

Video Production



Municipal Producer Trevor Scholl continues to work on numerous projects for our member cities, including recruitment videos for both the Lino Lakes Police and Fire Departments, a Blaine Community Outreach video, and a series of Blaine Onboarding videos. The NMTV News team of Danika Peterson and Eric Nelson completed one news story, Volunteers Needed for USA Cup, that is airing on city channels. TJ did his usual excellent job of producing the two monthly Anoka County Board Meetings.

January Completed Videos Playing on City Cable Channels & Streaming

Title	Producer	Runtime
Anoka County Board Meeting (1/2/24)	T.J. Tronson	41 minutes
Anoka County Board Meeting (1/23/24)	T.J. Tronson	1 hour 29 minutes
Volunteers Needed for USA Cup	Danika Peterson/Eric Nelson	3 minutes

Equipment Consulting/Technical Support



Blaine

- 1/9 and 1/30 – 1/31/24 – Matt made modifications to the City Council Chamber, including swapping the position of the staff table and podium, including moving and rerouting all audio and video connections. Created a new HDMI input. Performed various modifications, trouble shooting, and testing.

Centerville

- No assistance required.

Circle Pines

- No assistance required.

Ham Lake

- No assistance required.

Lexington

- No assistance required.

Lino Lakes

- 1/19/24 – Consulted with Sarah Cotton about an unexpected vendor quote for adding audio/video controls to the staff table in the council chambers.
- 1/21/24 – Inspected City Council Chamber and video control room following report of a power outage.

Spring Lake Park

- 1/4/24 – Consulted with Dan Buchholtz regarding the vendor proposal for the new Spring Lake Park City Hall audio/video systems. With a little planning and research, Matt was able to reduce the cost for the equipment and installation by approximately \$100,000.
- 1/22/24 – Retrieved the back-up recording of a planning commission meeting and took the time to check in with city staff regarding any possible issues. After meeting with Wanda, Matt began to research an audio issue with city meetings on our website.

Channel Management



Programming Coordinator Michele Silvester, along with help from Eric Houston and Trevor Scholl, is responsible for processing and scheduling the programming on the City channels. There are three categories of programs that are scheduled on the City channels: live and replayed meetings, NMTV staff created video content, and informational graphics pages. All categories of programming must be encoded, scheduled, and entered into the Tightrope playback system or uploaded to our CG servers, formerly known as Carousel. As each live meeting is being recorded at City Hall, it is routed to the North Metro TV head-end and then sent out live over the cable system. It is also simultaneously encoded on a server for future playbacks. The following meetings were processed in January:

Title	Producer	Runtime
Blaine City Council Meeting (1/3)	T.J. Tronson	1 hour 16 minutes
Blaine City Council Meeting (1/17)	Trevor Scholl	21 minutes
Blaine Park Board Meeting (1/23)	Trevor Scholl	48 minutes
Blaine Planning Commission Meeting (1/9)	T.J. Tronson	14 minutes
Centerville City Council Meeting (1/10)	John Murphy	1 hour 33 minutes
Centerville City Council Meeting (1/24)	John Murphy	3 hours 5 minutes
Centerville EDA Meeting (1/29)	John Murphy	1 hour 38 minutes
Centerville Park and Recreation Meeting (1/3)	John Murphy	1 hour 14 minutes
Centerville Planning and Zoning Commission (1/2)	John Murphy	1 hour 15 minutes
Circle Pines City Council Meeting (1/9)	Ray Flint	35 minutes
Circle Pines City Council Meeting (1/23)	Ray Flint	30 minutes
Centennial Fire District Steering Committee Meeting (1/18)	Ray Flint	1 hour 8 minutes
Circle Pines Utility Commission Meeting (1/16)	Ray Flint	39 minutes
Ham Lake City Council Meeting (1/2)	Payton Nelson	1 hour 1 minute
Ham Lake City Council Meeting (1/16)	Payton Nelson	20 minutes

Ham Lake Planning Commission Meeting (1/22)	Payton Nelson	18 minutes
Lexington City Council Meeting (1/4)	Lexington City Staff	20 minutes
Lexington City Council Meeting (1/18)	Lexington City Staff	39 minutes
Lino Lakes City Council Meeting (1/8)	Anne Serwe	34 minutes
Lino Lakes City Council Meeting (1/22)	Anne Serwe	23 minutes
Lino Lakes Park Board Meeting (1/3)	Anne Serwe	1 hour 9 minutes
Lino Lakes Planning & Zoning Commission Meeting (1/10)	Anne Serwe	1 hour 20 minutes
Spring Lake Park City Council Meeting (1/2)	Ray Flint	1 hour 3 minutes
Spring Lake Park City Council Meeting (1/16)	Ray Flint	54 minutes
Spring Lake Park Planning Commission Meeting (1/22)	Ray Flint	1 hour 45 minutes
24 New Programs		24 New Hours

Meetings are scheduled for replay based on schedules requested by each City. Additional, full length video programs, produced by NMTV staff, are also scheduled on the channels. Shorter videos and promos are loaded onto the CG servers, rather than being scheduled as separate playbacks. These short videos play back in a repeating cycle, along with graphics pages, and air on the channels between scheduled programs 24 hours a day. The table below outlines how many times a regular length video program was entered into the Tightrope system and played back on each City channel.

City	Number of Times Programs Played	Hours Programmed on Channel
Blaine	175	117 hours 6 minutes
Centerville	59	93 hours 6 minutes
Circle Pines	196	128 hours 47 minutes
Ham Lake	60	44 hours
Lexington	99	58 hours 52 minutes
Lino Lakes	71	67 hours 31 minutes
Spring Lake Park	119	148 hours 46 minutes

The last category of programming on City channels consists of a bulletin board, or graphics pages, that display information about the City, local events, and other issues of interest to citizens. With the installation of the CG servers, Eric Houston has assumed responsibility for updating the information on all seven channels. He works closely with City staff to ensure that all requested informational slides are created and posted to the satisfaction of the City. Even though Eric is doing the work of creating the informational pages, the Cities maintain editorial control. In addition to the graphics pages, the CG units play video. Each video's producer is responsible for posting any short videos that are displayed. The following work was done for City CG servers in January:

Blaine

- Uploaded 1 video to CG.

Centerville

- Uploaded 0 videos to CG.

- **Circle Pines**
Uploaded 0 videos to CG.
- **Ham Lake**
Uploaded 0 videos to CG.
- **Lexington**
Uploaded 0 videos to CG.
- **Lino Lakes**
Uploaded 0 videos to CG.
- **Spring Lake Park**
Uploaded 0 videos to CG.
Created 9 new Carousel slides.

Closed Captioning



Closed captioning is an additional service provided by North Metro TV. Every city meeting is closed captioned live via our Tightrope system. That process is assigned a per-minute price by Tightrope. Once the meeting is recorded on our servers for repeat airings, that version of the meeting must be captioned separately. This is accomplished through a system owned by North Metro TV and does not incur an additional cost. The following table tallies the number of minutes of captioning provided to each city for the month of January.

City	Minutes of Live Closed Captioning	Minutes of Post Closed Captioning
Blaine	159	159
Centerville	525	525
Circle Pines	172	172
Ham Lake	99	99
Lexington	59	59
Lino Lakes	206	206
Spring Lake Park	222	222
Totals:	1,442 Minutes	1,442 Minutes

Meetings on Demand



NMTV has created a Video on Demand service, with agenda item bookmarking, for our Cities' meetings. In order to accomplish this, each meeting goes through several steps. The meeting must first be transferred and transcoded from the playback server to the video on demand server. Once that is done, a staff member must go through the meeting, entering a bookmark at the start of each agenda item and entering the corresponding chapter titles. Next, the meeting is linked to the NMTV website's city meeting page for Video on Demand. Finally, PDF copies of the meeting agenda are attached to the video. The following meetings were bookmarked and/or placed on VOD for the Cities in January:

- **Blaine**
4 meetings bookmarked and placed on VOD.

- **Centerville**
- 5 meetings bookmarked and placed on VOD.
- **Circle Pines**
- 4 meetings bookmarked and placed on VOD.
- **Ham Lake**
- 3 meetings bookmarked and placed on VOD.
- **Lexington**
- 2 meeting placed on VOD.
- **Lino Lakes**
- 4 meetings bookmarked and placed on VOD.
- **Spring Lake Park**
- 3 meetings bookmarked and placed on VOD



Meeting Podcasts

NMTV is now providing a city meeting podcast service. Depending on each city's wishes, any or all meetings can be converted. All podcasts are available across six platforms: Apple Podcasts, Spotify, Podbean, Amazon Music/Audible, iHeart Radio, and Pocket Casts. Links to each platform are available on each individual channel's website and at northmetrotv.com/podcasts.

- **Blaine**
- Uploaded 4 city meeting podcasts.
- 22 total downloads
- **Centerville**
- Uploaded 5 city meeting podcasts.
- 19 total downloads
- **Circle Pines**
- Uploaded 2 city meeting podcast.
- 9 total downloads
- **Ham Lake**
- Uploaded 2 city meeting podcasts.
- 14 total downloads
- **Lexington**
- Uploaded 2 city meeting podcasts.
- 16 total downloads
- **Lino Lakes**
- Has decided not to convert city meetings to podcasts.
- **Spring Lake Park**
- Uploaded 3 city meeting podcasts.
- 19 total downloads



Meeting Transcripts

NMTV is now providing a city meeting transcript service. Depending on each city's wishes, any or all meetings can be transcribed. The transcripts are generated using an online platform called Otter.ai, which creates an interactive transcript that is broken down by speaker. Anyone using the transcript can click on any word to hear the meeting audio. Once created, links to each transcript are sent to relevant city staff, who often use the transcripts to help with creating meeting minutes.

- **Blaine**
 - Not participating.
- **Centerville**
 - Created 5 meeting transcript.
- **Circle Pines**
 - Created 4 meeting transcripts.
- **Ham Lake**
 - Created 3 meeting transcripts.
- **Lexington**
 - Not participating.
- **Lino Lakes**
 - Created 4 meeting transcripts.
- **Spring Lake Park**
 - Created 3 meeting transcripts.



Administrative

Issues dealt with in January include analyzing and processing Comcast's 4th quarter franchise and PEG fee reports and providing information to members of the 2024 Cable Commission.

- **Q4 Franchise and PEG Fee Reports**
 - Received 4th quarter franchise and PEG fee reports and payments from Comcast.
 - Entered data into spread sheets for PEG fees received, franchise fees received, and gross revenues.
 - Comcast franchise fees were down \$2,209 over the previous quarter. PEG fees were down \$2,900 over the previous quarter.
 - 2023 gross revenue and franchise fees were not significantly lower than 2022 gross revenue and franchise fees.
 - Subscriber numbers continue to decline.
 - Income predictions continue to meet expectations.

- **Administrator Transition**
 - Threw a staff party for outgoing Executive Director Heidi Arnson. Heidi enjoyed the event and expressed that it was exactly what she wanted.

- New Interim Co-Executive Directors Eric Houston and Danika Peterson continued to learn the various aspects and responsibilities of their positions and performed many tasks for the first time (like creating these reports).
- Continued to cross train on administrative tasks.
- Met with NMTV staff to discuss the transition, answer questions, and provide our vision for the future of the station.

Cable Customer Requests

- Complaints forwarded to Comcast:
 - Continued working on an issue raised by a Blaine resident regarding exposed cables and damaged pillars near Austin and Cord Streets. Made several follow up requests with Comcast. The issue was repaired on 1/10/24, nearly a month after Comcast was made aware of the issue. We visually inspected and confirmed the repair on 1/12. The customer, Cheryl Begin, expressed her gratitude, "I can't tell you how nice it is to have some officials listen to our concerns and do something to address them."
 - Clementine Mielke of Blaine claimed that her channel numbers had become "mixed up" and that customer service representatives had hung up on her.
- We also receive a steady stream of phone calls from Comcast customers who call us in error after finding our number on their bill. We typically provide them with the proper number for Comcast and recommend calling them directly to resolve the issue. If they cannot resolve the issue in this way, we invite them to call back. We received 18 such calls in January.
 - 5 of these calls were about an interruption in service
 - 2 expressed confusion about their bill
 - 1 wanted to make a payment
 - 4 were general comments about pricing
 - 5 were general service requests (upgrade/downgrade/cancel/replace equipment)
 - 1 was a complaint about an incomplete installation

Miscellaneous

- Verified names and contact information for 2024 Commission members.
- Calculated 2024 votes per city based on subscriber numbers
- Created 2024 Commission contact sheet.
- Sent On-Boarding materials to all Commission members.
- Contacted Commission members to gauge interest in Executive Committee.
- Processed payroll and made sick and vacation time calculations.
- Submitted reply to Fridley RFP.
- Began researching rules for document retention
- Made budgetary plans regarding Blaine street assessment.
- Created packets for February Operations and Executive Committee meetings.
- Reviewed voting rules outlined in JPA.
- Made list of short term goals and began prioritizing.
- Provided requested documents for 2023 audit of Commission finances.
- Did calculations regarding fees returned to Cities.
- Received and documented monthly Comcast subscriber reports.
- Read January Legal Report.
- Read industry articles.