

Date 1/20/2016

Name Ed Gillespie

Street Address 4374 Alderwood

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 881-9095

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**

Bad Reception **Cable Out** **Cannot Phone** **Other**

Bad Treatment **Bad Information** **No Response to Request**

Problem Description No service on PEG channels. Peg channels have been out for over two weeks on the big boxes but not the dta's. Mr. Gillespie spoke with Deborah Guthrie, Communications Director and filed a complaint about the channels being out. Mr. Gillespie feels that Comcast has done something because all the other channels are fine.

Problem Before? No **Ongoing** **MPSC Information Given**

Assigned Staff Deborah Guthrie

Staff Response Staff stated that the information would be documented and forwarded to Comcast

Resolution 1/21/16 John Gardner, Director of External Affairs for Comcast responded that a supervisor would contact Mr. Gillespie.

Individual Video Provider Customer Intakes

Complaint Number 2016-005

Date 1/27/2016

Name William Cleary

Street Address 1896 Danbury East

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone 5172432929

Home Phone (517) 349-4159

Email William.j.cleary1896@yahoo.com

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description He stated he was extremely disappointed last night to not be able to see HOMETV because it was in black. He noticed this around Christmas time and thought HOMETV did not pay their bill so he did not contact anyone about it and he just gave up on watching the channel. He stated he wanted to watch the CATA portion of the Township Board meeting and was really upset to not be able to watch it and know what is going on. He said he is around 94 years old and he watches tv and does not want to get in to having to try to figure out how to watch videos on the internet.

He further stated that all of his neighbors do not get any of the PEG channels just like him. He lives in Meridian Village off Hamilton and none of the people in Meridian Village are seeing the PEG channels any longer.

He wants this fixed for his entire neighborhood complex.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Deborah Guthrie, Communications Directo **Given**

Staff Response Information was forwarded to John Gardner, Director of External Affairs for Comcast

Resolution John Gardner stated that a supervisor would reach out to Mr. Cleary.

Individual Video Provider Customer Intakes

Complaint Number 2016-006

Date 2/8/2016

Name Karen Bronson

Street Address 1195 Haslett Rd

City / Zip Haslett 48840-

Work Phone **Ext**

Cell Phone

Home Phone (517) 339-8949

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Received a call today from Karen Bronson stating that she has not received her PEG channels for over a month now. She stated that she reported the issue to Comcast and was told that a technician would have to come into her home to check her cables. She explained to the customer service representative that she is receiving all of her other channels just fine and doesn't believe anyone would need to come inside the house to fix the issue. She would like a follow up call regarding her missing channels and how the issue can be resolved, preferably without a technician having to enter her home.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Andrea Smiley **Given**

Staff Response Stated to Ms. Bronson that her complaint would be logged and that a Comcast representative would be in touch with her.

Resolution

Individual Video Provider Customer Intakes

Complaint Number 2016-007

Date 2/4/2016

Name Michael Barros

Street Address 5311 Thames

City / Zip Haslett 48840-

Work Phone **Ext**

Cell Phone

Home Phone (517) 316-6294

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description 2/4/16 Mr. Barros called today to express his unhappiness with Comcast as it relates to his billing. He stated that over the last three months he has been billed incorrectly. The billing concerns are a combination of fees and services. When he has contacted Comcast customer service, he has not been able to resolve the issues. He would like someone to contact him to discuss his billing concerns as soon as possible.

Problem Before? No **Ongoing** **MPSC Information Given**

Assigned Staff Andrea Smiley

Staff Response Documented the information and stated that information would be forwarded to a Comcast representative for follow up.

Resolution John Gardner, Comcast's Director of External Affairs stated on 2/4/16 that a customer care specialist would reach out to Mr. Barro.

Individual Video Provider Customer Intakes

Complaint Number 2016-008

Date 2/15/2016

Name Richard Dunham

Street Address 5654 Babbitt St.

City / Zip Haslett 48840-

Work Phone **Ext**

Cell Phone 5173316010

Home Phone

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**
Bad Reception **Cable Out** **Cannot Phone** **Other**
Bad Treatment **Bad Information** **No Response to Request**

Problem Description Richard visited the office today to complain about having two local WILX stations and not having a news station out of Detroit. He stated he thought it was ridiculous to have two WILX stations when he should get one from here and one from Detroit. He would like to know why the Detroit news station he used to receive a couple of years ago was taken away and he would like to continue receiving it. He state he pays a lot of money for Comcast and he thinks Comcast should provide news outside of the Lansing area.

I explained to him that I thought the reason we have the two WILX stations is because one is in SD and one is in HD. I explained that I thought Comcast had to provide both because not all customers have HD and many still have SD. I explained if Comcast did not provide both, then some of the customers would go without a local news station. I also explained that I thought Comcast had to provide news channels by region and that I did not think they could provide news from Detroit in the Lansing area. I also explained that HOMTV provided the best news and information for Haslett residents like himself.

He would like a representative to contact him and explain why Comcast does not provide Detroit news to his home anymore.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Deborah Guthrie, Communications Directo **Given**

Staff Response I told him I would send his request to our Comcast regional representative and that either myself or Comcast representative would contact him with the answers he was looking for.

Resolution Comcast Regional Representative stated that a customer care specialist will reach out to Mr. Dunham. 2/16/16

Individual Video Provider Customer Intakes

Complaint Number 2016-009

Date 3/16/2016

Name Margaret Scribner

Street Address 3941 Jonquil Lane

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 927-4477

Email

Best Time to Call

Best Time to Service

Service Provider Comcast

Reason for Calling Complaint

Unburied Cable **Waiting for Service** **Missed Service Call** **Cable Box**

Bad Reception **Cable Out** **Cannot Phone** **Other**

Bad Treatment **Bad Information** **No Response to Request**

Problem Description Margaret Scribner notified the Communications Department explaining that she is not receiving her Public Access channels with her Comcast service. She admits that she should have called sooner, but she has been without the channels for approximately 3 weeks now. She is asking for a follow up call from Comcast and to receive those channels back as they are part of her programming.

Problem Before? No **Ongoing** **MPSC Information**

Assigned Staff Andrea Smiley **Given**

Staff Response It was explained to Ms. Scribner that her information would be forwarded to a Comcast representative and a technician would be in touch with her.

Resolution

Email Correspondence Concerning PEG Channels

Original Email:

I wondered if anyone has been receiving complaints from Comcast customers about PEG channels being in black. In Meridian Township, we have received several complaints this year about customers not being able to see any of the PEG channels. A gentleman called me last night and stated his entire neighborhood was not receiving the channels. He said he thought we did not pay our bill.

Please let me know. I would appreciate it. Thanks, Deborah

Response:

No serious outages in Rochester Hills. We had a localized outage for a half day back in October, I believe but nothing other than that. Poor image quality issues have always been a problem, but not outages.

Jason Dale
Media Communications Coordinator
City of Rochester Hills
248-841-2543

Response:

Nothing like that in Bloomfield
Greg

Response:

We have not received any such complaints about Comcast & our PEG channels. I will let you know immediately if we do.

Cathy White
Executive Director of BACB
P.O.Box 165
Birmingham, MI 48012
248-336-9445

Response:

We good here in GR. Do you monitor the backhaul from Comcast & AT&T?

Tom

Response:

Nothing here, all three channels have been up and running no complaints. Are residents getting static or black screens? Static would worry me. Black might mean Comcast is changing out gear. Hope it turns out well.

Ian Locke
Executive Director
Orion Neighborhood Television
1349 Joslyn Rd.
Orion, MI 48360

CHARTER TOWNSHIP OF MERIDIAN
CABLE COMMUNICATIONS COMMISSION

**VIDEO
SERVICE
PROVIDER(S)**



February 22, 2016

Ms. Deborah Guthrie, Cable Coordinator
Meridian Township
5151 Marsh Road
Okemos, MI 48864

Dear Ms. Guthrie:

As part of Comcast's commitment to keep you informed about important developments that affect our customers in your community, I am writing to notify you a change to the channel lineup. Customers are being notified of this change via bill message.

Al Jazeera America (channel 107) has announced it will cease operations and its programming on April 12, 2016.

As always, feel free to contact me directly at 517-334-5686 with any questions you may have

Sincerely,

A handwritten signature in cursive script that reads "John P. Gardner".

John P. Gardner
Director, External Affairs
Comcast, Heartland Region
1401 E. Miller Rd.
Lansing, MI 48911



December 18, 2015

Ms. Deborah Guthrie, Cable Coordinator
Meridian Township
5151 Marsh Road
Okemos, MI 48864

Dear Ms. Guthrie:

As part of Comcast's commitment to keep you informed about important developments that affect our customers in your community, I am writing to notify you of some changes to the channel lineup. Customers are being notified of these changes via bill message.

National Geographic Channel (channel 109) and National Geographic Channel HD (channels 199 and 1261) are now available on the TV 450 Latino and the TV 300 Latino channel lineups. Fox Sports 1 (channel 731) and Fox Sports 1 HD (channels 223 and 1620) are now available on the TV 300 Latino channel lineup.

Also, effective January 7, 2016, GAC (channel 147) will be available on the Digital Starter channel lineup.

As always, feel free to contact me directly at 517-334-5686 with any questions you may have.

Sincerely,

John P. Gardner
Director, External Affairs
Comcast, Heartland Region
1401 E. Miller Rd.
Lansing, MI 48911

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**COMMUNICATIONS
DIRECTOR
REPORT**

At the December 2, 2015 Cable Communications Commission Meeting, the Commission amended the Cable Communications Commission Rules and Procedures to include added item #12. Evaluate research and advise the Township Board in the implementation, and expansion of, Broadband and Internet connectivity in Meridian Township. The Cable Commission also approved recommendation to the Township Board for the reappointment of Commissioner Andrew Lathrop. His term expires 12-21-2015. Commissioners serve 3 year terms. The Cable Commission approved conducting meetings every other month rather than monthly beginning in February. Meetings are held at 6pm the first Wednesdays in the Administrative Conference Room.

Staff is in the process of posting the official township meeting calendars to the township website and will have them posted by years' end. Staff is in the process of posting township events to the township website and social media. Staff is promoting township wide events through social media, press releases, and promotional video campaigns.

The Meridian Monitor should be delivered to Meridian Township households by December 11th 2015. The theme of the winter monitor is Enjoy the Beauty of Winter in Meridian. Features of the monitor include the most popular trails for cross country skiing, winter wonder events, fire station open house and welcoming businesses to Meridian in 2015 and businesses to come in 2016.

The Meridian Cares promotional campaign has been well underway is going full force with marketing and promotions. Staff has collected over 25 baskets for the raffle drawing and working with partners on financial donations. Are goal is to not only raise \$10,000 for the emergency needs fund but to also raise awareness about the program and encourage community engagement.

M3 Group is working with the township attorney on finalizing the branding contract. Initial contacts have been made for creating the branding committee. The committee make up includes the business sector, schools, families, seniors and youth, and diversity. Once the contract is signed, the committee members will meet and begin phase one of the branding campaign. We expect the contract to be signed before years' end. The website contract has been signed and work begins on the new site 2016.

Staff held the annual Intern Appreciation Night and Golden Tape Awards at the University Club in East Lansing on Monday, December 7th. The event was well attended by staff, township officials, alumni and interns. Senator Curtis Hertel and Comcast Representative John Gardner attended as well to show their support of the HOMTV Internship program. Guest speaker Sheri Jones presented the overall excellence award and motivational words of wisdom. The interns created over 1,000 stories in 2015 and committed over 10,000 hours to the township.

**Communications Department/HOMTV
Quarterly Report
October - December, 2015**

Director's Statement:

M3 Group is working with the Township Attorney on finalizing the branding contract. Initial contacts have been made for creating the branding committee. The committee will have a diverse makeup of individuals that include the business sector, schools, families, seniors and youth. Once the contract is signed, the committee members will meet and begin phase one of the branding campaign.

Staff has finalized the terms and scope of the website contract with Vision Internet. The contract was signed in December. The first phase in the process is to work with the contractor on how to organize the website content, which will include the vision for the new site. The vision stage will help uncover what is working and what is not working with the existing site, as well as provide a better understanding of what the community expects to see on the website. Surveys will be conducted as part of this process. Work begins in January 2016. The contract is located in the Township Projects section of the website.

The Meridian Cares promotional campaign collected over \$3,000 in basket donations from area businesses, over \$3,000 in financial donations and over \$5,000 in fundraiser and raffle ticket sales for a grand total of over \$10,000. A check was presented to the Community Resources Commission for the Emergency Needs Fund. The Meridian Cares fan page reached over 800 people within a months' time. Local media covered the fundraising efforts and presentation of the check on December 16, 2015.

Staff hosted the annual Intern Appreciation Night and Golden Tape Awards at the University Club in East Lansing on Monday, December 7. The event was well attended by staff, Township officials, alumni and interns. Senator Curtis Hertel and Comcast Representative, John Gardner also attended to show their support of the HOMTV Internship Program. Guest speaker, Sheri Jones presented the Overall Excellence Award and provided motivational words of wisdom. In 2015, nonpaid interns created over 1,000 stories and committed over 10,000 service hours to bring stories and information to Township residents. Over half of the interns in 2015 were hired into the television, news and marketing industries. We sent a huge thank you to everyone for their support of the HOMTV Internship Program. 2016 will be the 35th year of the program.

HOMTV unfortunately lost one of its own on December 3rd when Jo Anne Paul Stanton ended a short battle with cancer. Senior Producer Darkus Beasley created a tribute video which was shared during the appreciation event and is included in the Golden Tape Awards Special Feature airing on HOMTV. Jo Anne hosted several programs at HOMTV, including election interviews and debates from 2007 – 2015. She will be missed. Staff will be looking for a new election interviewer in the beginning of 2016.

Township Events, Marketing, Sponsorships and Print Material Updates:

- The department created and distributed the Winter Meridian Monitor to homes after Thanksgiving, and Freelancer, Lynn Meikle is working with Parks & Recreation on the Activity Guide to be distributed in early January 2016.
- The Communications Department submitted a Communication Needs Assessment proposal to MSU Master of Science in Marketing Research for possible selection as a student project. We are hoping for confirmation by the end of January 2016.
- The Communications Department promoted ribbon cutting and grand opening ceremonies for approximately 10 new businesses and assisted with the promoting and/or planning of the Harris Nature Center Halloween Adventure, Meridian Township's Halloween Spooktacular Adventures and the Meridian Cares Fundraising Campaign. The Communications Department also planned, promoted and hosted a HOMTV Studio Funhouse Tour, as part of the Meridian Halloween Spooktacular event.

**Communications Department/HOMTV
Quarterly Report
October- December, 2015**

- **24 new albums** were uploaded, with a total of **781 photos** added to the Meridian Township Flickr account for ribbon cuttings, grand openings, ceremonies, promotions and events.
- During the months of October – December, the Communications Department created and distributed two eNewsletters weekly; 'HOMTV Top Stories' and 'Township Weekly Updates', Meridian Cares Fundraising Campaign kits, Meridian Cares promotional materials, Stormwater Management promotional materials, Meridian Spooktacular Adventures and HNC Halloween Adventures promotional materials, HOMTV Intern Appreciation & Golden Tape Awards invite, certificate and thank you, a HOMTV Holiday Card and Township holiday closing announcement printed materials.
- The Communications Department purchased framed sign holders for the Township entrances, as well as bathroom stall doors in order to promote and increase awareness of Township events. The sign holders became the department's responsibility to oversee.

Website Updates:

Staff continued to make updates to the Meridian Township "Stormwater Management" section of the Township website under "Township Projects" to meet the requirements of the stormwater permit compliance. Promoting efforts continued for the #PollutionIsntPretty social media campaign, including PSA videos that were promoted on Meridian Township's fan page. Flyers were printed and placed around the Township building to raise awareness and continue to educate the public.

The social media campaign wrapped up the week of November 16, 2015 and was a big success. It reached over 1/3 of the Township's followers on Facebook and three of the PSA videos had a total reach of over 1,000 on Facebook. The PSA videos were added to the Stormwater Management section of the Township website.

At the Public Education Plan meeting, Erin Campbell, Greater Lansing Regional Committee for Stormwater Management (GLRC) Coordinator and other members of the GLRC were very impressed with the social media campaign. One man, who was believed to be from Lansing, said that "as long as we do half as much as Meridian Township has done; we will be on the right track." Under the Stormwater Management Section of the township website and on the Meridian Township Stormwater Permits page is Meridian Township's own Public Education Plan.

In December, the new Township Employee Personnel Policy Manual, Employee Health Information and the Citizens Survey were posted to the Township website. All meetings, events and recreational opportunities for 2016 were also added to the Township website.

On December 28th, staff provided residents with emergency communications regarding the Winter Storm that hit the Lansing area. The Township website and social media served as primary outlets for communicating safety tips (winter driving, power outage and heating homes safely) and reporting information (Township offices closing) due to weather conditions.

Equipment Updates:

- Blackmagic Videohub 16x16 router (stopped connecting via Ethernet) was replaced with an AJA KUMO 16x16 video router in our control room.
- New wiring, speakers, phantom power supplies, microphones, and Lectrosonics equipment was installed and implemented in the Town Hall room. There are still a few audio feeds that need to be activated.
- One softbox light was replaced (old was broken).

**Communications Department/HOMTV
Quarterly Report
October- December, 2015**

- Two wireless lavaliers were purchased to replace old frayed lavs.
- A new podium for the Town Hall was purchased and is now in use.
- Three new Panasonic P2 cameras were purchased; all of them replaced old/broken/partially working cameras.
- Two tripods were purchased to replace old broken ones.
- Adorama agreed to buy back over 500 pounds of equipment that was outdated, no longer compatible or broken. The estimated amount to be mailed to Meridian Township is \$1600.
- A TVU live remote backpack was acquired. We had a tester earlier in the year.
- A roll of chroma flooring was purchased and delivered for chroma-keyed programs (“green-screen” shows and segments)
- The UltraNEXUS HD was ordered in 2015, and arrived last week. We will be installing that soon.
- A new Limitimer (timer for Board and Commission meetings) was purchased as a replacement.
- Wind screens for microphones were ordered, as well.

Staff Development/Other:

October

- Spartan Women Showcase – Women in Production
- Michigan Broadband Summit
- Postapalooza Editing Workshop at Specs Howard
- Sprout Social “Social Recruiting 101” Webinar

November

- Libris Webinar Demo
- Webinars for Social Media Analytics, Project Management in the Work Place and new Social Media Platform tools
- Business and Bagels – Ignite Your Life – Self Improvement, Leadership and the Wellness Paradigm
- Adobe Creative Suite Training Conference

Social Media Performance Summary:

Meridian Township				Total Reach/Views	# of Posts
	Fans/Followers				
	Oct start	Dec end			
Facebook	1,986	2,122	(Total Reach)	80,218	195
Twitter	1,425	1,535	(Impressions)	33,800	133
Pinterest	185	195	(Impressions)	17,025	N/A
LinkedIn	196	208	(Impressions)	3,684	35
Youtube	28	28	(Total Views)	733	16
Flickr	24 New Albums and 781 photos added				
Oct Manager's Blog:					0
Nov Manager's Blog:					0
Dec Manager's Blog:					0

**Communications Department/HOMTV
Quarterly Report
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	Fans/Followers		Total Reach/Views	# of Posts
	Oct start	Dec end		
	HOMTV			
Facebook	1,039	1063	28,107	463
Twitter	1,194	1,230	(Impressions) 54,800	312
LinkedIn	798	894	(Impressions) 11,309	80
Instagram	125	133	N/A	N/A
Youtube	26	28	1,072	1
HOMTV Intern Blogs			828	26
HOMTV Live Stream Views			1,166	
HOMTV On Demand Views			2,015	

	Fans/Followers		Total Reach/Views	# of Posts
	Oct start	Dec end		
	Meridian Township Fire Dept.			
Facebook	686	730	17,741	63
Twitter	355	384	(Impressions) 7,200	50

	Fans/Followers		Total Reach/Views	# of Posts
	Oct start	Dec end		
	Meridian Township Parks			
Facebook	938	968	19,398	211
Twitter	526	565	(Impressions) 9,700	215

	Fans/Followers		Total Reach/Views	# of Posts
	Oct start	Dec end		
	Downtown Okemos			
Facebook	510	522	883	3

	Fans/Followers		Total Reach/Views	# of Posts
	Oct start	Dec end		
	Meridian Senior Center			
Facebook	487	491	3,179	225

**Communications Department/HOMTV
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Green Meridian				Total	# of Posts
	Fans/Followers		Reach/Views		
	Oct start	Dec end			
Facebook	272	280	2,475		57
Twitter	263	313	(Impressions) 3,200		53

CAMTV				Total	# of Posts
	Fans/Followers		Reach/Views		
	Oct start	Dec end			
Facebook	216	218	100		6
Twitter	219	223	(Impressions) 711		5

Social Media Top Posts:

Meridian Township – Expected to open on November 12th, construction on Meridian Township’s newest grocery store, Aldi is nearly complete. If you haven’t had a chance to look for yourself, attached are a few photos taken this past Monday. **5,311 People Reached, 188 Likes, Comments & Shares and 550 Post Clicks**

Meridian Township Parks & Recreation – “Reminders from your child: I’m just a KID, It’s just a GAME, My coach is a VOLUNTEER, The officials are HUMAN, NO college scholarships will be Handed Out Today.” This should be on every sports field, right? **1,626 People Reached, 100 Likes, Comments & Shares and 74 Post Clicks**

Meridian Senior Center – “The Keeper of Love. Bonnie Jordan has been attending the Meridian Senior Center for the past 4 years with her domestic partner of 20 years, Stan. She was a kindergarten and first grade teacher for 33 years and later, became a substitute teacher. Bonnie retired from her substitute teaching career after 7 years to attend to her love, Stan. A few years ago, Stan was diagnosed with Dementia, which has worsened over time....” **521 People Reached, 30 Likes, Comments & Shares and 93 Post Clicks**

HOMTV - Chick-Fil-A is looking to open up shop here in Meridian Township. Find out the details here. **959 People Reached, 303 Likes, Comments & Shares and 100 Post Clicks**

Green Meridian- Tomorrow is the BIG Day and boy are we excited! From egg cartons to bicycles, volunteers at Meridian Township’s Fall Recycling Event will be accepting items this Saturday between 9:00 am to 2:00 pm at Chippewa Middle School. For more details on items that will be accepted, please visit: <http://bit.ly/Recycle2015> **406 People Reached, 11 Likes, Comments & Shares, 27 Post Clicks**

Meridian Fire Department – While visiting our Halloween Open House this past Saturday, kids had the opportunity to sign up to win a toy fire truck and yesterday, we took our fire truck out to the five lucky winners homes to deliver their prizes! Check out the excitement as they see that big Meridian Township Fire Truck pull up in front of their house! **1,951 People Reached, 55 Likes, Comments & Shares and 103 Post Clicks**

Communications Department/HOMTV
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CAMTV Capital Area Media – “Syria Burning.” Charles Glass Discusses Roots & Future of Deadly Conflict. Tune in to Democracy Now! On CAMTV 24 People Reached, 0 likes, Comments & Shares and 0 Post Clicks

Press Releases:

The Communications Department created and distributed **23 press releases**, over half of which were picked up by news outlets.

October

- Meridian Township’s Stormwater Management Social Media Campaign (10/12/15)
- Tricks to Make Your Halloween A Treat (10/12/15)
- Community-Wide Listening Session Scheduled (10/16/15)
- Community-Wide Listening Session Scheduled (10/19/15)
- Meridian Township Celebrates Halloween (10/19/15)
- Meridian Township Celebrates Halloween (10/26/15)
- Community-Wide Listening Session Scheduled (10/26/15)
- Meridian Township’s Fall Recycling Event Draws 700 Households (10/26/15)
- Tricks To Make Your Halloween A Treat (10/26/15)

November

- Meridian Cares Team Aims To Raise \$10,000 For Those in Need (11/02/15)
- 2016 Goals to be Presented to Township Board (11/02/15)
- Meridian Township To Host Red Cross Blood Drive (11/03/15)
- Meridian Township Offers Day Before Thanksgiving Farmers’ Market (11/03/15)
- Meridian Township Offers Day Before Thanksgiving Farmers’ Market (11/16/15)
- Meridian Cares Team Aims to Raise \$10,000 for Those in Need (11/16/15)
- Meridian Township To Host Red Cross Blood Drive (11/16/15)
- Christmas In The Village (11/30/15)
- Drive-Thru Santa (11/30/15)

December

- Christmas In The Village This Weekend (12/11/15)
- Meridian Township Winter Farmers’ Market Begins (12/14/15)
- Drive-Thru Santa is Coming to Town! (12/14/15)
- Media Advisory: Meridian Cares Check Presentation (12/15/15)
- Media Advisory: Meridian Cares Check Presentation (12/16/15)

HOMTV Stories:

320 stories/promotional spots were written and produced for HOMTV between October and December:

1. Planning Ahead for a Power Outage 12/28/2015
2. Must Haves for Emergency Car Kits 12/28/2015
3. Vacation Home Checks: A Service Provided By Meridian Police Department 12/21/2015
4. How to Prevent Illicit Discharge 12/21/2015
5. Asian Buffet Continues to Donate to the Community 12/21/2015
6. Come Experience the Magic of the Nokomis Learning Center 12/21/2015
7. Coffee Break is Back 12/21/2015

Communications Department/HOMTV
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8. Veteran's Day Events Make Up for the Lack of a Parade 12/21/2015
9. Learning Walk Week Helps Teachers Learn and Encourage 12/21/2015
10. Township Board Set to Discuss Development of New Student Apartments 12/21/2015
11. Haslett Boy's Swimming Open with Win 12/21/2015
12. The Okemos Educational Foundation Award Banquet Brings Excellence to the Kellogg Center 12/21/2015
13. Okemos Boys' Basketball Loses to Lansing Catholic Central 12/21/2015
14. Native Feather Arts in the Meridian Mall 12/21/2015
15. Firearms In The School System 12/21/2015
16. Property Values Are Officially Up 12/21/2015
17. Public Hearings Scheduled For New Chick- Fil-A 12/21/2015
18. Do 1 Thing For Emergency Preparedness 12/21/2015
19. Is 20 minutes Enough Time for Recess? 12/21/2015
20. Meridian Township Celebrates "Christmas in the Village" 12/21/2015
21. Importance of Nixle Alerts 12/21/2015
22. Emerging Sophomore Jordan Henry and the Chiefs Crush Eastern, 77-53 12/21/2015
23. Heat Your Home Safely this Winter 12/18/2015
24. The Spartan Dance team performs in the Largest Cultural Half Time Show in school history 12/18/2015
25. County Drain Board Consolidates Local Drainage Network 12/18/2015
26. Food Allergies Affect the School Lunchroom 12/17/2015
27. Black Friday Preparations 12/17/2015
28. Halloween Open House 12/17/2015
29. Tips for Bicyclists To Stay Safe During The Winter 12/17/2015
30. Okemos Water Polo Splashes to Strong Start, But Stalls in Second Half Against Rockford at States 12/17/2015
31. Okemos Basketball Looks to Senior Point Guard Chaz Richardson as New Leader 12/17/2015
32. Michigan State Pummels Penn State, 55- 16, En Route to Big Ten Championship Berth 12/17/2015
33. Area Football Teams Take Advantage of New Technology 12/17/2015
34. Haslett Basketball Brings Back Veteran Team 12/17/2015
35. Dog House Donations 12/17/2015
36. Okemos' Athlete Balances The Captain Role On Two Teams 12/17/2015
37. The Palmer Twins Dominate at Two Separate Schools 12/17/2015
38. 2015 Meridian Cares Fundraiser 12/17/2015
39. Meridian Cares Fundraiser Presented Check for \$10,011.70 To Help Those In Need 12/17/2015
40. Disposing of Autumn Leaves 12/17/2015
41. Firefighters Educate About Prevention in Lansing 12/17/2015
42. Meridian Township Pursues Landfill Gas Collection 12/17/2015
43. Haslett Robotics Teams 12/17/2015
44. Two-Tenant Development on Grand River Underway 12/17/2015
45. Office Space Set to be Rezoned to Accommodate Future Restaurants 12/17/2015
46. Haslett High School Students Plan for the Future 12/17/2015
47. Zoning Board of Appeals Says, Ask Before You Build 12/17/2015
48. Community Members Make a Senior's Christmas Bright 12/17/2015
49. Team Effort Gave Haslett's Girls the Win Over Okemos 12/17/2015
50. January is National Slavery and Human Trafficking Prevention Month 12/17/2015

Communications Department/HOMTV
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51. Michigan State Police Awarded Over \$7 Million in Federal Grants for Public Safety 12/17/2015
52. Proper Food Safety This Holiday Season! 12/17/2015
53. Proper Disposal of Pet & Yard Waste 12/17/2015
54. 'Meridian Pub' to Join 'Asian Buffet' in Meridian 12/17/2015
55. Family Winter Sports Weekend! 12/17/2015
56. Ingham County Steps Up E-Cigarette Usage Regulations 12/17/2015
57. American Legion Post 269 Sells Christmas Trees 12/17/2015
58. Non-Competitive Bowling for Senior Citizens 12/16/2015
59. Townships Could See Increase in Groundwater Discharge Fees 12/16/2015
60. 'Narcans' Use Increasing in Communities 12/16/2015
61. Meridian Township Will be Hosting an Event for the Kids! Meridian Ice Fishing Derby! 12/16/2015
62. Dan King Joins Meridian Township Police Force 12/16/2015
63. Annual Polar Bear 5K Run/Walk 12/16/2015
64. Free Testing for HIV on World AIDS Day 12/16/2015
65. Brewery In Town Wow's Customers With Crafty Brews 12/16/2015
66. No Decision for Pairolo's Special Use Permit Request 12/16/2015
67. MI Senate Strikes Down Straight Party Ticket In 23-13 Vote 12/16/2015
68. Gov. Rick Snyder Signs State Road Funding Proposal 12/16/2015
69. Citizens Demand Protection of Religious Liberty at State Capitol 12/16/2015
70. Home Invasion Suspect Arraigned 12/15/2015
71. Okemos Road Bridge Lane Closure to Continue into 2016 12/13/2015
72. Mankowski's Holiday Party Giving the 'Merry' in Merry Christmas 12/13/2015
73. New and Safe Crosswalk at Kinawa Drive is Almost Ready 12/11/2015
74. Tis the Season For This Year's Mankowski Holiday Party 12/11/2015
75. Haslett-Okemos Rotary Foundation Awards \$5,000 to New Central Fire Station 12/9/2015
76. HOMTV Pays Tribute to Beloved Host Jo Anne Paul in Loving Memory 12/8/2015
77. HOMTV Celebrates Intern Appreciation Night and Golden Tape Awards 12/8/2015
78. Demolition Begins on Meridian Township's Former Central Fire Station 12/8/2015
79. Time Change For Mobile Food Trucks 12/4/2015
80. Paul Revere's Tavern Site Is Turning Into O'Reilly Auto Parts Store in Meridian Township 12/3/2015
81. McCurdy Rezoning Approved 12/2/2015
82. MSU Soccer Captain and Okemos High Alum Wins Rhodes Scholarship to Study Abroad 12/1/2015
83. Paige Duren Beat Cancer And Continues To Excel 12/1/2015
84. Meridian Senior Center Spreads Holiday Cheer 12/1/2015
85. Demo: Self-Defense 12/1/2015
86. Shear Reflections Gives Back 12/1/2015
87. Nearly 300 Children in Michigan's Foster Care System Without Families 12/1/2015
88. Local Leaders Advocate Affirmative Consent Across Michigan 12/1/2015
89. Smith Drain Discussion at Township Board Meeting 12/1/2015
90. Toasty Tips To Stay Warm This Winter 12/1/2015
91. Paper Tax Roll Copies Become Electronic 12/1/2015
92. 91-year-old WWII Veteran Starts Volunteering on Doctor's Order 12/1/2015
93. Crossing The Street Just Got A Little Bit Easier... 12/1/2015
94. New Gym Ready to Get Community in Shape 12/1/2015

Communications Department/HOMTV
Quarterly Report
October- December, 2015

95. A New School Is Ready To Get A Jumpstart On Children's Education 12/1/2015
96. What To Do When The Power Goes Out 12/1/2015
97. Christmas in the Village 12/1/2015
98. The Construction of the Kroger Gas Station in Meridian Township Has Begun 12/1/2015
99. McCurdy Family Keeps Their Goats 12/1/2015
100. Meridian Township Halloween Safety Tips 12/1/2015
101. What is Household Hazardous Waste? 12/1/2015
102. Meridian Township will be Hosting the Drive-Thru Santa Event at the Meridian Township Service Center! 12/1/2015
103. Whole Foods Construction Continues 12/1/2015
104. Meridian Spooktacular Adventures! 12/1/2015
105. Be Cautious of What You Use on Your Lawn 12/1/2015
106. Please Clean Up After Your Furry Friends! 12/1/2015
107. Local Business Hosts Fundraiser for Fallen Officers 12/1/2015
108. What's Your Plan? 12/1/2015
109. Township Swears in New Police Officer 12/1/2015
110. Michigan Retains Emergency Management Accreditation 12/1/2015
111. Businesses Start to Join the "Meridian Cares" Movement; Caring for Meridian's Most Vulnerable 11/30/2015
112. Experts Offer Safety Tips for Online Holiday Shoppers 11/29/2015
113. Don't Look Past Small Business Saturday 11/28/2015
114. Holiday Cooking Safety Means Paying Close Attention 11/26/2015
115. The Children's Ballet Theatre Presents The Nutcracker and Celebrates 35th Anniversary 11/25/2015
116. Michigan Adoption Day Brought Thanks to Lansing 11/25/2015
117. Safe Holiday Shopping Tips 11/25/2015
118. Safety Tips For The Holiday Snowy Travel 11/25/2015
119. Teachers Receive Award of a Lifetime 11/24/2015
120. Chick-Fil-A Files Permit With Meridian Township 11/24/2015
121. Consumers Energy Keeps the Heat on For Struggling Customers 11/23/2015
122. Great American Smokeout Brings Resources to Downtown Lansing 11/23/2015
123. 2016 Goal Setting Meeting to Continue on December 8th 11/19/2015
124. Behind Every Bra Is A Story... 11/19/2015
125. And the Man of the Hour is...former President Bill Clinton 11/19/2015
126. Meridian Township Board Supported the Construction of Sanitary Sewer along Kansas Road and Discussed the Financial Aspects of this Project 11/18/2015
127. A Surprise Delivery Five Kids Couldn't Believe 11/18/2015
128. Cultural Diversity: One Group's Inclusion Aims to Understand Differences 11/17/2015
129. Sidewalk Gap Repair 11/15/2015
130. Stockwell Rezoning Request 11/15/2015
131. Meet the Haslett Water Polo Team 11/15/2015
132. Haslett Volleyball's Young Hero 11/15/2015
133. Haslett Boys Tennis Finishes 6th in State 11/15/2015
134. Township Board Discusses Railroad Quiet Zone 11/15/2015
135. Meridian Township by Jane M. Rose 11/15/2015
136. Marsh Road Bridge Construction 11/15/2015
137. East Lansing's Mary Phillips Comes Out on Top in Okemos Diving Invitational 11/15/2015

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Quarterly Report
October- December, 2015

138. Michigan State's Tom Izzo Calls '15-'16 Squad More Talented Than Last Year's 11/15/2015
139. Okemos Chiefs and Eastside Stars Begin Practices for 2015-2016 Season 11/15/2015
140. Late Game Heroics Spark Catholic Victory 11/15/2015
141. Art for Charlie Foundation Holds Annual Art Auction 11/15/2015
142. Okemos and Mason Present Checks from Compete for a Cause Soccer Game 11/15/2015
143. Annual Taste of Okemos Event 11/15/2015
144. Okemos and Haslett Diving 11/15/2015
145. Okemos Volleyball Loses in District Championship 11/15/2015
146. National Signing Day At Okemos High 11/15/2015
147. Haslett XC Places Top 10 at Regional 11/15/2015
148. Haslett Beautification Association Celebrates 10th Anniversary with New Welcome Sign 11/15/2015
149. Greater Lansing Food Bank Donations Down Nearly 30 Percent 11/15/2015
150. Rising Health Care Costs Continue to Hurt Michigan Families, Overall Economy 11/15/2015
151. Okemos Theatre Premieres Little Women; First Female-Dominated Cast in Several Shows 11/15/2015
152. Greater Lansing Taxi Authority Incorporates New Members 11/15/2015
153. High School Musicals--More than just the singing and dancing 11/15/2015
154. What is Low Impact Development and Green Infrastructure? 11/15/2015
155. Do You Know How Recycling Helps Our Environment? 11/15/2015
156. Water Wonderland Chorus Welcomed their New Members at the Event Called "A Cappella Boot Camp" 11/15/2015
157. Red Cross Will Be Hosting Blood Drive in Meridian Township 11/15/2015
158. Meridian Township Board Supported the Abandonment of Forsberg Drive Located at Ponderosa Estate 11/15/2015
159. Washing Vehicles with Responsibility 11/15/2015
160. Meridian Township Seeks Support for Solar Garden 11/15/2015
161. Zoning Board Covers Pergola Construction 11/15/2015
162. Capital Area Multi-Modal Gateway now offering CATA services 11/15/2015
163. Lansing Catholic Central Advances Past Ovid-Elsie, 42-13 11/13/2015
164. Okemos Cross Country Regionals 11/13/2015
165. 3 things about Spartan Basketball 11/13/2015
166. Lansing Catholic Avenges Lone Regular Season Loss, Wins Districts 11/13/2015
167. Smith Drain Project Hopes to Stop Flooding and Sinkholes 11/13/2015
168. Uncle John's Cider Mill Resumes Apple Cider Sales after Contamination 11/13/2015
169. Residents Unite to Celebrate the Life of Community Staple 11/13/2015
170. New Central Fire Station Construction Continues with Concrete Entrances Poured 11/13/2015
171. Corridor Improvement Authority Focuses Development on Grand River Avenue 11/13/2015
172. Haslett's Volleyball Season Ends at District Finals 11/13/2015
173. Okemos Finishes Third at 2015 CAAC Girls Blue Division Swim Championships 11/13/2015
174. Greater Detroit Comes to Life in Okemos 11/13/2015
175. Ingham County Parks Continues Public Meetings for County Regional Trails and Parks Plan 11/13/2015

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176. Know The Difference Between Sanitary Sewers and Storm Sewers 11/13/2015
177. Farmers' Market To Hold Annual "Day Before Thanksgiving' Market" 11/13/2015
178. What Are Riparian Zones? The importance of riverside vegetation. 11/13/2015
179. Hands Only CPR 11/13/2015
180. The Importance of an Emergency Car Kit 11/13/2015
181. Local Author Holds Book Signing 11/13/2015
182. Wonch Park to Receive New Pavilion 11/13/2015
183. Dirty Dancing at the Wharton Center 11/13/2015
184. An Update on Chronic Wasting Disease in Meridian Township 11/13/2015
185. Bike and Pedestrian Safety: What Every Person Should Know 11/13/2015
186. Tri-County Office on Aging 30th Annual Meals on Wheels Fundraiser 11/13/2015
187. Chvala's Wetland Use Permit Granted 11/13/2015
188. Aldi Cuts the Ribbon for Meridian Township Location and Also Attempts to Cut Prices 11/12/2015
189. Central Park Is One Step Closer To A New Identity 11/12/2015
190. Veterans Day is Honored in a Number of Ways 11/11/2015
191. Community Gathers Together to Celebrate Life of 10 Year Old Will Goodale 11/10/2015
192. Lane Closure on Okemos Road Bridge 11/9/2015
193. Art Studio Unveils Murals That Have A Meaning 11/9/2015
194. Get Tips On How To Heat Your Home Safely This Winter 11/6/2015
195. Meridian Township Supports Local Families with Holiday Food Baskets 11/6/2015
196. New Residence Inn Celebrates Opening with Ribbon Cutting Event 11/5/2015
197. Haslett Volleyball Sweeps Waverly Three Games to None 11/5/2015
198. Okemos Volleyball Takes Conference Title 11/5/2015
199. Haslett Eliminated from Playoffs, Falls to Dewitt for the 15th Time in a Row 11/5/2015
200. Spartan Dance and Fit Center to Relocate to Carriage Hills Complex 11/5/2015
201. Meridian Township Attracts New Businesses 11/5/2015
202. Construction Contract for the Smith Drain Project is Expected to Cost \$1 Million 11/5/2015
203. Daniels Drain Improvement Project Moves Forward 11/5/2015
204. Asbestos Removal Has Little Risk, If Done Correctly 11/5/2015
205. Adopt A Pet 11/4/2015
206. Residents Speak Up About Redi-Ride Service 11/2/2015
207. Halloween GIF 10/30/2015
208. Meridian Township Resident Denied Farming Use 10/29/2015
209. Okemos Students Receive New Learning Devices 10/27/2015
210. Maintain the Septic System and Protect Your Home 10/27/2015
211. Haslett High School Black Student Union Held a Fundraising Event with Township Board Trustee Milton L. Scales 10/27/2015
212. Haslett Advances to Finals in Soccer Districts 10/27/2015
213. Okemos Water Polo Advances in Tournament 10/27/2015
214. Township Board Discusses Daniels Drain 10/27/2015
215. Sing Your Heart Out For A New Musical 10/27/2015
216. Unique Business Re-Opens In A Brand New Location 10/27/2015
217. Lansing City Hall Beams Purple for Domestic Violence Awareness Vigil 10/27/2015
218. Spooky Fun at Harris Nature Center's Annual Halloween Adventures 10/27/2015
219. Leaving Pet Waste Means More Pollution in Water 10/27/2015
220. Little Women Teaches Big Ideas 10/27/2015

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221. Code Enforcements Being Made Around Township 10/27/2015
222. Lansing Heart Walk Warms Hearts 10/27/2015
223. State Rep. Sam Singh Seeks Amendments For Third-Grade Reading Bill 10/27/2015
224. Okemos Marathon Takes Extra Precautions When It Comes to Customer Protection 10/27/2015
225. Okemo Girl's Golf Places 4th in Finals 10/27/2015
226. Haslett Boys' Soccer Trump Lansing Eastern in Districts 10/27/2015
227. The Runway Held its One Year Anniversary Celebration at Lansing 10/27/2015
228. Proven Ways to Reduce Falls Among Older Adults 10/27/2015
229. Delays Push Back Opening Of New Fire Station 10/27/2015
230. Red Cedar Flats Request Approved 10/27/2015
231. A National Campaign That Continues to Raise Awareness About Food Allergies 10/27/2015
232. Credit Cards Now Adapting EMV Chip Technology 10/27/2015
233. Okemos Downs Haslett 9-6 in Boys' Water Polo 10/27/2015
234. Haslett Takes Care of Williamston 28-7, Needs One More Win to Qualify for Playoffs 10/27/2015
235. Okemos Falls Just Short in Loss to Holt 10/27/2015
236. MSU Midnight Madness 10/27/2015
237. Spartans Get 8th Win Over Indiana 10/27/2015
238. Michigan State Volleyball Splits Against Big Ten Powerhouses, Ohio State And Penn State 10/27/2015
239. Trojans Tear Apart Okemos, 46-0, In Season Finale 10/27/2015
240. Okemos Soccer Draws, 1-1, With Nation's No. 14 Detroit Catholic Central 10/27/2015
241. U of M and MSU Fans Trash Talk on Game Day 10/27/2015
242. Haslett and Running Back Mykal Stinson Plow Passed Waverly, 30-28 10/27/2015
243. Haslett Hosts Country Meet, Top Runners Flash Record Runs 10/27/2015
244. E-Cigarette Regulation Proposed 10/23/2015
245. Township Board Discusses Mobile Food Units In Meridian Township 10/21/2015
246. Meridian Township Fire Department Wins the Great Divide 10/20/2015
247. Ingham County Millage Trail Blazes Through Meridian Township 10/20/2015
248. Meridian Township Fire Department Reminds Residents of Burning Safety While Okemos H.S. Celebrates Homecoming with a Bonfire 10/20/2015
249. Daniels Drain Repairs Could Cost Millions 10/20/2015
250. Okemos Water Polo Ranked 3rd in State 10/20/2015
251. Making Strides Against Breast Cancer 10/20/2015
252. Okemos Volleyball Faces Lansing Sexton 10/20/2015
253. Haslett Volleyball Takes on Owosso at Home 10/20/2015
254. 15 Credit Card Skimmer Devices Found in Michigan 10/20/2015
255. Township to Establish Redi-Ride Community Group 10/20/2015
256. All Target Stores Now Accepting EMV Chip Cards 10/20/2015
257. Deer Harvest to Continue, Despite Obstacles 10/20/2015
258. Ellison Brewery Now Open 10/20/2015
259. Bill Introduced This Past Summer Would Prohibit Smoking in Vehicles with Minors 10/20/2015
260. Safety Tips for Halloween 10/20/2015
261. Dogs off Leashes Cause Issues in Meridian Township Parks 10/20/2015
262. Redevelopment in the Making for Northwind Drive 10/20/2015
263. Okemos Chieftains Upset Haslett Vikings 10/20/2015

Communications Department/HOMTV
Quarterly Report
October- December, 2015

264. Construction Value Numbers are in for 3rd Quarter in Meridian Township 10/20/2015
265. Lady Trojans Go Out With a Win on Senior Night 10/20/2015
266. Okemos Chiefs Are Too Much for East Lansing Trojans 10/20/2015
267. McCurdy Goats Rezoning Before Planning Commission 10/20/2015
268. Action of Greater Lansing Discusses Community Issues 10/20/2015
269. St. Luke Lutheran Church Hosts Coat Drive 10/20/2015
270. The Opportunity a Meridian Township Firefighter Could Not Turn Down 10/20/2015
271. What Is It That Makes You "Fall" In Love With Meridian Township? 10/20/2015
272. Environmental Commission Approves Wetland Use Permit 10/20/2015
273. Variance Request Approved for Meridian Township Residents at Zoning Board of Appeals Meeting 10/20/2015
274. Therapy Dogs In Haslett Give Listening Ear to Children 10/20/2015
275. Meridian to Receive eCities Award for 7th Year In A Row 10/20/2015
276. Zoning Board of Appeals Approves Lake Lansing Sailing Club Variance 10/20/2015
277. Okemos' Jack Wallace With 200th Win 10/20/2015
278. STOPPED Decreases Teen Crashes 10/19/2015
279. Community Rallying Together to Raise Money for 10 Year Old Boy 10/16/2015
280. Chinese Educators In-Training Visit Haslett High School 10/16/2015
281. DIY: 10 Things You Can Do To Protect Our Watersheds 10/14/2015
282. Planning Commission Goes Back & Forth Regarding Possible Optometry Clinic 10/13/2015
283. Log Jams Block Passage Along The Red Cedar River 10/12/2015
284. Mini Maker Madness Introduced Science and Creativity to the Kids at the Meridian Mall 10/11/2015
285. Haslett-Okemos Rotary Club Unveils Gathering Circle at the Harris Nature Center 10/8/2015
286. The Soon-to-be Transformation of the Former Central Fire Station 10/8/2015
287. Community Focus Keeps Local Orchard In Business 10/7/2015
288. Meridian Township Closes on Sale of Former Central Fire Station and The Marc Property 10/7/2015
289. HOMTV Celebrates Halloween With a Studio Funhouse 10/7/2015
290. Culver's Fundraiser For 10 Year Old Will Goodale 10/7/2015
291. Deer Car Related Crashes Increase During the Months of October and November 10/7/2015
292. Haslett Falls to Dewitt 27-10 on Homecoming Night 10/7/2015
293. Douglas J Begins Process to Prepare for 2016 Construction of Project in Downtown Okemos 10/5/2015
294. Okemos Girl's Golf Strive For a Spot At State 10/5/2015
295. Okemos Inducts Inaugural Hall of Fame Class 10/5/2015
296. Family Fun Homecoming for Okemos Ends with Another Loss, 37-10, to Jackson 10/5/2015
297. Okemos Weight Room and Additions 10/5/2015
298. Michigan State Survives Against Purdue 10/5/2015
299. Revenue Sharing Up \$78K 10/5/2015
300. Haslett Boys Tennis Tie East Lansing 10/5/2015
301. Local High School Fights Against Cyber- Bullying 10/5/2015
302. Campus Village Communities Withdraws Application for "The Square" 10/5/2015
303. Haslett Boys Soccer Beats Dewitt in Overtime Thriller 10/5/2015
304. Haslett Public Schools Keeps Parents in the Loop Regarding School Safety 10/5/2015

**Communications Department/HOMTV
Quarterly Report
October- December, 2015**

305. Haslett High School Makes Improvements To Performing Arts Center 10/5/2015
306. The McCurdy Family's Goat to Have Their Goats 10/5/2015
307. October is Crime Prevention Month 10/5/2015
308. The Second Week of October is Fire Prevention Week! 10/5/2015
309. Greater Lansing Food Bank's 25th Annual Empty Bowls Event 10/5/2015
310. Meridian Township Rezoning Request Still Unfinished Business 10/5/2015
311. Planning Commission Denies Medical Marihuana Use in Township 10/5/2015
312. Morgan Nolan A Lone Quest to States 10/5/2015
313. New Evidence in Mitin Trial 10/5/2015
314. An Inside Look at the Okemos Volleyball Program 10/4/2015
315. Meridian Held Annual Fall Recycling Event 10/3/2015
316. O!Bella Aesthetic Center Celebrated Grand Opening in Meridian Township 10/2/2015
317. The Township Takes Steps To Become A More Walkable Community 10/2/2015
318. Lake Lansing Road Construction Completed 10/2/2015
319. Lansing Prepares for 2015 Heart Walk 10/2/2015
320. Special Meeting Held for Daniels Drain 10/1/2015

Programming on HOMTV:

October

- **Eight Official Township Meetings Televised live** – Township Board, Planning Commission, ZBA and Park Commission.
- **57 New Programs Produced** – All Access, Beyond the Badge, Coffee Break, Meridian News Now and Meridian News Now Update; HOMTV Promos, Topical Promos, a Senior Living Promo and three Special Feature Promos.

November

- **Six Official Township Meetings Televised live** – Township Board, Planning Commission and Park Commission.
- **39 New Programs Produced** – All Access, Beyond the Badge, Coffee Break, Meridian News Now, Meridian News Now Update; HOMTV Promos, Topical Promos, Senior Living Promo and a Special Feature Promo.

December

- **Seven Official Township Meetings Televised live** – Township Board, Planning Commission and ZBA.
- **20 New Programs Produced** – All Access, Beyond the Badge, Coffee Break, Community Connection, Meridian News Now, Meridian News Now Update; HOMTV Promos, Topical Promos and a Special Feature Promo.

Programming on CAMTV:

October

- **24 New Programs** – Battle of Ideas, Democracy Now, In the Fight, Inspirational Corner, Poetree-n-Motion, Novella, one Live Cut-In and six Syndicated Special Features.

November

- **17 New Programs** – Battle of Ideas, Democracy Now, In the Fight, Inspirational Corner, Novella, MHD, UM Wolverine Caucus and a Syndicated Special Feature.

Communications Department/HOMTV
Quarterly Report
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December

- **28 New Programs** – Battle of Ideas, Democracy Now, In the Fight, Inspirational Corner, Poetree-n-Motion, Novella and a Live Cut-In.

HOMTV Internship Program:

- HOMTV Interns contributed approximately **3,609 hours** during the months of October, November and December.
- **37 applications** were submitted for the spring 2016 HOMTV Internship Program. (October-December)
- Staff conducted **25 intern interviews** during the month of November for the Spring Semester.
- Staff conducted **12 intern performance evaluations** during the month of December.
- HOMTV Internship recruitment efforts continued between October - December:
 - On October 30th, staff attended the Michigan Association of Broadcasters “Broadcasting Career Building Conference” as a recruiter and speed networking mentor to recruit potential interns for the spring 2016 semester.
 - Staff sent emails to professors and advisors at MSU, LCC, CMU and various other colleges to encourage student applications.
 - The internship program is also promoted via social media using photos of the interns and work and through the use of video testimonials.

2015

**COMMUNICATIONS DEPARTMENT
ANNUAL REPORT**

COMMUNICATIONS DEPARTMENT 2015 ANNUAL REPORT

Narrative

The Communications Department of Meridian Charter Township serves eight main functions:

- Oversees the Video Service Uniform Agreements between Meridian Charter Township and video service providers including overseeing Metro Act Permits and handling video rights of way issues.
- Serves as the PIO (Public Information Office) for emergency situations as outlined in the Meridian Township Emergency Plan.
- Manages and provides Meridian Township external communications through video, print, social media, Meridian Township and HOMTV websites, third party websites, press releases, press conferences and other forms of communications.
- Provides services for marketing and promotions of township wide events, grand openings, ribbon cuttings and fundraisers, including the Meridian Cares Program.
- Operates and produces all content for HOMTV, the government access television station which appears on Comcast cable service. Operates CAMTV, the public access channel which appears on Comcast and AT&T U-verse.
- Operates an intensive multimedia television internship program which focuses on training in all areas of journalism, production, social media and promotion. The HOMTV Internship Program strives to provide information to Township residents which provides a tremendous amount of hands-on real world experience for college students.
- Provides assistance to Township video cable subscribers with any unresolved ongoing disputes with video service provider(s).
- Provides staff support to the Cable Communications Commission.

Members of the Cable Communications Commission in 2015

Walter Benenson, Chair 1/1/2014-12/31/2016
Patrick Crowley, Vice Chair 1/1/2014-12/31/2016
Tunga Kiyak, 2/22/2012-12/31/2017
Andrew Lathrop, 12/31/2015-12/31/2018
Brian Seipel, 1/1/2014-12/31/2017

The Cable Communications Commission is currently seeking a Commissioner to serve out Brian Seipel's remaining term and an Alternate Member to serve on the Commission.

Accomplishments

In 2014, Comcast filed a transfer of control. Meridian denied the transfer based on a lack of proof for financial and technical capabilities for the new company named in providing services to the Township residents. In 2015, Meridian settled the transfer with Comcast for \$12,500 and a signed resolution of support agreement for services. Ultimately Comcast withdrew its bid for the transfer.

Meridian negotiated a new franchise agreement with Comcast. The new Comcast Uniform Video Service Local Franchise Agreement is an agreement between Meridian Charter Township and Comcast to provide video services within the Township for a period of 10 years. Effective June 9, 2015, the new agreement includes continued 5% Annual Franchise fees and an additional 1% Annual PEG Fee based off Comcast's gross revenues. PEG fees are designated for cable use only. This new fee will increase revenues

for the Cable TV fund by over \$100,000 per year for the length of the agreement.

In 2013, AT&T claimed they had an error in their reporting of revenue on a national scale of PEG support and franchise fees, claiming that error overpaid communities. For Meridian, that overpayment was \$11,414. Under the leadership of Deborah Guthrie, Communications Director, 13 communities in Michigan requested a financial audit of AT&T for franchise fees and PEG fees for the time period January 1, 2012 – December 31, 2013. The audit discovered AT&T owed over \$550,000 to the communities. Meridian received a settlement in the amount of \$11,369.00 in June, 2015.

During 2015, HOMTV began a partnership with the Meridian Senior Center to host the “Senior Living” program at the Senior Center, with senior citizens as the hosts. The first show aired on July 14 with a total of five shows airing during the year. The “Senior Living” program is a monthly show.

Speaking Engagements & Certifications

In 2015, Communications Director Deborah Guthrie and Communications Specialist Brandie Yates became Certified Tourism Ambassadors (CTA’s) through the Greater Lansing Convention & Visitor Bureau’s (GLCVB) Greater Lansing Tourism Ambassadors Program. As CTA’s, the Department will be able to showcase and share information about the Township, encouraging visitors to stay at the hotels, experience the parks and trails and attend Township-wide events.

Deborah Guthrie, Communications Director:

- Board Member, Michigan ACM
- Chapter President, Michigan NATOA

Brandie Yates, Communications Specialist/Internship Coordinator:

- Speaker (HOMTV Internship Program): MSU ASCOT (Associated Students for Career Orientation in Technology) Convergence (2/20/15)
- Presenter (Digital Engagement Session): Michigan Association of Broadcasters (MAB) Great Lakes Broadcasting Conference (3/11/15)
- Committee Member: MAB Marketing & Communications Committee Meeting (8/5/15)
- Speed Networking Mentor: MAB Broadcasting Career Builder Conference (10/30/15)

Events

Media Central Conference

HOMTV was the host of this year’s Media Central Conference. The Communications team created a three day conference at the Lansing Center and Lansing Radisson. Over 60 people attended the event and over \$8,500 were raised in sponsorship revenue for Michigan ACM and Michigan NATOA.

Presentations were given by local business owners, national and state wide leaders, as well as public service representatives. Presentations varied from emergency communications to local broadband, digital media and on air tips.

Central Fire Station Groundbreaking

The Communications team created a media campaign for the new Central Fire Station Groundbreaking Ceremony event. Over 100 people attended the event, including media and presenters. Staff created a social media digital campaign, press release notifications, media kit for attendees, formal and informal invites and additional campaign materials. Photos of the event can be found on the Meridian Township Flickr account.

Celebrate Downtown Okemos

The Communications Department created the event program guide, PSA’s, website updates on celebratedowntownokemos.com and meridian.mi.us, social media campaign, press releases and live cut-ins throughout the event. HOMTV acquired a TVU pack which provided LIVE audio and video of the event on-air with only a small amount of latency.

Meridian Cares

The Communications Department led the marketing efforts for the second annual “Meridian Cares Program” fundraising campaign for the Community Resources Commission Emergency Needs Fund. Staff created the logo/poster design, press kits, press releases, reaching out to businesses for gift basket donations and coordinating those efforts, social media promotion and media event. Over \$10,000 was raised through marketing efforts, raffle ticket sales and financial donations.

Print Publications

The Communications Department produced four township wide publications: the semi-annual Parks & Recreation Family Fun Guide, two Meridian Monitor newsletters, the monthly Meridian Senior Center newsletter and various posters and flyers for other Township departments. In addition, the Communications Department wrote 155 press releases for various departments with more than 75% of those covered by local media outlets.

Sponsorships:

In 2015, HOMTV sponsored five non-profit events throughout the community. As a media sponsor, HOMTV offers a number of amenities at no charge, such as press releases, promotions, social media posts, a story and mentions on the news shows.

Media Sponsorships & Monetary Value for 2015:

MSU Race for the Place (4/12/15) – \$755.00

MSU Science Festival (4/15/15 - 4/19/15) - \$275.00

American Heart Association – Lansing Heart Walk (10/10/15) - \$755.00

Walk to End Alzheimer’s (9/25/15) - \$755.00

Michigan Parkinson Foundation Walk-A-Thon (8/8/15) – \$755.00

Social Media – Online Content

The Communications Department oversees and supplies content to the HOMTV, Meridian Township and Celebrate Downtown Okemos websites. The department also manages content across 25 different social media accounts.

The highest average number of people reached at any given time for the Meridian Township fan page in 2015 was over 12,000 people. The highest average number of people reached at any given time on the HOMTV fan page in 2015 was 5,600. At the time of this report, the Township Facebook page had 2,158 likes and the HOMTV Facebook page has 1,064 likes.

The Communications Department oversees 7 Twitter accounts. At the time of this report, the accounts had 4,401 followers.

The Communications Department oversees the following social media accounts:

- 1 Instagram account (HOMTV)
- 2 Flickr accounts (Meridian Township, HOMTV)
- 1 Pinterest account (Meridian Township)
- 2 YouTube channels (Meridian Township, HOMTV)
- 2 LinkedIn company pages (Meridian Township, HOMTV)
- 1 LinkedIn group (HOMTV Alumni)
- 1 LinkedIn showcase page (Harris Nature Center)
- 2 Facebook groups (HOMTV Alumni, HOMTV Interns)
- 2 Wordpress Blogs (HOMTV News, Manager’s Perspective)

Parks & Recreation Campaign

The Communications Department created a One Day Social Media Campaign for the Parks and Recreation Facebook Page on Friday, August 14. #FanFriday The goal was to increase engagement and

visibility to the page encouraging people to use the parks' system over the weekend. The department posted to the page every hour utilizing #FF and #FanFriday, while keeping scheduled posts intact. One customized post was done on Saturday morning with a shared article on Sunday morning, tying into the parks. A customized video post was created Sunday morning and an updated coverage photo was created to reflect recreation, with an updated profile picture to reflect the parks. **The campaign was a huge success, reaching 4,460 people, an increase of 122%, with an increase of 302 likes on the page.**

Stormwater Management Campaign

Staff continued to make updates to the Meridian Township “Stormwater Management” section of the Township website under “Township Projects” to meet the requirements of the stormwater permit compliance. Promoting efforts continued for the #PollutionIsntPretty social media campaign, including PSA videos that were promoted on Meridian Township’s fan page. Flyers were printed and placed around the Township building to raise awareness and continue to educate the public.

The social media campaign wrapped up the week of November 16, 2015 and was a big success. It reached over 1/3 of the Township’s followers on Facebook and three of the PSA videos had a total reach of over 1,000 on Facebook. The PSA videos were added to the Stormwater Management section of the Township website.

At the Public Education Plan meeting, Erin Campbell, Greater Lansing Regional Committee for Stormwater Management (GLRC) Coordinator and other members of the GLRC were very impressed with the social media campaign. One man, who was believed to be from Lansing, said that "as long as we do half as much as Meridian Township has done; we will be on the right track." Under the Stormwater Management Section of the township website and on the Meridian Township Stormwater Permits page is Meridian Township's own Public Education Plan.

HOMTV and CAMTV Production Totals

NUMBER OF NEW HOMTV PROGRAMS AIRED DURING THE MONTH

<i>Program</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>April</i>	<i>May</i>	<i>June</i>	<i>July</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Total</i>	<i>Hours</i>
All Access	1	4	3	5	3	6	1	1	3	4	4	2	37	15:41:18
Beyond the Badge	0	1	1	1	1	0	1	1	0	1	1	1	9	3:46:54
Coffee Break	0	0	0	0	0	0	0	0	1	4	1	1	7	3:05:07
Community Connection	0	0	0	0	0	1	0	0	0	0	0	1	2	0:53:33
Meridian News Now	2	4	5	4	2	5	3	2	3	4	4	2	40	17:03:03
Meridian News Now (Thurs)	0	3	3	4	1	4	4	1	1	5	3	2	31	9:42:24
HOMTV Promo	0	6	9	9	2	6	24	7	2	14	15	3	97	0:52:45
Topical Promo	3	12	11	7	4	6	2	3	3	12	9	6	78	0:19:30
Senior Living	0	0	0	0	0	0	1	1	0	1	1	1	5	1:59:34
Special Features	1	0	1	0	2	2	2	1	1	4	1	1	16	12:14:02
<i>Monthly Totals</i>	7	30	33	30	15	30	38	17	14	49	39	20	322	65:38:10

NUMBER OF NEW CAMTV PROGRAMS AIRED DURING THE MONTH

<i>Program</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>April</i>	<i>May</i>	<i>June</i>	<i>July</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Total</i>	<i>Hours</i>
Battle of Ideas	4	2	4	4	3	3	3	4	2	2	1	3	35	34:45:12
Democracy Now	4	4	5	4	4	5	4	4	4	4	5	3	50	49:13:14
Event Coverage	0	0	0	0	0	1	0	0	0	0	0	0	1	0:30:00
Inspirational Corner	3	3	5	3	2	4	1	4	5	4	4	2	40	18:43:02
Novella	1	4	4	4	3	5	4	5	1	1	1	1	34	33:34:55
Poetree-n-Motion	4	2	5	2	0	5	3	4	2	5	0	3	35	16:47:48
MHD	0	0	0	0	1	0	0	0	0	0	0	0	1	0:07:03
Cut Ins	0	0	0	0	0	1	0	1	0	1	0	0	3	0:09:34
Promos/PSA's	0	0	0	0	2	2	0	0	0	0	0	0	4	0:01:30
In the Fight	0	0	1	1	1	1	1	1	1	1	1	1	10	4:42:30
UM Wolverine Caucus	0	1	0	0	2	0	1	0	0	0	3	0	7	6:33:30
<i>Syndicated Special Features</i>	1	0	1	0	2	0	0	0	1	6	1	1	13	8:20:39
<i>Monthly Totals</i>	17	16	25	18	20	27	17	23	16	24	16	14	233	173:28:57

HOMTV and CAMTV PROGRAM GRAND TOTAL	555
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HOMTV and CAMTV PRODUCTION TIME GRAND TOTAL	239:07:07
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NUMBER OF NEW OFFICIAL BOARD MEETINGS AIRED DURING THE MONTH

<i>Meridian Live Program</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>April</i>	<i>May</i>	<i>June</i>	<i>July</i>	<i>Aug</i>	<i>Sept</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>Total</i>	<i>Hours</i>
Township Board	2	2	2	2	2	2	2	2	2	2	3	2	25	109:09:31
Planning Commission	2	1	2	2	3	2	2	2	2	2	2	2	24	51:28:18
Environmental Commission	1	1	1	1	1	0	0	0	1	1	0	0	7	9:13:01
Zoning Board of Appeals	1	2	1	2	2	2	1	2	2	2	0	1	18	19:17:27
Park Commission	1	1	1	1	1	1	1	1	1	0	1	0	10	13:14:25
<i>Monthly Totals</i>	7	7	7	8	9	7	6	7	8	7	6	5	84	202:22:42

ALL PROGRAMS GRAND TOTAL	639
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Production Services

None in 2015, looking to increase in 2016

Completed Requests/Inquiries

Program Duplications: Four processed, six inquiries

Cable Subscriber Inquiries/Complaints: 20 cable inquiries/complaints processed

CAMTV aired programs from the following producers:

- 1- Battle of Ideas
- 2- Democracy Now
- 3- Event Coverage
- 4- Inspirational Corner
- 5- Novella
- 6- Poetree-n-Motion
- 7- MHD
- 8- In the Fight
- 9- UM Wolverine Caucus
- 10- Syndicated Special Features

Internship Program

Interns, Paid Interns, Freelancers and Job Shadows

In 2015, 50 interns participated in HOMTV's multimedia television internship program with a total of 13 paid interns and freelance employees. The average number of interns and freelance employees per semester during 2015 was 17. The program had 20 interns and freelance employees from 2014 continue on in 2015. The interns contributed approximately 13,240 hours and produced more than 991 stories and promo/PSAs. HOMTV received 154 applications, interviewed 74 prospective interns and accepted 30 first time interns. The Department also hosted five job shadows in 2015.

In 2015 the Communications Department combined the "Promotion & Marketing" internship track with the "Social Media" internship track to reflect the ever-changing industry standards and to better serve Township residents. With this change, the HOMTV Internship Program once again has 3 internship track opportunities: "Reporting", "Production" and "Social Media & Promotion". "Social Media & Promotion" interns still assist with managing Township-wide social media outlets, but now produce 30 second PSA/promotional commercial spots to air on the channel, as well as assist with the creation of other print and marketing materials needed for the Township.

HOMTV Recruitment Fairs (8)

- Michigan State University (MSU) Diversity Career Fair (1/29/15)
- MSU Summer Job & Internship Fair (2/11/15)
- MSU CAS (Communications Arts & Sciences) Connect Fair (2/20/15)
- Lansing Community College Job & Internship Fair (2/24/15)
- Michigan Association of Broadcasters (MAB) Great Lakes Broadcasting Conference Career & Networking Fair (3/11/15)
- Central Michigan University BCA Career Fair (3/21/15)
- MSU Earn, Learn & Intern Career Fair (9/9/15)
- MAB Broadcasting Career Builder Conference (10/30/15)

HOMTV Alumni

In 2015, 19 HOMTV alumni members entered into the television/marketing industry with part-time, full-time careers or internships directly after leaving the HOMTV Internship Program:

Johnny Austin, Photographer/Editor, WILX 10, Lansing, MI
Amanda Chodnicki, Reporter, 44News, Evansville, Indiana
Hannah Cook, Video Producer, Princess Cruises
Richie Cozzolino, News Producer, WILX News 10, Lansing, MI
Chrystaline Decker, Camera Operator, Thoughts in Motion Video Production, Grand Rapids, MI and
Camera Operator, Grand Rapids Drive, Grand Rapids, MI
Rachel Droze, Multimedia Journalist, Fox UP News, Marquette, MI
Julie Dunmire, Paid Reporting Intern, Fox 2, Detroit, MI
Kiara Farrell-Starling, Account Executive, Yelp!, Phoenix, Arizona
Siobhan Findlay, Paid Intern, Michigan Creative, Lansing, MI
Erica Francis, Reporter, WXMI Fox 17 News, Grand Rapids, MI
Katie Gritzinger, Video Editor/Videographer, Blue Sky Productions, Farmington Hills, MI
Jordanne Jaskiw, Production Assistant, E! Network's "Botched", North Hollywood, CA and Reporter,
CityTV, Santa Monica, CA
Aaron Jordan, Associate Producer, WOOD TV8 NBC, Grand Rapids, MI
Miguel Martinez-Valle, Reporter/Multimedia Journalist, Fox5 Local, Las Vegas, NV
Chance McBride, Sports Reporter/Anchor KKCO 11, Grand Junction, Colorado
Caroline Mizuki, Social Media Intern, Michigan Senate Democrats, Lansing, MI
Lauren Simmons, Photographer/Editor WILX 10, Lansing, MI
Abbey Smith, Multimedia Journalist, WRDE NBC Coast TV, Rehoboth Beach, Delaware
Joe Starr, News Assistant, WILX News 10, Lansing, MI
Alex Tekip, Sports Reporter, C&G Newspapers, Warren, MI
Andrea Urban, Freelance Sports Reporter, WLNS-TV 6, Lansing, MI

*Many HOMTV alumni members either changed jobs or were promoted within the industry.

Communications Staff

Deborah Guthrie, Communications Director, Public Information Officer
Brandie Yates, Internship Coordinator, Communications Specialist
Darkus Beasley, Senior TV Production Manager
Brandon Wirth, Video Programmer
Coty Kenneth, Part Time Communications Assistant
Andrea Smiley, Administrative Assistant
Lynn Meikle, Freelance Media/Print Publications/Graphics

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**CHAIR
REPORT**

JOIN US AT THE NEW CENTRAL FIRE STATION



Meridian Township cordially invites constituents, officials, and media to join us for the new Central Fire Station Ribbon Cutting Ceremony.

Ten months after breaking ground, the Meridian Township Fire Department will end the journey and celebrate the opening of the new Central Fire Station. The ceremony is open to the public and will be located at the new location - southeast corner of Okemos Road and Central Park Drive. We look forward to the event and hope that you will join us in celebration!

The ribbon cutting ceremony will take place on Monday, February 1, 2016 at 1:00 PM. Speakers will include Meridian Township Supervisor, Elizabeth A. LeGoff; Township Trustee, Milton L. Scales; Township Trustee, Ronald J. Styka; Township EMS/Fire Chief, Fredrick B. Cowper and Township Manager, Frank L. Walsh.

Details:

Date: Monday, February 1, 2016
Time: 1:00 PM
Venue: New Central Fire Station ~ Ribbon Cutting Ceremony
5000 Okemos Road

Limited parking is available on site with additional parking in the south lane of Central Park Drive.

CHARTER TOWNSHIP OF MERIDIAN
CABLE COMMUNICATIONS COMMISSION

**VIEWERSHIP/
PROMOTIONS**



the SCOOP @ HOM TV

Volume 28, Issue 1

Spring 2016

Alumni Benefit from Advanced Training

"You can't forget where you came from," said **John Pompeo (86)**, Special Projects Photojournalist for WDIV Local 4 in Detroit.

HOMTV alumni and interns attended an advanced training workshop on January 30th with guest speakers **Pompeo** and WLNS Reporter **Alexandra Illitch (14)**. "I remember what it was like being in their shoes, not knowing anything," said Pompeo.

"Not only were they insightful and very helpful, but they were inspiring as well," said reporting intern **Alysia Burgio (15)**. "It was a very beneficial learning experience".

For the complete training videos visit:

<https://youtu.be/1eAHOvL9S4>
<https://youtu.be/Oci7LhrXZ0k>



35 Years of Success Stories

They say everything gets better with age and the HOMTV Internship Program is no exception. In 1981, interns began working at the station making 2016 the 35th year of the program.

To celebrate this milestone, HOMTV will be contacting alumni members for testimonials about the internship to create a special feature program.

HOMTV will celebrate this milestone at this year's annual Intern Appreciation Event & Golden Tape Awards Ceremony to be held on **December 5, 2016**.

HOMies celebrated the 2015 GTA with a Hollywood Star theme including a red carpet and photo booth. For more photos and videos of the event:

<http://bit.ly/GoldenTapeAwards15>
<http://bit.ly/22kEMj3>



HOMTV Website Makeover

The HOMTV website will soon receive a fresh new look with added functionality. This year, the website will undergo a complete overhaul in terms of design and usability of the site. The new site will not only be more user-friendly, but mobile friendly as well with responsive design across all platforms.

Other features of the new site include search functionality, user and visitor account accessibility and a community events form. News articles will be put into categories to improve navigation of the site. The administration interface will also be easier to use for staff and interns to update stories, programs and promos. The current HOMTV website was created in February 2009.



Tribute to Jo Anne Paul-Stanton

We lost one of our own and one of Lansing Region's most revered journalists on Thursday, December 3, 2015 when Jo Anne Paul-Stanton lost a short battle with cancer.

Jo Anne spent more than 30 years in television and radio news, working as a reporter, anchor and show host at several stations including WXYZ TV(Detroit), WEYI TV (Flint), WLNS TV (Lansing) and WTMJ TV (Milwaukee, WI). Since 2007, she was the lead Election Host and Debate Moderator at HOMTV.

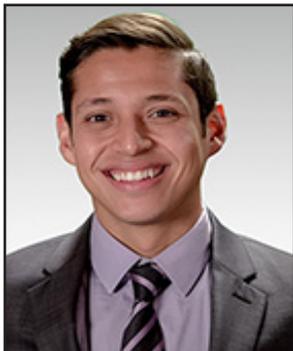
Jo Anne was well loved and revered by her peers. She was looked up to by the interns and a good mentor for their future careers. She will be missed by many and remembered always. To view HOMTV's tribute to Jo Anne visit: <http://bit.ly/1M52djD>



Meridian Township
5151 Marsh Road
Okemos, MI 48864

ECRWSS
CAR-SORT POSTAL CUSTOMER

FEATURED ALUMNI



Las Vegas Becomes New Home for Alum

Miguel Martinez-Valle (14) joined FOX5 in October 2015 as a reporter and a multimedia journalist.

Before joining the FOX5 team, Miguel worked as a multimedia journalist at Univision in Las Vegas. He was excited for the transition from Spanish-language news to the English-language market and hopes to continue growing in his broadcasting career.

Miguel is a proud Spartan. He earned a Bachelor's degree in Journalism from Michigan State University.

Miguel was an anchor at Focal Point, the University's news program and an anchor-reporter for both HOMTV and Univision in New York City. "HOMTV was the first real step in my broadcasting career. The internship not only gave me the basic tools to shoot, write, edit and present, it also helped me develop my style as a broadcaster. Without HOMTV, I don't think I would've made it to Vegas so early in my career."

When Miguel is not at work, he likes exploring the Las Vegas Valley area and is always up for a good hike. He loves to travel, even if it's just a quick weekend trip or a work-related "field trip".



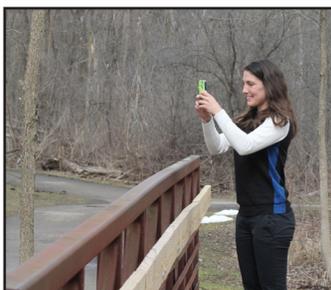
Alum Continues Path to Social Media Career

Lia Davis (13) first joined HOMTV as a Social Media Intern in her sophomore year. Since then, she has done various freelance work for Meridian Township and HOMTV.

Lia ran the Stormwater Management Campaign in the fall of 2015 to promote #PollutionIsntPretty. She worked with the Communications Department and Engineering Department of Meridian Township to kick-start the informational and educational promotion of Stormwater Management in Meridian Township. She worked on various outreach efforts to educate the community on the importance of Stormwater Management. At the end of the campaign, Erin Campbell, Greater Lansing Regional Committee for Stormwater Management Coordinator, said Meridian Township's website and social media campaign were "great examples" for other townships' to use.

Currently, Lia is a Freelance Social Media Manager running Meridian Township's Parks & Recreation Department social media accounts. She is working to promote all of the various recreation programs in the community, including youth and adult sports, special events and the many parks in the Township. Ironically at this time, Lia is also a Social Media Intern with M3 Group, a full service branding agency, which is the agency that Meridian Township's Communications Department is currently working with for the Township's new brand development efforts.

Lia is working to further enhance and hone her skills before entering the work force after graduation.



Helen (Battersby) Carlisle (08) is an Associate Communications Writer at Blue Cross Blue Shield of Michigan.

Kayla Clarke (15) is a Digital Producer at WILX Channel 10 in Lansing, MI.

Hannah Cook (14) is a Video Producer for Princess Cruise Line.

Richie Cozzolino (14) is a News Producer at WOOD-TV8 in Grand Rapids, MI.

Chrystaline Decker (15) is a Camera Operator at Thoughts and Motion Video Production in Nunica, MI and at Grand Rapids Drive in Grand Rapids, MI.

Rachel Droze (15) is a Multimedia Journalist/Fill-In Anchor at WLUC/FOX UP 6/35 in Marquette, MI.

Siobhan Findlay (15) is a Freelance Photographer for Meridian Township in Okemos, MI and a Video Production Manager at Michigan Creative in Lansing, MI.

Joe Gebhardt (13) is the Jackson Bureau reporter for WLNS TV 6 News in Lansing, MI.

Katie Gritzinger (15) is a Video Editor and Videographer at Autoline/Blue Sky Productions in Farmington Hills, MI.

Jennifer Hutchins (98) is a Supervising Producer at A & E and Co-founder at Indie Films Seminars.

Max leuter (12) is an Account Coordinator at Paragon Marketing Group in Skokie, IL.

Jordanne Jaskiw (14) is a Production Assistant at E! Networks Botched Season 3 in North Hollywood, CA and a Reporter at City TV 16 in Santa Monica, CA.

Aaron Jordan (14) is an Associate Producer at WOOD-TV8 NBC in Grand Rapids, MI.

Chance McBride (14) is an Anchor/Reporter at KKCO 11 NBC/ABC in Grand Junction, CO.

Erin Miner (12) is a Sanctuary Marketing Specialist at Best Friends Animal Society in Kanab, UT.

Caroline Mizuki (15) is a Comm. Assistant at the Michigan Senate Democratic Caucus in Lansing, MI and a Freelancer of Digital Event Marketing and Promotions at HOMTV/Meridian Township in Okemos, MI.

Hannah Saunders (11) is a Reporter at WJBK Fox 2 in Detroit, MI.

Abbey Smith (15) is a Multimedia Journalist at WRDE NBC Coast TV News in Lewes, DE.

Joe Starr (15) is a News Assistant at WILX Channel 10 in Lansing, MI.

Tom Totzke (84) is an Operations Specialist at Extreme Reach in Detroit, MI.

Email us updates at homtv@meridian.mi.us



CHARTER TOWNSHIP OF MERIDIAN

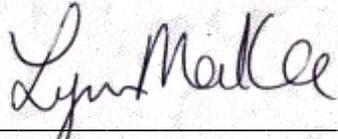
**CABLE COMMUNICATIONS
COMMISSION**

FINANCE

MEMORANDUM

TO: Cable Communications Commission

FROM:



Lynn Meikle, Graphic Designer

DATE: March 31, 2016

SUBJECT: HD Camera Operating System

In 2011, HOMTV completed the cable technology/network upgrade by updating the control room and editing system workflow from SD (standard definition) to HD (high definition). To complete the last phase of the HD conversion, staff allocated \$220,000 from the 2016 budget, which was subsequently approved by the Township Board.

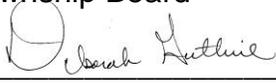
Staff has been meeting with Convergent Media Design LLC and AVI Systems to design the project. Both companies have been sole source providers for the Township on large scale projects and engineering since 2010. Convergent Media and AVI recently outfitted AV equipment in the Central Fire Station - Community Training Room. Staff has been researching and testing replacement studio camera options as part of the 5 year equipment plan. Staff recently received bids from Sony, Panasonic, and Hitachi for studio camera systems.

The current Sony cameras were acquired in 2005 from Comcast, as part of the 2005 Franchise Agreement. Staff plans on selling the current camera systems at the highest market value. We believe we can sell the current camera systems at an estimated maximum total value of \$15,000.

The completion date of the project, including staff training on new equipment, is estimated to be May 31st. The goal is to be installed and trained on the new camera system in preparation of the HOMTV Election Programming beginning in June 2016.

MEMORANDUM

TO: Township Board

FROM: 
Deborah Guthrie, Communications Director

DATE: January 20, 2016

SUBJECT: Branding/Website Contracts

The last page of this document contains a brief nine year historical recap of Township Branding and Township Website discussions at the Economic Development Corporation (EDC) and Meridian Township Board (TB) meetings since 2008. While the recap provided in this memo is not an exhaustive search of all records or meetings, it highlights the fact that both the branding and website projects have been of some importance in creating a sense of place (an identity) and branding the township for economic vitality, business retention and both visitor and residential attraction.

In 2014, the Township Board approved \$30,000 in the 2015 budget to overhaul the township website. Board members requested the website be completed in conjunction with township branding and asked staff to work on both projects simultaneously. During 2015, staff created an RFP for both projects, created a selection committee for both projects, heard presentations for both projects and selected companies to work with on the projects. In one year, staff made significant headway on two projects that have been discussed for nine years.

Township Website Overhaul

The website project and selection committee consists of Communications Director, Deborah Guthrie; Communications Specialist, Brandie Yates and Information Technology Director, Stephen Gebes. The team created the RFP for the website redesign in spring 2015 to which was submitted and made available to the public in May 2015. The township received eight bids in June 2015. The team thoroughly reviewed each proposal and selected three companies to provide presentations. Those presentations were given in July 2015. The committee selected to contract with Vision Internet based off their ability to meet the needs of the township and staff, meet concerns of the board and their ability to work with the township. Township attorneys reviewed the contract in fall 2015 and the contract with Vision Internet was signed on December 7, 2015 by Manager Walsh with a quoted price just under \$30,000.

Township Brand Development and Campaign

Staff created a branding RFP in 2015 and sought staff input. The RFP was submitted and made available to the public on August 11, 2015. Five proposals were received by the deadline of August 28, 2015.

A Branding Selection Committee was created consisting of Communications Director, Deborah Guthrie; Parks and Recreation Director, LuAnn Maisner; Information Technology Director, Stephen Gebes; Associate Planner, Peter Menser; Communications Specialist, Brandie Yates and EDC Chair, Chris Buck. The committee weighed the merits of each proposal to have the ability to meet the scope of the project. Three out of the five companies were asked to provide a presentation. Those presentations were given at the end of September 2015. The Committee heard presentations from three regional branding companies. After careful consideration, the

committee selected M3Group. The team felt they best fit the needs of the project based on scope, ability to involve the public throughout the project, timeliness, costs to benefits ratio, ability to meet the goals of the project, experience and ability to work with the township.

At each step of the process, staff communicated with team members, the public and elected officials about the scope, cost and purpose of both projects. Proposals were made available on the Township website and in a timely fashion. The committee sought input from staff and the Communications Commission on multiple occasions prior to making the final decision.

On September 15, 2015 the Township Board approved \$50,000 for township branding in the 2016 budget. Presentations were given near the end of September and proposals came higher than budgeted. Considering the importance of this project, Communications Director, Deborah Guthrie reported the costs to the Cable Communications Commission and met with Township Manager Frank Walsh stating that the Communications Department has the ability to fund the \$30,000 needed to continue moving forward with the branding campaign project. Manager Walsh agreed and Township attorneys began looking at the contract in fall 2015.

Both projects came to a halt at the January 5, 2016 Township Board Meeting when the project budget came into question. Considering how much time has been vested and considering a first quarter budget amendment request in the amount of \$30,000 from the cable fund for branding efforts, staff has invited M3Group to provide a presentation to the board describing the scope, phases and goals for the branding project.

The following motion is proposed:

MOVE TO APPROVE \$30,000 FROM THE CABLE TV FUND BALANCE FOR THE TOWNSHIP BRAND DEVELOPMENT AND CAMPAIGN PROJECT.

Preliminary Cable Fund Balance at 12/31/15		\$183,900.00
2015 Expected Revenue to be processed	\$215,000.00	\$398,900.00
2015 Expected Expenses to be processed	-\$20,000.00	\$378,900.00
Estimated Cable Fund Balance at 12/31/15		\$378,900.00

Historical Perspective - EDC and Township Board Meeting Branding Discussions:

Nov. 13, 2008	EDC	Branding Proposal Discussion for Economic Vitality
Dec. 11, 2008	EDC	EDC Goals Branding Discussion for Economic Vitality
March 12, 2009	EDC	Discussed Making Branding Study a go Ahead
April 7, 2009	TB	Discussed Pursuing Branding in a Multi-Faceted Approach
April 16, 2009	EDC	Branding Businesses to shop, eat, buy locally Discussion
April 21, 2009	TB	Reported Branding and Economic Prosperity to be Useful
Jan. 19, 2012	EDC	Reported EDC will work with HOMTV on Branding
Aug. 16, 2012	EDC	Branding and Marketing the Township Discussion
Sept. 13, 2012	EDC	Branding/Marketing/Placemaking Ranked 3 rd Highest Priority
April 11, 2013	EDC	Discussed Creating a Branding and Marketing Campaign
April 11, 2013	EDC	Discussed HOMTV marketing the township as a whole
May 9, 2013	EDC	Discussed Making Branding a Priority
Jan. 3, 2014	EDC	Goal and Objective Discussion on Creating a Brand
Jan. 9, 2014	EDC	Branding Subcommittee Created
Feb. 4, 2014	TB	Policy Manual Pro Active Marketing and Branding Discussion
June 17, 2014	TB	Board Discussed Leaving Politics out of Branding
June 17, 2014	TB	Directed Staff Create Branding Selection Committee
June 17, 2014	TB	Branding Presentation by Communications team
July 1, 2014	TB	Branding Discussion
Sept. 16, 2014	TB	Branding Discussion
Oct. 7, 2014	TB	Branding Goals Discussion
Nov. 13, 2014	TB	Branding Goals Discussion
Dec. 12, 2014	TB	Branding Goals Discussion for 2015
Dec. 9, 2014	TB	Branding Goals Discussion for 2015
Jan. 6, 2015	TB	Goal to have Comm. Dept. Grassroots Branding/Placemaking
August 6, 2015	EDC	Branding Efforts in Township Presentation
Sept. 15, 2015	TB	Branding and Website Project Deleted from Board Agenda due to lateness of the hour

EDC and Township Board Website Overhaul Discussions:

Dec. 11, 2008	EDC	M Team Reported creating a New Township Website
April 16, 2009	EDC	Enhancing Business on Township Website Discussion
April 16, 2009	EDC	Branding Plan for Sense of Place Discussion
Jan. 19, 2012	EDC	Develop Business Attraction Program
Jan. 3, 2014	EDC	Business Directory Creation and Retention Incentives
Nov. 13, 2014	TB	Website Goals Discussion
Nov. 18, 2014	TB	Website Goals Discussion approval \$30,000 Website Overhaul
May 7, 2015	TB	Reported Staff Compiling Website Proposals
July 21, 2015	TB	Overhaul of Township Website Goal and Objective Presented
July 21, 2015	TB	Township Website Technical Issues and Limitations Discussed
Sept. 1, 2015	TB	Clarify \$50,000 budgeted for branding and website in addition to \$30,000 budgeted for 2015

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COMMISSION**

**OTHER BUSINESS
AND
ANNOUNCEMENTS**

Staff Video Programmer

Ben Makulski



Ben graduated from Specs Howard School of Media Arts in 2013 with a Diploma in Digital Media Production. After graduation he started working as a producer at JTV in Jackson, working on the award winning Bart Hawley show and JTV sports. In 2015 Ben moved on to become the video producer of the sports radio show, Valenti and Foster at 97.1 the Ticket in Southfield. After a few months he moved onto CTN in Ann Arbor, where he recorded government meetings and community programs such as FYI, Access Ann Arbor and Ward Talk. Ben then received the offer to become a Video Programmer at HOMTV and he jumped at the opportunity to work at the renowned station. Ben lives with his Fiancé, cat (Arctic Cat), and dog (Haplo). He loves to watch bad Horror movies, collect comic books and retro video games and is an avid hockey fan.

CHARTER TOWNSHIP OF MERIDIAN

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COMMISSION**

FYI



As wireless technology continues to evolve and expand, so does the infrastructure required to support it. Now more than ever, telecommunication and wireless solution companies are expanding their infrastructure in an effort to provide new or improved high-speed Internet, mobile phone and telecommunication services. In carrying forward these goals, municipalities have begun to see increased requests to build within their public rights-of-way, including distributed antenna systems (DAS).

DAS is a collection of smaller, lower-power antennas and nodes typically located at street level on street light poles, power poles and traffic light poles. Many townships are being asked to issue Metropolitan Extension Telecommunication Rights-of-Way Oversight (METRO) Act permits to allow the location of DAS in their public rights-of-way. These requests raise a number of METRO Act questions.

Q What is the METRO Act?

The METRO Act, effective Nov. 1, 2002, established a new system governing the authority and responsibilities of cities, villages and townships regarding the use of public rights-of-way by telecommunication providers. Among other things, the METRO Act provides for a uniform application process for use of the public rights-of-way, uniform public rights-of-way permits, and uniform public rights-of-way fees. The act was intended to increase investment in telecommunication infrastructure and to promote new services and technologies.

To locate telecommunication facilities in the public rights-of-way in a township, a METRO Act permit is required from the township. The permit sets the terms for a telecommunication provider to access the public rights-of-way for the location of its facilities, construction and maintenance. The act also requires telecommunication providers to pay a fee based upon linear feet of line in all public rights-of-way into a statewide fund, which then makes annual distribution

payments to municipalities from the fund. Every township should receive a share of the METRO Act fund each year. These funds are restricted in use and may only be used by the township solely for rights-of-way related purposes.

Q What are telecommunication facilities?

The METRO Act governs telecommunication facilities in public right-of-ways, including those used for broadband Internet. The METRO Act defines telecommunication facilities, in part, under MCL 484.3102(j) as: "Equipment or personal property such as copper and fiber cables, lines, wires, switches, conduits, pipes and sheaths, which are used to or can generate, receive, transmit, carry, amplify, or provide telecommunication services or signals. *'Telecommunication facilities' or 'facilities' do not include antennas, supporting structures for antennas, equipment shelters or houses, and any ancillary equipment and miscellaneous hardware used to provide federally licensed commercial mobile service ...*" (Emphasis added)

From the above, it is important to understand that the METRO Act specifically excludes federally licensed commercial mobile service. This generally is understood to be cellular phone service. The intent of the METRO Act is not to provide for the location of cellular antennas and structures in the public rights-of-way. DAS, however, can be used to provide cellular phone service in addition to high-speed Internet and other telecommunication services.

Q Does a DAS fall under the METRO Act?

The METRO Authority issued Determination 1 on June 2, 2004, providing that: "Distributive antennae networks providing telecommunication services through existing or new cable facilities within the public right-of-way are considered telecommunication facilities under said Section 2(j) of the METRO Act; and are, consequently, subject to the provisions of the act. All other local ordinances, laws and regulations not specifically preempted by the act shall remain in force."

Please be aware that some companies have misunderstood this determination to allow for DAS in general, including the provision of federally licensed cellular service. The determination, however, is clearly limited to DAS providing telecommunication services. Telecommunication facilities specifically exclude federally licensed commercial mobile service. This distinction should be clearly understood in the permitting process and the township should know exactly how the DAS is being used.

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Q We are a charter township with a calendar fiscal year-end. Our general fund budget includes a \$100,000 appropriation for hall repairs, which will not be completed by Dec. 31. Do the unexpended funds “carry over” into our 2016 budget?

No. Unexpended budgetary appropriations lapse at the conclusion of the township’s fiscal year.

Q Since we anticipated completing these repairs in 2015, the 2016 budget approved in October did not provide for any project costs. What actions are necessary to stay in compliance with the Uniform Budgeting and Accounting Act?

The township board should amend the 2016 budget to reflect the estimated project costs expected to occur in 2016. State law requires that budgets be amended before incurring unbudgeted costs, so board action must precede incurring the obligation to pay any construction costs in 2016.

Q Our Dec. 31 fiscal year-end is fast approaching. Typically, we amend the various line items in December to “fix” any over-expenditures that have been incurred throughout the year, with a large number of budget amendments at our last board meeting. Is this acceptable?

No. Public Act 2 of 1968, as amended (MCL 141.421, *et seq.*), requires budgets to be amended by township board resolution prior to incurring the over-expenditures. Compliance with budgetary appropriations is measured at the level in which the township board adopted the budget. If a line item budget was adopted, each line item must be amended prior to the over-expenditure being incurred. Many townships adopt cost center or department budgets to avoid the burden of monitoring the budgetary line items. Cost center budgets are comprised of the individual line items in the cost center. As long as, in aggregate, there are more

budgetary appropriations than expenditures, the township would be in compliance with state law.

Q How do we adopt a cost center budget?

It must be specified in the general appropriations act—the required resolution used to adopt the budget. Many townships adopt vague resolutions, with language such as “adopt budget as presented.” By being specific in the resolution language, the board can spell out the level that the budget is adopted and the administrative procedures used to amend and monitor the budget.

Q Do election workers receive W-2s or 1099 forms?

Election workers do not receive 1099s—they are township employees, and 1099 forms are issued to independent contractors. Election workers are a very special class of employee under federal tax law:

- Payments to election workers are generally exempt from federal and state income tax withholdings. (IRC Sections 3121 (b)(7)(F)(iv) and 3121 (u)(2)(B)(ii)(v))
- Election workers earning less than \$1,600 per year in 2015 are exempt from Social Security and Medicare taxes—even if the employment is covered by a 218 Agreement. “Modification 975,” effective Jan. 1, 2004, made this change to the state’s master agreement with the Social Security Administration.

If the above exemptions apply—no federal income, Social Security or Medicare taxes were withheld—federal tax law does not require employers paying election workers less than \$600 to issue W-2s.

Information provided in *Financial Forum* should not be considered legal advice, and readers are encouraged to contact their township auditor and/or attorney for advice specific to their situation.

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Where can these DAS antennas or nodes be installed?

The METRO Act regulates DAS telecommunication antennas or nodes that are installed in the public right-of-way. This equipment is normally compact and easily attached onto a public utility pole, light pole or traffic signal pole. The idea is normally to have a large enough number of these antennas to create a wireless network area.

The telecommunication provider has the responsibility of working out a lease agreement to attach the antenna to existing poles. Pursuant to the uniform METRO Act Right-of-way Telecommunications Permit: "If the existing poles in the public right-of-way are overburdened or unavailable for permittee's use, or the facilities of all users of the poles are required to go underground, then permittee shall, at its expense, place such a portion of its telecommunication facilities underground, unless municipality approves an alternate location."

This is an important provision in the permit as we have seen a number of DAS requests that involve the applicant installing their own light pole at certain intervals along the public rights-of-way in order to attach their antenna system. Whether or not they can locate their own supporting structures in the public rights-of-way and not locate on existing structures is subject to the township's discussion. Obviously, the intent of the permit is to have the providers

locate antennas and lines on current utility structures in public rights-of-way as it is easy to see the mess that could ensue if every provider was allowed to locate their own supporting structures in the public rights-of-way. We are aware of a number of townships that have chosen not to allow additional aboveground supporting structures to be placed in the public rights-of-way.



What happens if my township receives a METRO Act application for a permit from a telecommunications provider?

The township should carefully review the application and proposed permit. Specific attention should be accorded the proposed use, proposed location of the facilities in the public right-of-way, and insurance coverage.

The township must act on the application within 45 days of receiving the application. A provider that owns telecommunication facilities in a public right-of-way but does not obtain a permit could be trespassing.

Hello, MTA ... ? provides general information on typical questions asked by township officials. Readers are encouraged to contact an attorney when specific legal guidance is needed. Member township officials and personnel may contact MTA Member Information Services with questions or requests from 8 a.m. to 5 p.m., weekdays, at (517) 321-6467 or fax (517) 321-8908.



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Governor signs road funding plan

A plan to eventually raise \$1.2 billion to fix Michigan's crumbling roads is finally a reality.

Gov. Rick Snyder has signed a package of road funding bills following months of discussions among the House and Senate. Together, the bills shift \$600 million from the state's general fund (GF), and raise \$600 million in new revenue for roads, with the full amount taking effect in Fiscal Year 2020-21. MTA is encouraged to see the Legislature and Gov. Snyder approve an increase in road funding, something the Association has supported for years. MTA will work with lawmakers to ensure that the shifting of GF dollars does not come at the expense of state funding to local governments.

Much of the road funding plan comes under PA 179 of 2015 (House Bill 4370), which will eventually shift GF dollars to the Michigan Transportation Fund, with \$150 million moving in FY 2018-19, \$325 million in FY 2019-20, and \$600 million in FY 2020-21 and each subsequent year. The Homestead Property Tax Credit will also expand under the new law to bring \$200 million in tax relief beginning in the 2018 tax year.

The bulk of the new revenue—\$400 million—will be created by the gas and diesel fuel tax increase under PA 176 (HB 4738). Beginning Jan. 1, 2017, the gas tax will increase by 7.3 cents, and the current 15-cents-per-gallon diesel tax will increase to be equal to the gas tax. Starting Jan. 1, 2022, both taxes will be tied to inflation. Another portion of new revenue—\$200 million—will be created by PA 174 (HB 4736), which will increase registration fees by 20 percent, with higher increases for hybrid and electric vehicles.

Another piece of the package—Senate Bill 414—will reduce the state's 4.25 percent income tax rate if the GF increases beyond the rate of inflation on or after Jan. 1, 2023. Other pieces of the package—PAs 177, 178 and 175 (HB 4614, HB 4616 and HB 4737)—would make necessary changes to various laws as a result of PA 176 and add provisions related to road construction warranties.

Townships can require competitive bidding for road projects

Townships now will be able to require county road commissions to competitively bid work for road projects if the township contributes at least half the cost.

House Bill 4610, sponsored by Rep. Aaron Miller (R-Sherman Twp.), is now Public Act 181 of 2015. Under the new law, if a township, or townships, pays at least 50 percent or more of a road project cost, the township board can require the county road commission to use competitive bidding to contract for the work on that project. MTA strongly advocated for this new law as townships continue to contribute significant dollars toward the cost of road projects and should have a say in how the money is spent.

Ballot proposals allowed in March 2016 election

Ballot proposals are now allowed on the March 8, 2016, presidential primary ballot, thanks to a bill that was recently signed into law.

House Bill 4904, sponsored by Rep. Edward McBroom (R-Waucedah Twp.), received final passage and is enrolled. This law is meant to fix an unintended consequence of previous legislation. Earlier this year, the state Bureau of Elections issued guidance saying that because of PAs 98-103 of 2015, which eliminated February elections, ballot proposals could only occur on regular election dates. Previous law specified that regular election dates only took place in May, August and November.

HB 4904 clarifies that a statewide presidential primary election is a regular election date. The new law also states that ballot questions by all political subdivisions—including townships—must be filed with the local clerk by the 12th Tuesday before the election. For 2016, this is Dec. 15, 2015.

Licensed EMS providers protected from liability

Licensed emergency medical services (EMS) providers will be protected from liability when they provide care in various circumstances under a newly enacted bill. Senate Bill 427, sponsored by Sen. Goeff Hansen (R-Hart Twp.), was enrolled by the legislature and has MTA's support.

The Good Samaritan law already provides immunity for a physician, physician's assistant, registered professional nurse or licensed practical nurse who, in good faith, provides emergency care. SB 427 adds licensed EMS providers to this list.

Workplaces to follow admin rules in reporting injuries

Michigan workplaces will now follow state administrative rules rather than statute when it comes to reporting injuries.

Senate Bill 213, sponsored by Sen. Tonya Schuitmaker (R-Antwerp Twp.), received final passage and was sent to Gov. Rick Snyder for enactment. Previous language in the Michigan Occupational Safety and Health Administration Act required an employer to notify the Department of Licensing and Regulatory Affairs within eight hours of a fatality or hospitalization of three or more employees resulting from the same accident or illness. This language was struck so that employers would follow administrative rules instead, which are updated regularly to align with federal regulations.

Deborah Guthrie

From: MSU Newsroom <newsroom@CABS.MSU.EDU>
Sent: Monday, January 11, 2016 1:39 PM
To: CABS MEDIA@LIST.MSU.EDU
Subject: MSU, DPTV announce collaboration to launch 24/7 children programming

MEDIA COMMUNICATIONS * Communications and Brand Strategy * Michigan State University * 408 W. Circle Drive, Room 403 * East Lansing, MI * 48824

Contact: Jason Cody, Media Communications: (517) 432-0924, cell (734) 755-0210, jason.cody@cabs.msu.edu

Jan. 11, 2016

MSU, DPTV announce collaboration to launch 24/7 children programming

EAST LANSING, Mich. — A bold, new collaboration between Michigan State University and Detroit Public Television will unite one of the world's top research universities and a national leader in public broadcasting and community engagement.

The Detroit-based partnership will greatly expand the relationship between MSU and DPTV, beginning with an initiative to provide 24/7 programming for children and families in Detroit, Lansing and statewide.

"This collaboration gives us the opportunity to become a national model in providing quality educational content in public television," MSU President Lou Anna K. Simon said. "It will provide opportunities consistent with our land-grant mission for unique partnerships that will lead to much broader outreach and engagement, both in Detroit and statewide, and a significant platform for faculty work and innovation across several MSU colleges."

With the new partnership, MSU will not be joining the FCC Broadcast Incentive Auction and will retain WKAR-TV's broadcast spectrum.

The collaboration will focus on several key areas:

- * Producing and distributing high-quality programming on multiple platforms;
- * Expanding opportunities for community engagement and outreach;
- * Establishing initiatives focused on issues of public importance;
- * Exploring technological innovations and new means of content distribution;
- * Creating experiential learning opportunities for students; and
- * Pursuing resources to support public broadcasting initiatives.

WKAR will be a key component of the new collaboration, as the station is revamped to provide greater research opportunities with the MSU colleges of Communication Arts and Sciences, Education and Social Science. While the station will remain a full PBS partner, original programming options will be revised and expanded.

Simon said recent discussions around the FCC spectrum auction helped MSU leaders see public media's role at the university and for the state in a new way, and the collaboration with DPTV will allow the university to better align WKAR with the university's mission of outreach, research and academics.

"WKAR will continue to deliver PBS and locally produced programming," Simon said. "The locally produced programming will evolve over time, and our DPTV partnership will play a critical role in that evolution, particularly in the offerings for the children of mid-Michigan."

MSU and DPTV will build on their longstanding relationship developed through past work at the Detroit Center, faculty outreach efforts and ongoing projects centered around topics such as veterans and the environment.

"We are committed to exploring how we can work together across many different projects and take another look at our approaches to media while adopting innovative technology," Simon said. "By leveraging our joint resources, MSU and DPTV can build a unique partnership that creates a multi-faceted platform with national and international reach."

A key focus will be on providing quality educational content to children and families. More than 500,000 children, parents and caregivers already connect to the DPTV's family programming.

"This partnership provides Detroit Public Television with new opportunities to expand our work in the preschool space and provide parents and educators with more resources in learning," said Rich Homberg, president and CEO of DPTV.

One of the first initiatives will be a 24/7 children's broadcast and online channel serving not only Detroit and Lansing but also the entire state. That initiative will build off DPTV's Ready To Learn program, supported by the Corporation for Public Broadcasting. It focuses on engaging and strengthening early learning experiences for children ages 2-8 at home, in preschool and in other out-of-school settings.

Other plans include expanding DPTV's Pre-school U initiative, which offers video-based classes to parents and caregivers to promote early learning and literacy in children under 5. Leaders and researchers at MSU's College of Education, a global leader in early childhood education, will work to not only expand content but also search for innovative research opportunities.

"PBS KIDS is committed to using the power of media to help all children succeed in school and in life," said Lesli Rotenberg, general manager, Children's Media, PBS. "We are excited about Detroit Public Television's new partnership with Michigan State University, which will help further our mission, ensuring that children across Michigan – especially those in underserved communities – have access to high quality media that is proven to build key skills."

The collaboration also builds upon MSU's extensive work in the Detroit area. For decades, the university has been working with partners in Detroit to support economic development, advance the arts, transform schools, improve health and sustain the environment. MSU's presence in Detroit has been enhanced recently through its addition of the College of Osteopathic Medicine's campuses in

Detroit and Macomb County; the Partnerships Office and the Skillman Good Schools Resource Center at YouthVille; and the MSU Detroit Center.

Retaining WKAR-TV's broadcast spectrum also presents technological opportunities valuable to the university's research mission, opportunities not fully capitalized on in the past, including the possibility of research ventures that may yield technology transfer. Research on the spectrum from multiple diverse perspectives, including MSU's colleges of Communication Arts and Sciences, Education, Social Science and Engineering, has considerable innovation potential.

###

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DPTV's Ready To Learn program is funded by the Corporation for Public Broadcasting (CPB) and the U.S. Department of Education through the CPB-PBS Ready To Learn Initiative, a program that supports the development of innovative educational television and digital media targeted to preschool and early elementary school children and their families, especially those from low-income communities.

For MSU news on the Web, go to [MSUToday](#). Follow MSU News on Twitter at [twitter.com/MSUnews](#).