



AGENDA
CABLE COMMUNICATIONS COMMISSION
Regular Meeting
June 3, 2015
Meridian Township Municipal Building
5151 Marsh Road, Okemos, MI
Administrative Conference Room

- A. Call Meeting to Order at 6:00 p.m.
- B. Public Remarks
- C. Approval of Agenda
- D. Approval of Minutes
 May 6, 2015 Regular Meeting
- E. Communications/Announcements
 - 1. Resident Concern – New Construction Areas
- F. Old Business
 - 1. AT&T Audit Finalized
 - a. AT&T Settlement Agreement
 - 2. Comcast
 - a. Franchise Agreement Renewal Update
 - 3. Website Redesign
 - a. RFP – Final Copy (Posted 5/22/15)
- G. New Business
 - 1. Discussion on amending the Cable Communications Commission Bylaws to include new technology, i.e. Broadband, Internet, etc.
 - 2. Information on Legislative Agenda/Package Management - Paperless agendas, VoteCast for real-time meeting voting, etc.
 - a. iLegislate provided by Granicus
 - b. Questys Legislative Management
- H. Reports
 - 1. Complaints/Compliments: Deborah Guthrie
 - 2. Video Service Provider(s):
 - a. Comcast Creates New Jobs (Material handed out at May 6, 2015 CCC meeting.)
 - 3. Communications Director Report: Deborah Guthrie
 - a. Fibrejet Update
 - 4. Chair's Report: Walter Benenson
 - 5. Township Information: Ron Styka
 - 6. Programming: Deborah Guthrie
 - a. Recorded Spanish Pilot of Meridian News Now – Thursday's Edition
 - 7. Viewership/Promotions: Deborah Guthrie
 - 8. Finance: Deborah Guthrie
- I. Other Business & Announcements
 - 1. Exploring Local Broadband Initiatives – Webinar
 (Material handed out at May 6, 2015 CCC meeting.)
- J. Public Remarks
- K. Adjournment

Cable Communications Commission Regular Meeting Minutes Draft

Administrative Conference Room
Meridian Municipal Building, Okemos, MI

May 6, 2015

Present: Commissioners: Chair, Walter Benenson; Vice Chair, Patrick Crowley; Commissioner, Tunga Kiyak; Commissioner, Brian Seipel and Commissioner, Ron Styka
Staff: Deborah Guthrie, Communications Director and Andrea Smiley, Administrative Assistant
Township: None
Comcast: Leslie Brogan, Comcast Sr. Director Government Affairs
AT&T: None
Haslett Schools: None
Okemos Schools: None

Call Meeting to Order: Chair, Benenson called the meeting to order at **6:04 pm**.

Public Remarks: No Public Present

Introductions: Leslie Brogan stated that she was attending the meeting in John Gardner's absence.

Approval of Agenda:

Chair, Walter Benenson moved **TO APPROVE AGENDA AS SUBMITTED**. Seconded by Commissioner Kiyak.

Voice vote: Motion carried unanimously.

Approval of Minutes:

Commissioner Crowley questioned whether there was more than one meeting minutes to approve. Commissioner Crowley stated that it appeared as if the minutes from the last meeting were tabled. Commissioner Kiyak commented that his name appeared but he wasn't sure why since he didn't attend the meeting. Administrative Assistant, Smiley stated that it was the transcribed minutes that were tabled, but those minutes don't require approval, per Commissioner Styka. Director Guthrie clarified that Commissioner Kiyak was asking that the minutes be amended to show clarification that the transcribed minutes were tabled and the actual minutes were approved.

Chair Benenson asked the question again about whether the minutes from April 1, 2015 were approved. Director Guthrie commented that the minutes were approved with an amendment to provide clarification on the tabled minutes.

Voice vote: Motion carried unanimously.

Communications/Announcements:

Director Guthrie started the discussion by announcing a broadband webinar to be held on May 14. (Information was provided as a hand out; to be included in June 3 CCC packet) Director Guthrie informed everyone and asked if she should attend or if any commissioners should attend.

Commissioner Seipel asked if Director Guthrie felt the webinar would be worthwhile. Director Guthrie commented that she wasn't sure if the Township was ready for a broadband initiative but that she could definitely sit in to hear the information.

Chair Benenson asked for clarification and Director Guthrie responded that it was about deploying your own system of broadband. Commissioner Crowley asked if a motion was needed. Director Guthrie stated she was just making the announcement to see if the commission was interested in the information.

Commissioner Kiyak stated that he needed more clarification about whether broadband falls under the responsibilities of the commission or not. Commissioner Crowley stated that it does. Director Guthrie stated that at the time the ordinance for the Cable Commission was written, the term broadband was not included. Commissioner Crowley recommended that the topic be added to the next meeting agenda to discuss amending or to recommend to the Board an amendment to the CCC Bylaws. Commissioner Kiyak stated that the future of cable is going away and the way that the commission and HOMTV operate is moving towards broadband.

Chair Benenson asked if Director Guthrie could actually explain how the broadband system would work without attending the Webinar. Director Guthrie recommended attending the webinar to answer any questions about the system. Director Guthrie stated she would forward the information about the webinar sign up process.

Old Business:

1. AT&T Audit Update

Director Guthrie started the discussion by stating that an agreement had been reached but with discrepancies in regards to the amount of money owed to the communities. AT&T agreed to draft an agreement and a resolution to go along with the agreement. Once all parties involved have agreed to the terms, then a settlement will be made. She stated that the commission needs to look at future audits involving AT&T because AT&T has not agreed to amend the calculations of the fees. In California, AT&T is audited every two years and then receives a check every two years. As a collective group, we could agree to perform an audit every two years and collect the difference. For Meridian Township, the difference

in fees was approximately \$12,000 and the auditor expense was approximately \$5,000.

Commissioner Kiyak stated that it definitely seemed worthwhile, although the expense doesn't include time spent for staff to complete the audit. Director Guthrie stated that it was good to find out the willingness to cooperate on AT&T's part. Once the audit is finalized, Director Guthrie will provide the information to the commission.

*Commissioner Seipel asked to be excused because of a prior engagement.

Commissioner Styka commented that one of the goals for Meridian Township and the Communications Department is to **“Investigate options for establishing Meridian Township as a smart community and explore viable plans for expanding municipal fiber, broadband, and public Wi-Fi in Meridian Township” (Goal #4aa).**

2. Comcast

a. Time Warner/Charter Transaction Terminated

Commissioner Seipel asked Leslie Brogan, Comcast Sr. Director Government Affairs, if she had any numbers on the amount of money spent trying to push through the transactions. She replied that she only had a media number, not a Comcast number, but it was over 3 hundred million dollars.

b. Franchise Renewal

Director Guthrie stated that she and Mike Watza, Esq. had an initial meeting with Comcast Representatives; John Gardner and Leslie Brogan to discuss the renewal and all of the points that have been presented to the commission. She also stated that progress is being made and they have already set up a second meeting to continue discussions.

Chair Benenson asked for the time frame of the renewal. Director Guthrie stated that the agreement expires July 31, 2015. “Once there is enough information to put in writing, the commission will be notified”, stated Director Guthrie. Then the commission will need to make a recommendation to the Township board. Director Guthrie stated that she would like to have a preliminary agreement in front of the Board, so as to not have to ask for an extension.

New Business:

1. Website Redesign – RFP Draft document

Director Guthrie started the discussion by stating that the Communications Department is in charge of heading up a new website for Meridian Township. Commissioner Crowley asked if the HOMTV website is part of that. Director Guthrie explained that HOMTV is a separate website, but that the

Communications Department does oversee that website, as well. Commissioner Crowley asked if the two websites would both have a redesign or at least function together in the redesign process.

Director Guthrie commented that an RFP was put into place to clarify the additional websites that the Township maintains. The Township included in the proposal the possibility of changing the other websites over a period of time. Right now, the initial request for proposals is just for the main website.

Director Guthrie provided an explanation of the processes to upload documents, etc. with the current website and stated that the Township is looking for a more user-friendly, dynamic website. The RFP included in the packet is a draft; more information will be added, including dates and then the final RFP will be posted to the website, as well as mailed out to companies that have contacted the Communications Department concerning a redesign.

Chair Benenson asked if the new website would have a bill pay section. Director Guthrie stated that she is looking for the new website to have a volunteer section, a bill pay section, as well as an eNewsletter subscription sign up section.

Commissioner Kiyak asked about the software to manage agendas, packets and voting, iLegislate. Director Guthrie commented that it had been put on hold but that it could be added to the next agenda, especially since the budget is coming up in July. Director Guthrie recommended that the Clerk's Office looks into this option, as well as other companies, such as Swaggit. Swaggit allows for board meetings to be tagged corresponding to the appropriate agenda item, as well as closed captioning.

Commissioner Kiyak added a comment concerning the RFP. He suggested that a security provision be added to the RFP because of the bill payment section and personal records section, etc.

Reports:

1. Cable Compliments/Complaints:

Chair Benenson commented on one of the Comcast customer issues concerning her Internet and the fact that she feels someone is tapping into her service with additional cables that she didn't authorize. Director Guthrie explained that this is an on-going issue for this customer.

Director Guthrie commented that the commission requested recognition for John Gardner, Sr. Manager Governmental and Regulatory Affairs because of his attentiveness to the Comcast customer issues in Meridian Township. She stated that she would take care of that this year.

2. Video Service Provider(s):

Leslie Brogan, Comcast Sr. Director Government Affairs provided a hand out describing a new program for Comcast. Comcast is creating an additional 5,500 jobs with a customer experience transformation. She also stated that this new program is not a result of the failed transaction. Commissioner Seipel commented that Ford did a similar program developing the campaign, "Have you driven a Ford lately?"

Director Guthrie asked about the Reimagining the Retail Experience stores. Brogan commented that these stores began rolling out about 4 years ago. Chair Benenson suggested the commission take a field trip to the store.

Commissioner Crowley mentioned the Internet Essentials Program, stating that it is a good program. He is a foster parent and works with other foster parents and he is concerned that people are not aware of this great program. He would like to see more awareness within the Human Services Departments within the county. Leslie Brogan commented that she would discuss with John Gardner and see how they could increase the awareness of the program. Director Guthrie commented that the Township needed more pamphlets.

3. Communications Director's Report:

Director Guthrie submitted the Communications Departmental Quarterly Report and Goals Update. She added that the department experienced issues, a failed drive, with FibreJet.

4. Chair's Report: Nothing to Report.

5. Township Information:

Commissioner Styka commented that the Township is selecting new legal counsel with 9 applicants. All improvements were discussed last meeting. Commissioner Kiyak asked about the restaurants in the Township not having bike racks. Commissioner Styka commented that it only impacts new build. The other restaurants are grandfathered.

6. Programming:

Director Guthrie commented on the interview done by Brandie Yates, Internship Coordinator, with the Wharton Center on the upcoming season. Programming is beginning to build up again; HOMTV videotaped MSU student presentations. Director Guthrie commented that the new formats or varying formats of Township meetings is very challenging. She described the setup and changes that would need to take place in order to broadcast the meetings. Commissioner Styka commented on perhaps switching to stationary cameras, etc. Director Guthrie

replied that it would take away from the HOMTV Internship program and the ability to have live On-Air experience.

7. Viewership/Promotions: No discussion

8. Finance: No discussion

Other Business & Announcements:

Chair Benenson asked about the Intern Appreciation Ice-Cream Social. Director Guthrie announced that the Ice-cream Social is from 12-2 on Thursday, May 7 in the Township Pavilion. The Ice-cream is being donated by Culver's and all the Commissioners are invited to attend.

Future Agenda Items:

Final RFP, Information on Legislative Agenda/Packet Management and the Cable Communications Commission Bylaws

Public Remarks: No Public Present

Commissioner Crowley moved **TO ADJOURN THE MEETING**. Seconded by Commissioner Kiyak.

Hearing no objections, Chair Benenson **ADJOURNED THE MEETING AT 7:02 pm.**

NEXT MEETING:

The next scheduled meeting is **June 3, 2015 in the Administrative Conference Room.**

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

COMMUNICATIONS

Andrea Smiley

From: Deborah Guthrie
Sent: Wednesday, May 06, 2015 2:24 PM
To: Andrea Smiley
Subject: FW: A Question About Buildings/Safety

Please add to communications section of the next ccc packet. Thanks.

Deborah Guthrie
Communications Director/PIO, Meridian Township Executive Producer, HOMTV
5151 Marsh Rd
Okemos, MI 48864
HOMTV and CAMTV
guthrie@meridian.mi.us
517.853.4380

-----Original Message-----

From: Brandie Yates
Sent: Wednesday, May 06, 2015 1:17 PM
To: Mark Kieselbach; Raymond Severy; Derek Perry
Cc: Deborah Guthrie; Frank Walsh
Subject: FW: A Question About Buildings/Safety

Below is an email I received from a resident. I told her I would forward to the correct departments to handle her concern.

Thank you,
Brandie

-----Original Message-----

From: Vicki Pantano [<mailto:vpantano7@comcast.net>]
Sent: Saturday, May 02, 2015 4:24 PM
To: Brandie Yates
Subject: A Question About Buildings/Safety

Dear Ms. Yates,
I saw your name and title on the web page for Meridian Twnshp and I thought I would write to you about a concern of mine. I did pick up a phone number too, on that same page, of the Building Division. I'm planning to call them on Monday sometime.
First I'm trying to find out who would take up my concern in the Meridian Twnshp office and could I please be contacted back about this.

This concern deals with a new construction area. It is located off of Central Park Rd, by The Willows Care Center. It is a new residential single home area, booming right now with new construction going on on nearly every lot left to build on. One of the entrance streets is Columbus. One of the builders is Edwin Allen.

My concern is the large open basement holes, when freshly dug with no fencing or safety tape surrounding those opening holes. I've seen several fresh digs, before the proper basement walls were poured, open without any safeguards in place.

Of course parents would caution their children when walking by, but to me an accident is just waiting to happen. One hole saw had a ladder that was left in the hole propped against the dirt wall.

I just wonder if there is a requirement for some kind of fencing or safety tape to be put in place at a new home sight dig such as these?

Thank you for reading this and if you can find out the correct person to contact about this concern, please let me know, Thank You, Vicki Pantano P.S. I do enjoy the HOM TV govt channel.

Sent from my iPad

CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**OLD
BUSINESS**

SETTLEMENT AGREEMENT

by and between

Michigan Bell Telephone Company

and

The Charter Township of Meridian, Michigan

This Settlement Agreement ("Settlement Agreement") is made between Michigan Bell Telephone Company, d/b/a AT&T Michigan ("AT&T Michigan") and The Charter Township of Meridian, Michigan its affiliates, subdivisions, agencies, successors and assigns ("Township"):

WHEREAS AT&T Michigan and the Township will be referred to collectively as "Parties" and individually as a "Party";

WHEREAS, AT&T Michigan and the Township the desire to enter into a written Settlement Agreement to eliminate the necessity of litigating their differences with respect to obligations of AT&T Michigan under The Michigan Uniform Video Services Local Franchise Act, 2006 PA 480, MCL 484.3301 *et seq.*, (the "Act") and under the Uniform Video Service Local Franchise Agreement between AT&T Michigan and Township dated December 5, 2008 ("Franchise Agreement") for the period January 1, 2012 through December 31, 2013 (the "Audit Period"); and

WHEREAS, the Parties intend to settle all amounts due under the Act for the Audit Period.

NOW THEREFORE, AT&T Michigan and the Township, in consideration of the mutual promises and benefits specified herein and other good and valuable consideration the receipt and sufficiency of which are hereby acknowledged, hereby agree as follows:

1. AT&T Michigan and Township each hereby affirm that the liability of AT&T Michigan under the Act and the Franchise Agreement for franchise fees, PEG fees, late fees and interest associated with the same for the Audit Period and agree that such liability and any claims that AT&T may have under the Act for overpayment, refund, late fees and interest associated with the same for the Audit Period shall be resolved by the assessment of AT&T Michigan in the amount of **\$11,369**. This amount covers all liabilities and obligations of AT&T for the Audit Period under the Act and Franchise Agreement including amounts for franchise fees, PEG fees, late fees or any other franchise fee audit related payments whatsoever to Township.
2. The amount due and payable will be paid within 60 days of the date this Settlement Agreement is signed, but no later than July 8, 2015.
3. AT&T Michigan and the Township hereby agree that neither the Township nor AT&T Michigan will pursue any additional assessments or offsets or refunds under the Act or the Franchise Agreement for the Audit Period related to franchise fees or PEG fees. The Audit Period shall be forever closed for assessments, offsets and refunds under the Act or the Franchise Agreement for the Audit Period related to franchise fees or PEG fees for both Parties effective with the payment of the assessment hereby agreed to by the Parties. This Settlement Agreement shall be enforced as if the limitation on assessments, offsets and refunds related to amounts due under the Act or the Franchise Agreement including franchise fees or PEG fees for the Audit Period under MCL 484.3307 has expired.
4. Any notices, demands, communications, or modifications concerning this Settlement Agreement shall be in writing.
5. **No Admission.** This Settlement Agreement is not, and shall not, in any way be construed to be an admission by any Party, or any of their former or current parent companies, successors, assigns, affiliates, subsidiaries, directors, officers, employees and agents, that any one of them has acted wrongfully and/or illegally in any manner and the settlement set forth herein shall not be construed by any person or in any court, agency or tribunal whatsoever as a present or past admission of liability.

6. **Entire Agreement.** This Settlement Agreement represents the entire and integrated agreement between the Parties and supersedes any and all other agreements either oral or in writing between the Parties with respect to the subject matter hereof.
7. **Governing Law.** This Settlement Agreement has been carefully and fully read by the Parties and by their counsel. The validity, construction, enforcement and effect of this Settlement Agreement shall be governed by the laws of the State of Michigan, and all proceedings, legal or equitable, hereunder, must be brought before a court or administrative agency of competent jurisdiction in Michigan.
8. **Authority.** Each Party hereto acknowledges and represents that the person executing this Settlement Agreement on its behalf is duly authorized and fully competent to execute this Settlement Agreement, understands its terms and provisions, and has voluntarily executed this Settlement Agreement.
9. **Counterparts.** This Settlement Agreement may be signed in counterparts.

IN WITNESS WHEREOF, AT&T Michigan and the Township have hereunto set their names for the purpose of validly and legally executing this Settlement Agreement, the Parties intending to be legally bound by all terms and conditions contained herein.

The Charter Township of Meridian, Michigan

Michigan Bell Telephone Company

d/b/a AT&T Michigan

By: Frank L. WALSH

By: _____

Name: Frank L. WALSH

Name: _____

Title: Township MGR.

Title: _____

Date: 5-22-2015

Date: _____

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

May 22, 2015

Subject: Request for Website Proposal

Bid Reference Title: Meridian Township Website Design and Development RFP

Dear Prospective Bidder:

You are invited to submit a proposal for the above subject to Meridian Township.

The details of our request are contained in the enclosed Request for Proposal (RFP). Additional information and resources needing to be addressed are outlined in the RFP and also located on our website, www.meridian.mi.us, in the "Township Projects" section.

For your convenience the main events for the RFP are as follows:

1. The bidder shall confirm intent to submit (via email) a bona fide proposal and designate its representative to whom communications may be directed, including any addenda no later than **Friday, June 5, 2015** to the following address:

Email for submissions of acknowledgement: smiley@meridian.mi.us

Email subject: Website RFP 2015 Intention to Bid

2. A prospective bidder requiring any clarification on any technical, contractual or other RFP inquiries may notify Meridian Township via email at the following address no later than **Friday, June 19, 2015**.

Email for submission of all inquiries: guthrie@meridian.mi.us

Email subject: Website RFP 2015

Meridian Township will respond in writing (via email only) to any request for clarification of the RFP received prior to the deadline for inquiries, as indicated above. A consolidated document of Meridian Township's response to all questions (including an explanation of the inquiry, but without identifying the source) will be sent to all prospective bidders who have received the RFP. Questions are to be submitted in the format "Paragraph Title" and will also be posted in the projects section of the Meridian Township website, along with a response.

3. Vendor submittals must be received at the address specified by **Monday, June 22, 2015**.

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John Veenstra
Angela Wilson

Trustee
Trustee
Trustee
Trustee

4. Meridian Township will open the proposals at the Meridian Township Clerks office on **Tuesday, June 23, 2015.**

5. At the discretion of the designated website committee team members, selected bidders may be invited to supply additional information on the contents of their proposal during the evaluation period.

6. Evaluation of proposals and the selection of a vendor will be performed in accordance with the RFP.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Guthrie".

Deborah Guthrie
Communications Director/PIO
Meridian Township



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Overview

Meridian Charter Township is seeking to redesign the official Township website. We are looking to partner with a company that can enhance the current user experience through the ease of navigational use and functionality, while increasing the ability to access information for the residents of Meridian Township.

The objective of this Request for Proposal is to provide these services at a higher level of excellence in the presentation and delivery of information and services provided to our residents and businesses than is currently being provided. We need a company who can create a customized portal(s) specific to the business community, residents and visitors. Secondly, but not any less important, the Township requires a content management system which allows for simplification, streamlined processes and ease of use.

The Township seeks a company that can provide all of the functionalities listed in this website RFP with dynamic content; keeping users engaged and coming back, while ensuring that content is searchable and navigation remains user-friendly. The Township also seeks a company that has the capability of integrating additional features that may be needed in the future.

About Meridian Township

The community of Meridian Township lies along the eastern border of East Lansing and the campus of Michigan State University, in close proximity to the Michigan State Capitol.

Centrally located, Meridian Township has two healthy and active communities; Haslett and Okemos. A smaller portion of the Township is comprised of East Lansing and Williamston mailing addresses. Founded in the early 1800's along the Grand River, Meridian Township residents enjoy quiet, safe and well maintained connected neighborhoods, with plenty of parks, pathways and recreational opportunities for visitors and families to enjoy. With natural beauty along every road, interurban pathway and within the business districts, Meridian Township is a great atmosphere for families, seniors and young professionals.

A desirable community for raising families, Meridian Township offers award winning school districts, an array of quiet neighborhoods and an abundance of natural beauty, with four seasons of outdoor activities. With a park system having over 906 acres of park land in 28 parks and natural areas, Meridian Township welcomes visitors from surrounding areas to its parks and to the largest lake within 25 miles of the State Capitol; Lake Lansing.

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Meridian Township Website Design and Development

Current Website

The Township's current URL address, www.meridian.mi.us, will remain the same.

Residents, visitors, Township Officials, media and staff utilize the site and visit various sections of the site. Critical web services on the existing site include emergency communication, contact and feedback information, news and information capabilities, blogging and social media.

Redesign Requirements

The Township will enter into a professional services agreement with a vendor having extensive municipal experience to design and implement the new website. The emphasis will be on incorporating extensive content management tools, robust social media integrations, database driven architecture and mobile-friendly, while providing a user-friendly and intuitive site structure on an interface that is both attractive and ADA compliant.

Background

Meridian Charter Township has maintained a strong presence on the World Wide Web since the late '90s. The website serves as a vital communication link between the Township and the community. Our domain, www.meridian.mi.us, receives roughly 6,800 page views per month. Attached you will find the top 50 page views for a one month period. Page views vary depending on the time of year and the information provided and pushed through to social media sites. These page views do not include click views to other sites.

In early 2009, the Township underwent a complete redesign of the website and switched to the current provider. Since that conversion, the existing web server has been supplied and maintained by the provider. They ensure continuous internet access to the server and content 24x7x366 from their own highly redundant and secure servers. The Township intends for the selected respondent to provide this same level of service moving forward. The content itself will continue to be produced and uploaded to the supplied server by the Township's Communications Specialist and end users from various Township departments.

Existing Challenges

1. Backend management is convoluted and cumbersome. The administrative side of the website is not easy to manage and navigate. The log-in pages should work intuitively with specific users and be more user friendly.
2. A lack of social media integration with other systems' communication.
3. Multiple, repetitive postings of content.
4. Calendar integration not intuitive.
5. A lack of sufficient storage and server space.
6. Aesthetics and design is too limited for current needs.

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www.meridian.mi.us



Meridian Township Website Design and Development

As an example, the Communications Department is currently posting the same content on multiple platforms in order to promote events within the Township. For most events, a press release is created in Word, saved as a PDF and then distributed via email and fax to media contacts and Township employees. The PDF is then uploaded to the website under the “Media Room” tab, where press releases are housed. Information for the event is also posted in the events calendar and as a news item on the front page of the Township website, with links to the press release and a photo representing the event. Once the press release is posted on the Township website, the information is then shared on social media (mainly Facebook and Twitter) multiple times leading up to the event. Depending on the event, the information may be cross-promoted on other social media sites that the Communications Department manages, as well as subsequent information posted to Pinterest, Flickr, etc. Once the event has ended, the information must be removed, hidden or turned off manually, in all the various places of the website. We are looking for a company to partner with to enable this process to be more streamlined and less redundant.

Situational Analysis

The Township seeks a company who can redesign the website, currently 6 years old, with a fresh, new approach, while integrating the migration of existing content for all of the Township’s websites.

The vendor will be responsible for the new design, a content management system (CMS), a hosted server environment, on-going development support and maintenance, along with the integration of any new features. The Township’s Communications Department will continue to maintain and provide day-to-day content updates via the CMS.

In addition to the primary Township website, www.meridian.mi.us, the Township also maintains other sites/domains as follows:

1. HOMTV.net
2. maps.meridian.mi.us
3. recycle.meridian.mi.us
4. CAMTV.net
5. CelebrateDowntownOkemos.com (Weebly website)

These additional sites would not require a redesign; however, the intent would be for them to be able to expand to include the content of the above listed domains/services in the future. There are also several third-party applications that integrate into the primary site, generally within an inline frame.

The Township’s primary website needs to support the following connected services:

1. Munetrix
2. Ecode
3. GIS Mapping

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Meridian Township Website Design and Development

The Township's primary website needs to support the following connected social media services:

1. Nixle
2. CopLogic
3. Facebook
4. Twitter and/or possible social media management software platform
5. Pinterest
6. LinkedIn
7. YouTube
8. Flickr
9. Survey Monkey

The Township's primary website needs to support or provide the following blogger and newsletter services or have the ability to provide an integrated blogging option:

1. Wordpress
2. Blogger
3. Constant Contact
4. MailChimp
5. Vertical Response
6. FlipSnack or SnackTools

Vendor Qualifications

Please see Attachment

Integrated Content Management System (CMS) Components and Tools

The CMS listing in the table below represents functional categories and is not comprehensive; others may be recommended or added. Please select the core requirements that will be provided from the table below. Possible budgetary constraints may require that this project be implemented in phases.

Features

Core Requirements	Project Outcome/ Module	Function	Offered: (yes/no)	Comments/ Description	Cost
	Access GIS, Crime Stats, Mapping, etc.	Interface to existing systems and databases			
	Agenda Management	Upload, Manage Agendas			
	Automatic Expirations of content.	Expiration dating			
	Bill payment				
	Browser based administration	Update, delete and create template based web pages			

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Meridian Township Website Design and Development

	Calendar-departmental, as well as Township wide	Update/publish calendars by both department, Township wide			
	Code of ordinances				
	Departmental home	Dynamic content			
	Directories, listing	Dynamic content			
	E-notifications	Electronic subscription			
	Event registration	Online reservation/payment			
	Forward to a friend	E-mail extension			
	FAQ	Dynamic content			
	FTP capable	Upload/download capability			
	Hit tracking	Analytics and site audit reports			
	Intranet/extranet	User restricted pages			
	Career page	Job postings, application process, etc.			
	Legal notices				
	Links to third parties				
	Multi-lingual support	Dynamic content			
	News & announcements	Dynamic content			
	News releases	Online publishing			
	Newsletters/e-news	Subscription and online publishing			
	Online forms	Forms/publishing/tracking			
	Online payments	Secure online transaction by department			
	PCI compliant				
	Printable pages	Print-friendly function			
	Registration	Volunteer, donations, etc.			
	Resident section	Comments, questions, concerns, etc.			
	RFP/RFQ/bid posting	Dynamic content			
	Rotating photos/banners	Dynamic image display			
	RSS feeds out	Registration by department			
	Site search	Internal site search engine			
	Special event/facility liability forms	Secure online registration by department			
	Staff services	Intranet services			
	Survey/polling capability	Poll/question/answer tracking			
	Vendor registration	Online registration			

5151 MARSH ROAD, OKEMOS, MICHIGAN 48864-1198 517.853.4000

www.meridian.mi.us



Meridian Township Website Design and Development

	Site index				
	Video hosting	Embedded, YouTube, support homtv.net			
	Social media interface	Facebook and Twitter feeds			
	E-permitting	Permit center			
	Emergency notification	Alerts sent via email? MS text? Or both?			
	Facility management	Online reservations and/or listing component?			
	Responsive design	How will the website be adaptable to be viewed on mobile devices?			
	Facility reservations	How will residents reserve public facilities?			
	Mobile sites	Mobile phone browsers			
	Mobile accessibility	What mobile devices will work (iPad, iPhone, Android, etc.?)			
	Support and ongoing maintenance	Describe how your firm supports the products and services offered.			
	Software upgrades	Explain how your clients receive upgrades to the product. Costs?			
	Mobile app	Is there an iPhone app? Android app? Cost?			
	Website content	What is the process of building the new website? What resources are required of the Township? What will the vendor provide?			
	Navigation	Describe vendor approach to navigation and structure.			
	LDAP integration	Ability to tie login credentials to MS active directory			
	Breadcrumbs, site map	Site navigation options			

Cost & Budget Analysis

The vendor should provide a detailed cost breakdown and timeframe for all services to reflect features being provided, any phasing in approaches to include features and costs, initial startup costs, as well as future years and any applicable on-going costs. This would include costs for redesign, migration, hosting, development, ongoing or recurring costs for maintenance and support, training, module or feature costs and project management. The budget for this project is \$20,000.

5151 MARSH ROAD, OKEMOS, MICHIGAN 48864-1198 517.853.4000
www.meridian.mi.us



Meridian Township Website Design and Development

Deliverables

This section identifies the deliverables associated with this RFP:

1. Under Vendor Qualifications section, complete and return form provided.
2. Include a project approach summary for building a municipal website.
3. Include a sample project schedule for building a municipal website.
4. Include pricing structure/cost for services outlined under Situational Analysis section, as well as in the Features table.
5. Describe the process of creating and launching the new website and requirements of the Township.
6. Explain the annual license agreement and any associated site maintenance costs outside the scope of the initial project.

Other Submittal Requirements

The deadline for the RFP is **Monday, June 22, 2015 at 5pm**. Submit two hard copies of the RFP response to Meridian Charter Township, 5151 Marsh Rd, Okemos, MI, 48864. All responses must be addressed to the attention of Deborah Guthrie, Communications Director/PIO and marked on the outside "Meridian Township Website Design and Development RFP".

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The Township reserves the right to request follow-up information or clarification from vendors in consideration.

Meridian Charter Township reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor, which in the opinion of the Township, will best serve their interests.

Each response to this RFP shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the Township for reimbursement will be accepted.

Evaluation Criteria

The Township shall strive to buy the best quality goods and services at the lowest price. In this endeavor, the Township shall be an equal opportunity purchaser, favoring local vendors only when all other factors are relatively equal.

Evaluation and Acceptance of Bids: Prior to evaluating bids, the Manager, with assistance from Department Heads shall determine specific guidelines for bid evaluation. It should be noted whether price or quality is the predominant criteria and other criteria that shall effect bid evaluation.



Meridian Township Website Design and Development

1. The Township may evaluate all bids objectively and subjectively. It may reject any and/or all bids or portions of bids submitted. All items must be considered as presented in the specifications. Bids may be awarded as a total package or on an item by item basis.
2. The Township shall comply with Federal and State of Michigan guidelines on Equal Opportunity in Contract Compliance, whenever possible. Local vendors shall only be given preference in award of bids when all other factors are approximately equal, unless otherwise advertised.

Formal Bidding

The Township Clerk's Office will stamp the bids with the time or receipt and safeguard all bids and corrections until the time the bids are to be opened **Tuesday, June 23, 2015 at 10am**. The open and read will be at the time of the bid opening and will be open to the public. The Communications Department will tabulate the bid results and tabulate separately unless it has been specified that the items were to be bid as a package. Any deviation from the specifications must also be noted. Changes to bids will be accepted until **Monday, June 22, 2015 at 5pm** for bid submission. Official bidders will register with Communications Administrative Assistant, Andrea Smiley, through email smiley@meridian.mi.us.

Selection Process

The selection process will involve the following phases:

- Phase 1: A Township website review team will evaluate vendor submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of RFP terms and completeness of submissions.
- Phase 2: Narrow the pool of respondents
- Phase 3: Vendor interviews and reference checks of most qualified applicant(s)
- Phase 4: The Township will enter into negotiations of a professional services agreement.

Schedule

The approximate RFP *schedule is summarized below:

1. Issuance of RFP: **Friday, May 22, 2015**
2. Vendor submittals due: **Monday, June 22, 2015** to Township Offices via mail or personal delivery.
3. Vendor interviews and reference checks: **July 2015**
4. Vendor approval, enter negotiations, execute a professional services agreement including assurance of work to be done: **August 2015**

* Dates subject to change



Meridian Township Website Design and Development

Inquiries

All inquiries about this request must be in writing and directed to:

Deborah Guthrie

Communications Director/PIO

E-mail: guthrie@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

Vendor Qualifications

The intent for this section of the RFP is to enable the Township the ability to evaluate vendor experience, qualifications and capabilities for developing and implementing a new Township website. Responders are required to submit the form or a written narrative where applicable.

Municipal Website Design Experience

Please list relevant government website experience/URLs

Michigan Municipal client	Other Municipal client	Other
1. Client Name	_____	_____
2. Client Contact Person	_____	_____
3. Phone	_____	_____
4. Client Address	_____	_____
5. Website Address	_____	_____

Michigan Municipal client	Other Municipal client	Other
1. Client Name	_____	_____
2. Client Contact Person	_____	_____
3. Phone	_____	_____
4. Client Address	_____	_____
5. Website Address	_____	_____

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1. Client Name	_____	_____
2. Client Contact Person	_____	_____
3. Phone	_____	_____
4. Client Address	_____	_____
5. Website Address	_____	_____

Company Profile

A. Number of years in business _____

B. Office location(s) Address _____

C. Financial stability _____



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Team Members/Roles (list all personnel to be assigned to this project)

- A. Name
- B. Title
- C. Role (i.e., project management, programming, graphics)

- A. Name
- B. Title
- C. Role (i.e., project management, programming, graphics)

- A. Name
- B. Title
- C. Role (i.e., project management, programming, graphics)

Vendor Service Capabilities (Describe all available)

- a. Web development
- b. Software tools (i.e., Content Management System or modules)
- c. Site maintenance
- d. Site hosting
- e. Client training
- f. Availability of robust self-service documentation and technical support
- g. Appropriate redundancy and scalability to avoid unexpected outages and to accommodate periodic maintenance, usage growth and sudden usage surges
- h. Meets U.S. Federal Government ADA requirements
- i. Provide a detailed Service Level Agreement including response time
- j. 24/7 support
- k. Site security for both Township staff and users
- l. Give an example and describe how you provide content management to multiple information streams (websites, social sites, etc.)
- m. Other supplemental information we have not asked for to which you think would be fitting to submit



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Trustee
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Vendor/Municipal Contract Performance (Please provide two examples that include all of the following):

A. Client name _____
B. Contract amount _____
C. Contract duration _____
(including any phasing in approaches)

A. Client name _____
B. Contract amount _____
C. Contract duration _____
(including any phasing in approaches)



CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**NEW
BUSINESS**



iLegislate®

The leading tablet application for paperless agendas on iPad and Android

Granicus' tablet agenda application, iLegislate®, enables governments to review meeting agendas, supporting documents, and archived videos over iPad® or Android tablet. Proven to save staff hours in their pre-meeting workflow while improving efficiencies, government agencies no longer need to spend thousands of dollars annually printing, copying, and binding meeting materials, not to mention the staff costs for collecting, organizing, and distributing these materials. Eliminate these time and material costs by introducing a completely paperless environment for agendas.

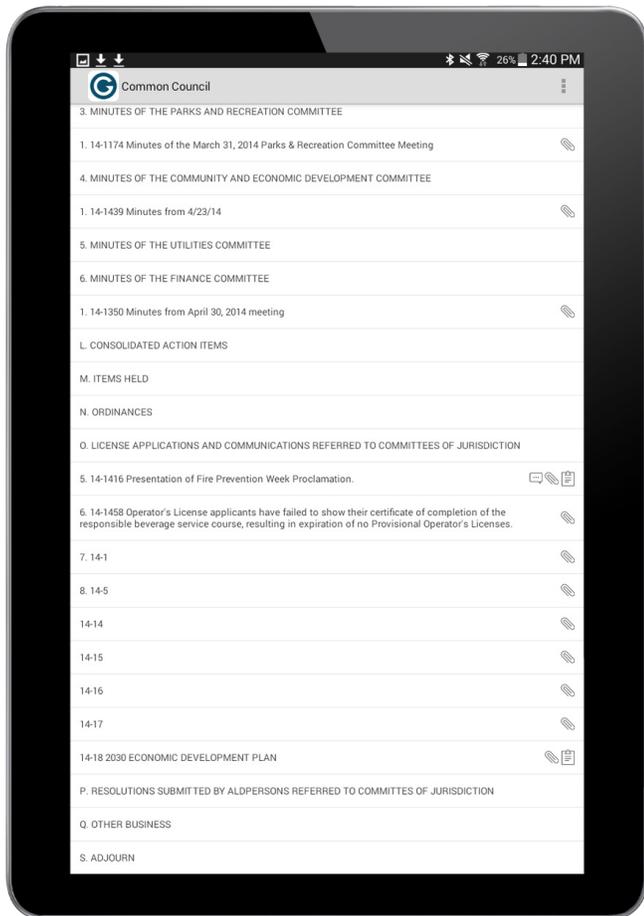
iLegislate seamlessly connects all agenda data to the tablet, automatically updating it with the latest information when online, and available for review when offline. Elected members and staff can review agendas and PDF attachments, and bookmark items of interest, while offline. All these changes are automatically backed up to the Granicus cloud when an internet connection is established.

- Convenient access to meeting agendas and supporting documents
- Reduce paper consumption and move to a paperless environment
- Review agendas and attachments offline and on-the-go
- Easily take notes and email agenda items
- Review indexed, archived meeting videos
- Public opinion placed at elected officials' fingertips

Benefits & Functionality

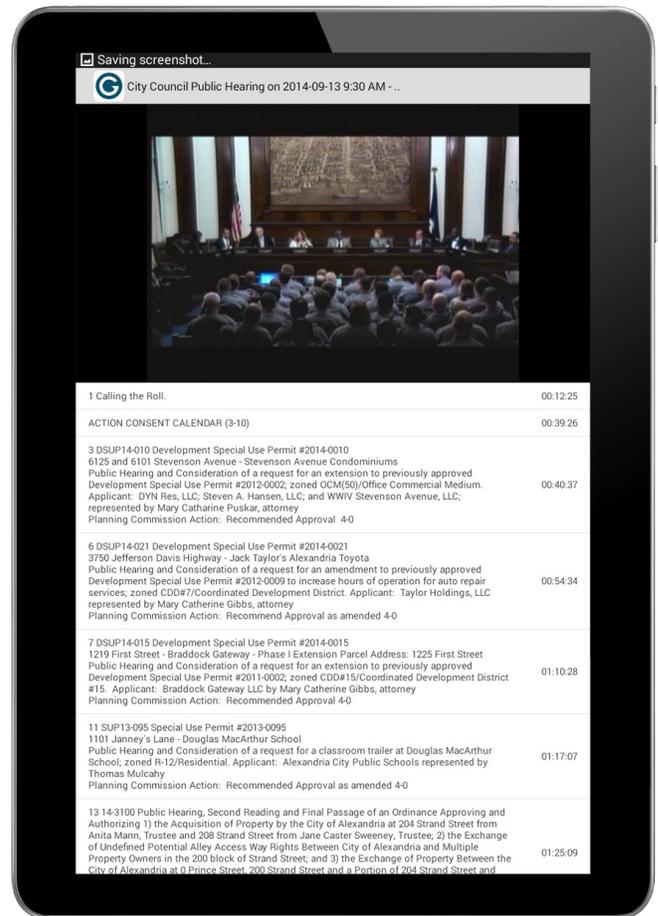
Review meeting agendas with supporting documents

Easily review upcoming and previous meeting agendas through a tablet. Read agenda item details, including the suggested action, by simply clicking on the item within the agenda. Download the agenda and review the complete packet without an internet connection.



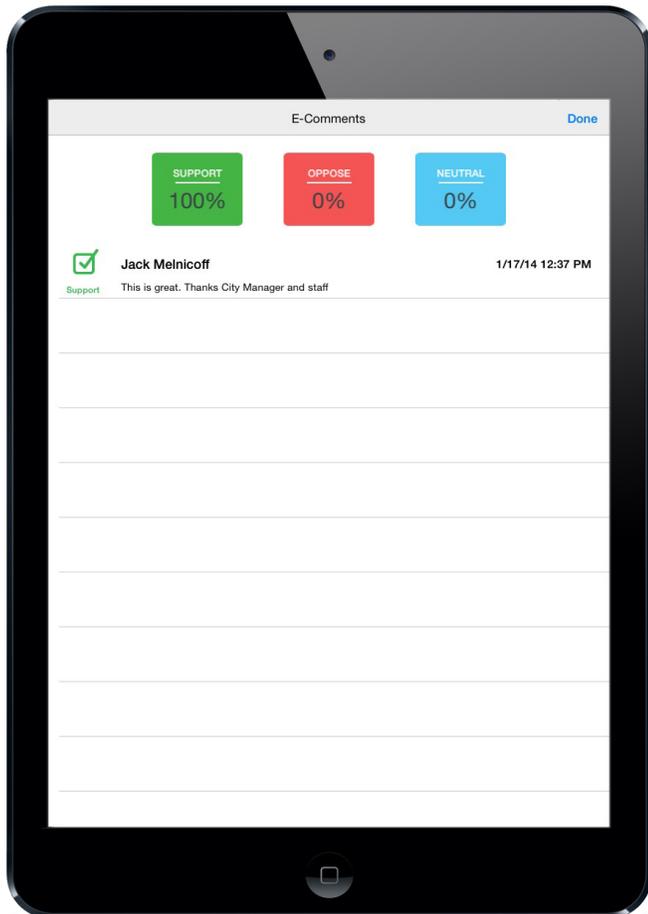
Stream indexed archived videos

Using H.264 technology, watch archived videos within the iLegislate application. Simply click on the videos tab and choose from the same list of archived videos available through your website including meetings, Public Service Announcements, events and more. Archived videos are indexed, making it easy to jump directly to items of interest.



Put public opinion at elected officials' fingertips

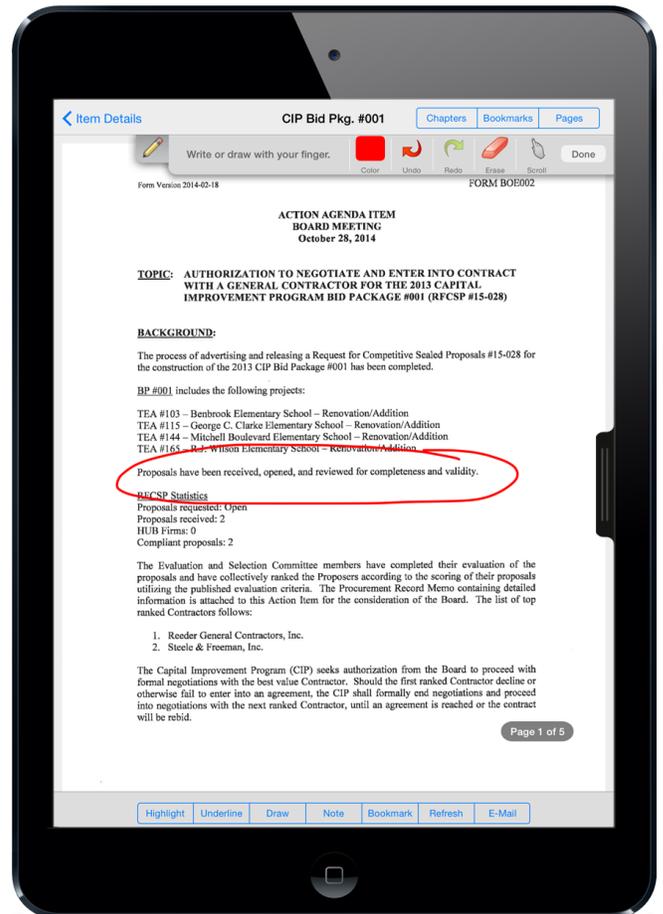
More than digital agendas, the integration with the Citizen Participation Suite provides easy access to ideas coming from the community, as well as feedback from the public on specific agenda items. Make community leaders more effective by placing public support percentages and community comments on agenda items, maps of community idea contributors, civic participant demographics, community improvement ideas, and more at their fingertips.



Take notes, annotate, and bookmark specific agenda items*

When reviewing an agenda item's details, users can add personal notes to an item or bookmark it for future review. Users can take typed notes, or mark up agendas and supporting documents with highlighting, drawing, and underlining tools. We've even made note and bookmark review easier by allowing users to see all marks or all bookmarked items at once.

* Available only on the iPad



FEATURE LIST

Review complete paperless agenda packets
Take notes on agenda items and supporting documents
Bookmark items of interest
View archived meeting videos specific to agenda items
Review agendas for various meeting bodies
Automatically backup data to the cloud
Supports the Granicus API
Integrates with 3rd party agenda management systems
Integrates with the Citizen Participation Suite

IPAD ONLY FEATURES

Email agenda items with annotations
Review and annotate agendas offline
Save, delete, and annotate previous agendas

DEPENDENCIES

Free to any Granicus Platform and Suite users
Apple iPad or iPad Mini (any generation)
Android Device (Version 4.3 and greater)





Legislative Agenda Management (LSx)

Questys Legislative Agenda Management Software (LSx) was designed to automate your entire agenda process, from creation of staff reports, agendas and packets to real-time roll-call, vote tabulation and meeting minutes, from archiving agendas and backup material to searching and retrieving by keywords, agenda item titles and full-text; all from your internet browser and accessible from anywhere. LegisStream is the solution to your agenda development and management needs.

Agenda Creation and Internet Publishing Made Simple

Questys LSx creates agenda items and staff reports for review, submittal, tracking of the item approval and inclusion on the final agenda. You can also auto-generate your agenda packet, convert it to PDF and publish to your website, simply, quickly and effortlessly.

Keep Up with a Constantly Changing Environment with Ease

LSx gives you the flexibility to keep up with a fast-moving, constantly changing environment with the ability to add, move, defer, sort and delete agenda items with a couple of easy mouse clicks.

Go Paperless and Increase Efficiency in Your Internal Processes

- Legislator feature records elected officials notes effortlessly.
- Clerk feature records real-time meeting minutes and vote tabulations, as well as, auto-generates the minutes immediately following the meeting.
- Roll-Call feature supports real-time attendance accounting.
- Integrate with *Granicus* MinutesMaker by including the Questys-Granicus Integration module with your Questys LSx system.
- Available on-premise or as a completely hosted solution.

The Bottom Line

Questys Legislative Agenda system streamlines the legislative agenda process. What was once an arduous task of manually compiling paper and data into an Agenda Packet is now made quicker and easier with LSx.

Testimonials

"Without hesitation I would recommend LSx not only for an effective legislative agenda management system but for the excellent customer service that Questys Solutions has provided and continues to provide from the President of the Company down to staff support assistance."

Lois M. Sahyoun
Clerk of the Board
San Joaquin County, CA

"LSx has improved our agenda preparation considerably. What normally took over a week is now down to a two day process! The agenda process is virtually automatic...[We] have moved light years ahead..."

Lydia Beiswanger
California Clerk of the Board
Merced County



CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**COMPLAINTS/
COMPLIMENTS**

Individual Video Provider Customer Intakes

Complaint Number 2015-011

Date 5/11/2015

Name Tunga Kiyak

Street Address 2185 Burcham Dr

City / Zip East Lansing 48823-

Work Phone **Ext**

Cell Phone

Home Phone

Email kiyaktun@broad.msu.edu

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 It's 9:35 at night, and I'm in my office right now since I have to grade homeworks online for tomorrow and I have no Internet at home. Here is my Comcast story...

I called Comcast on Saturday to upgrade my service to the new X1 platform. In the process, I was offered a promotional package that included voice plus the next tier of Internet (double my current speed) for a price lower than what I was currently paying, and I accepted. They said they would send me a self-install package in the mail. So far, so good...

And then, here is what happened today:

4:15pm: I come home. Everything is working fine, I check my email, check news on TV.

4:45pm: I leave the house to take my daughter to her piano lesson which starts at 5pm. As I drive away, in my rear view mirror I notice a Comcast truck stop in front of my house. I don't have time to go back and inquire, so I figure they must be checking the outside connections to make sure I can handle the double speed.

5:50pm: I come back from the piano lesson, find an Xfinity tag on my door. It says that there is a problem with my service order, and I should call Comcast to schedule a change service order (or something like that, I don't have the tag with me right now). I go in the house, and everything is cut off. No cable, no internet, nothing.

6:00pm: I place my first service call to Comcast. A nice women rep answers the phone. I explain the situation. She ignores the door tag, and focuses on no internet. She wants me to power cycle the modem. I tell her that the modem was fine when I left and it must have something to do with the technician that came. She says she sees no record of a technician visit, and tells me we need to go through basic troubleshooting. I play along for about 10 minutes, of course nothing changes. She then says she will do some research and call me back in 30 minutes.

6:35pm: She calls me back, and tells me there is a reported outage in my neighborhood and that my service should come back when it is fixed sometime later tonight, and hangs up.

6:45pm: I call a friend of mine down the street, his Comcast is fine. I pull up the Comcast My Account app on my phone, and it reports no outages in my area. So, I decide to call again.

Individual Video Provider Customer Intakes

6:50pm: I call Comcast again. This time a nice gentleman answers. I explain the problem. He checks and tells me that there are no outages in my area that have been reported. Cannot explain why the previous rep would say that. He then fixates on no cable service and wants to refresh my receivers. I play along, of course nothing happens. I again ask about the tag on the door. He says there is no record of a technician visiting my house. He also says, he needs someone over to have a look. I ask him what a change service order in the tag means. He says that means the same thing, that a technician has to come over. I ask him when someone can come over to fix it, and apparently no one is available before Thursday.

So, now I'm without internet and cable service for the next 2.5 days until someone comes over. My wife is furious and thinks I should just cancel Comcast and switch to AT&T. I think the whole situation does indeed stuj, but nothing we can't handle (not like we watch a lot of TV anyways, the Internet is the bigger problem but I'm sure we can survive for 2.5 days).

But, here are the four things that really bugged me about the situation, and why I wrote this long email:

- 1) Who was the technician that I saw stopping at my house as I was leaving? And what did he do to completely screw up my service?
- 2) Why is there no record of him actually coming to my house? Or if there is a record of him, why can't the reps seem to find that record?
- 3) On a related question, why don't the door tags include some kind of an identifier of the technician or a reference number so that customers can actually relay useful information to help locate the service that was performed/attempted when they call Comcast?
- 4) Why did the first rep make up an excuse about an outage? If she can't resolve the problem, she can certainly schedule a technician like the second rep did, or refer to me to a higher level technician. I'm not sure how exactly making up a fake outage helps resolve anything.
- 5) Given that someone from Comcast clearly screwed up, why do I have to wait 2.5 days for someone else to come and fix the situation? Shouldn't there be some kind of a priority to fix complete outage problems, especially when caused by Comcast technicians? (Of course, the reps may not have thought that Comcast was at fault, since there is no record of the technician stopping by and my only proof is a door tag.)

Anyways... I'll update you on Thursday with Chapter 2...

Problem Before? No **Ongoing** **MPSC Information**
Assigned Staff Deborah Guthrie **Given**

Staff Response email was sent directly to John Gardner. Meridian Township staff documented for future follow up

Resolution Note sent from John Gardner to Tunga Kiyaki,

Tunga, I have reached out to our customer care specialists and operations to take care of this.

I'm very sorry about the trouble.

John

Individual Video Provider Customer Intakes

Complaint Number 2015-009

Date 4/22/2015

Name John Ruh

Street Address 1808 Birchwood Dr

City / Zip Okemos 48864-

Work Phone **Ext**

Cell Phone

Home Phone (517) 349-2955

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 Unable to connect with customer service at Comcast; on hold for 45-50 minutes each time
Unhappy with the increases in fees over and over again. He feels that Comcast is burying programming costs in fees so that subscribers can't eliminate or change their expenses. He feels the most inexcusable costs are labeled Broadcast TV fee for retransmitting and now Regional Sports fees for transmitting sports networks. He would like to be able to

Problem Before? Yes **Ongoing** **MPSC Information**
Assigned Staff Andrea Smiley/Deborah Guthrie **Given**

Staff Response Stated that I would take down all of the customers information and concern and forward to John Gardner, Comcast Representative for resolution.
4.29.15 Follow up call to Mr. Ruh. He stated that he received a call from a Comcast Representative but needed to call them back.
5.1.15 Mr. Ruh stated that he spoke with a representative from Comcast and all of his questions were answered; however, he was not happy the the gentlemens attitude, stating that he was receiving pricing as if he was a new customer and when that ended he would not have that same pricing. Also, the fees will remain as the fees are. He felt that his only option, per the representative, was to purchase a bundle deal in order to say money. His is a long time customer of Comcast, 15-20 years, and feels the cost/fees are excessive.

5.14.15 Received a call from Comcast customer, John Ruh, this morning. Apparently, the representative that contacted him to explain the fees on his bill (see email below) was supposed to be sending him information on the various packages and pricing offered by Comcast; TV and Internet. Even though the conversation was initially about fees, he requested this information because the representative suggested bundle packages to maybe save him some money. Mr. Ruh agreed to looking at the packages and pricing, but is yet to receive any information. Mr. Ruh is asking for this information to be sent to him, but also a call from a Comcast representative about the delay. Thank you in advance,

Resolution 5.1.15 Mr. Ruh spoke with a representative from Comcast ; 5.14.15 Comcast Customer Care Representative to contact Mr. Ruh

CHARTER TOWNSHIP OF MERIDIAN
CABLE COMMUNICATIONS COMMISSION

**VIDEO
SERVICE
PROVIDER(S)**



COMCAST CREATES MORE THAN 5,500 NEW JOBS AS PART OF MULTI-YEAR CUSTOMER EXPERIENCE TRANSFORMATION

COMPANY SETS AGGRESSIVE GOALS TO REINVENT THE EXPERIENCE FOR CUSTOMERS AND EMPLOYEES

PHILADELPHIA, PA – May 5, 2015 – Comcast today announced a new, multi-year plan to reinvent the customer experience and to create a culture focused on exceeding customers' expectations, at all levels of the company. The plan centers on looking at every decision through a customer lens and making measurable changes and improvements across the company.

The core elements of the strategic plan include: creating more than 5,500 customer service jobs over the next few years and setting a goal to always be on time for customer appointments by Q3 of 2015. It also includes major investments in technology and training to give employees the tools they need to deliver excellent service. The company will also simplify billing and create better policies to provide greater consistency and transparency to customers. Additionally, the plan includes the renovation of hundreds of stores across the country and the development of new technologies that will enable customers to interact with us how and when they want.

"This transformation is about shifting our mindset to be completely focused on the customer. It's about respecting their time, being more proactive, doing what's right, and never being satisfied with good enough," said Neil Smit, President and CEO, Comcast Cable. "We're on a mission and everyone is committed to making this happen."

"We'll be successful when our customers see and feel this change in *every* interaction with us – from the first time they order and use our products to the way we communicate with them or respond to any issues," said Charlie Herrin, EVP, Customer Experience, Comcast Cable. "We won't stop until we get there, and we will never be 'finished' delivering a better experience to our customers."

CREATING MORE THAN 5,500 NEW JOBS

The company's multi-year commitment to create more than 5,500 new customer service jobs will begin with the addition of three new state-of-the-art customer support centers in Albuquerque, NM; Spokane, WA; and Tucson, AZ. More than 2,000 new employees will be hired at these centers. The first new center, which will open in Albuquerque, will be staffed with bilingual employees who will support Spanish-speaking customers across the country. Sites for the two centers in Tucson and Spokane will be operational later this year. The company is also tripling the size of its social care team to serve customers more quickly on Twitter, Facebook and other social platforms, and hiring 250 team members to serve in its Xfinity Stores across the country.

To meet the goal of never being late and respecting customers' time, Comcast is hiring hundreds of additional technicians across the country and strengthening Comcast dispatch teams and operations. If a technician doesn't arrive on time for an appointment, Comcast will *automatically* credit the customer \$20.

INVESTING IN TOOLS, TECHNOLOGY AND TRAINING

Comcast is also making significant investments in its workforce tools. The company is continuing to develop cutting-edge technology that will help its technicians and call center employees deliver excellent service. It is currently rolling out a new, cloud-based platform that gives employees a better, holistic view of the customer's account history so they have everything they need to help customers faster. Starting this year, all employees, from senior management to frontline representatives, will be required to participate in additional customer



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CHARTER TOWNSHIP OF MERIDIAN

**CABLE COMMUNICATIONS
COMMISSION**

**COMMUNICATIONS
DIRECTOR
REPORT**

MEMORANDUM

TO: Deborah Guthrie, Communications Director

FROM: Darkus Beasley, Sr. Studio Producer

DATE: May 29, 2015

RE: FibreJet Update

On Wednesday April 22nd, 2015, HOMTV's VSAN (Video Storage Area Network) stopped functioning on all Mac Pro computers. At the onset of the problem, each computer displayed an error message that a disk had been ejected. FibreJet, the software program that allows access and use of our VSAN, was not accessible because it could not find a database partition to load our network's appropriate settings.

Darkus Beasley, Interim Senior Production Manager, rebooted the machines showing error messages, but this did not reset FibreJet – a database partition was still not accessible to that software. She contacted Rob Gingerich-Jones, the former Senior Production Manager, asking if he had encountered this issue in the past. He had not. She then investigated the state of the QLogic SAN 5800 and Rorke Galaxy HDx4 RAID units that are mounted in the storage room (collectively, they make up the VSAN hardware along with several fibre connections running through the ceiling and into various rooms to plug directly into the Mac Pro computers). The main HDx4 RAID unit was displaying one flashing red drive.

Darkus contacted RGS and spoke with Donald Rauenhorst. Don helped Darkus GUI into the HDx4 to see the status of the red drive- it had failed and been exiled. Don informed Darkus that RGS (formerly called Rorke) didn't have an account setup with HOMTV anymore, and that it may have been continued with Scale Logic, the company that broke off from Rorke. Darkus called Scale Logic. Joey Herzan, a support tech, sent HOMTV a replacement drive. Darkus removed the failed drive and placed the new drive into the HDx4. She then got into the HDx4's interface via IP address and checked to see the status of the rebuild. The rebuild took a little over two days.

FibreJet continued working on all of the iMac computers during this time. To find out what the difference was between the iMacs and the Mac Pro's, Darkus contacted Brian Kusch, who helped to install the hardware at HOMTV's facility. Darkus called Brian and he explained that the iMac's were connected through an iSCSI bridge and that the Mac Pros were connected directly via fibre cables. Darkus then relayed this information to Joey Herzan.

Once the RAID drive was rebuilt, Darkus was asked to reboot the Mac Pro's and attempt to open FibreJet. She did this and all machines continued to show the error message regarding a missing database partition. Joey Herzan then had Darkus take photos of the QLogic and send them via

e-mail. Joey was concerned that despite having fixed the RAID's failed drive, an issue still existed with the QLogic switch. Darkus then attempted to GUI into the QLogic and allow Joey to remote into the computer she was on. He wasn't available.

Joey mentioned that sending an AVI tech out to HOMTV was recommended and said that Craig Frankenstein would be contacting her. Craig called and said that Joel, another AVI tech was currently working on a case in Mt. Pleasant and that he may come down to Okemos to take a look.

While Darkus was out shooting for a program, one of the internet routers was reset. When she returned, there was no internet access for the iMacs. She was able to get the router working and the internet working, but the IP addresses had changed. FibreJet continued to work, but not well; however, EZ-news and Broadcast Pix were not accessible.

All devices at HOMTV are protected by the IP address of the Linksys router in the noise room – and since the router in the intern room was no longer linked to this IP address, Darkus believed that the connection it was allowing did not have the ability to connect to hardware (like the EZ news server and Broadcast Pix switcher). She believed this because the computers would connect to EZ-News and Broadcast Pix when they were connected to the control room wifi (Linksys router).

Darkus called Brian Kusch to see if he would come in and take a look at the situation. He did. When he first arrived, he tried to get into the HDx4 via IP address – but the RAID wasn't connecting. Darkus explained the router problems, and the FibreJet problems in whole. Brian asked that she go through the IP address spreadsheet and make sure each computer had the proper IP address. He also asked her to try and run Disk Warrior for FibreJet to see if that helped anything. She checked IP addresses and tried volume maintenance mode in FibreJet – and also ran Disk Warrior. Darkus was able to rebuild some media drives in FibreJet, but a database was not found, even when booting her computer from the Disk Warrior disc. Brian returned the following week, helped to restore the IP settings for the intern room router and tried again to get into the HDx4 via IP address.

Darkus updated the IP address and equipment spreadsheet, e-mailed it to Brian Kusch, and invited Joel, the AVI tech to come to HOMTV. Brian and Craig Frankenstein already having known each other were in contact about meeting at HOMTV to try and fix our VSAN problems. Darkus left on Thursday, May 14th, but informed Brian and Craig that they could contact her via cell phone or e-mail if any questions should arise.

On Friday, May 15th, at 11am Brian contacted Darkus to say that he and Joel were successful in getting things up and running. He said it was “several little things that compounded.”

Darkus and Brian are set to meet on Monday, June 1st to discuss how the VSAN was restored and about the maintenance of the hardware and software.

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Deborah Guthrie

From: policy-bounces@lists.natoa.org on behalf of Steve Traylor <STraylor@natoa.org>
Sent: Wednesday, May 06, 2015 10:42 AM
To: members@lists.natoa.org; policy@lists.natoa.org
Subject: [Policy] Joint Webinar on Exploring Local Broadband Initiatives May 14
Attachments: ATT00001.txt

Exploring Local Broadband Initiatives

- Date: May 14, 2015
- Time: 2:00 pm - 3:00 pm Eastern

Overview

Internet access is vital to a communities' ability to thrive in today's economy. It has empowered citizens and local communities by increasing civic participation, facilitating learning, and strengthening neighborhood businesses. With the availability of the Internet, city, county, and state governments are live streaming meetings for public viewing, publishing text of resolutions and other official documents, and communicating with their constituents directly online. Students can communicate with their teachers and with one another and can access immense databases of information from home, schools, libraries, and even neighborhood coffee shops.

Municipal broadband has become a crucial component of local economic development by providing Internet access where industry is not always able to. With both the public and private sectors working towards the goal of increased broadband access, the United States will be able to take full advantage of the opportunities that advanced communications networks can create in virtually every area of life.

The National League of Cities, National Association of Counties, and the National Association of Telecommunications Officers and Advisors are hosting this webinar to highlight some of models municipal broadband can take and how local governments are working with an array of stakeholders to provide high-speed broadband access to their residents.

Speakers

- Lev Gonick, Chief Executive, OneCommunity, Cleveland, OH
- Robert Wack, City Council President, Westminster, MD

To register, go to: <https://attendee.gotowebinar.com/register/5507978576143437826>

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Charter, Bright House Continue Talks

Extend Negotiating Window 30 Days

5/18/2015 4:00 PM Eastern



By: Mike Farrell

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Charter Communications and Bright House Networks said they are continuing to move toward completing their previously announced merger, and have extended their good-faith negotiating period for an additional 30 days as they try to work out a deal.

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Charter had agreed to purchase Bright House in March for \$10-.4 billion, but that transaction was contingent on the Comcast-Time Warner Cable merger being completed. When

TakeAway

Charter and Bright House Networks said they have extended their good faith negotiations 30 days and are working toward completing their previously announced \$10.4B merger.

Comcast terminated the TWC deal on April 24, it also sent the Bright House purchase back to the drawing board.

Bright House purchases its programming through Time Warner Cable as part of an earlier agreement, and the larger company has the right to match or beat any offer for the company. While analysts have speculated that purchasing Bright House could help TWC thwart Charter from attempting to make another run at the second largest cable operator in the country, TWC has remained silent.

In a statement, Charter and Bright House said they "remain committed to completing their previously announced transaction on the same economic and governance terms."

Bright House is the sixth largest cable operator in the United States, and serves about 2 million video customers in central Florida including Orlando and Tampa Bay, as well as Alabama, Indiana, Michigan, and California. The acquisition would boost Charter's subscriber base to more than 6 million customers.

"Bright House and its employees have created a high quality service operation, and the addition of Bright House brings additional scale and strategic flexibility to Charter over time," said Charter CEO

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"Of course he does... Greed will never get..."

Stephen Espinoza: 'Open' To MayPac Rematch

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Tom Rutledge in a statement. "We look forward to completing the transaction as planned, and our teams are working together to make that happen."

Bright House seemed equally driven to completing the deal.

"We continue to be excited about the transaction with Charter," Bright House CEO Steven Miron said in a statement. "We believe this combination positions the new company to become an industry consolidator and growth platform to develop innovative products in serving customers, growing market share and creating value for shareholders."

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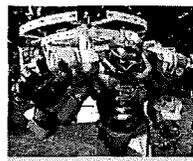
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