# **BLOOMFIELD CABLE AND COMMUNITY RELATIONS** ANNUAL REPORT 2023

### WHAT WE DO

















### Community Programming







## THE BCTV TEAM



5 FULL-TIME STAFF: DIRECTORS, PRODUCERS, WRITERS, COMMUNITY RELATIONS, DIGITAL CONTENT, EVENTS, GRANTS 18 Part-Time Staff: videographers, editors, production assistants, on-air talent, producers Made possible through added positions and competitive wages

## PART-TIME STAFF LONGEVITY

Christiaan Scott Michie – 22 Years

Daniel Sigler – 17 Years

David Carey – 16 Years

Andrew Aubrey – 12 Years

Bradley Fedders – 12 Years

Jason Radulski – 12 Years

Lee Solomon – 10 Years

Michael Kopmeyer – 7 Years

Lillian Flechsig – 5 Years

Nick Buckler – 5 Years





STEVE ROTA OPERATIONS MANAGER/CABLE 25 YEARS GREG BLACK OPERATIONS MANAGER/COMMUNITY RELATIONS 12 YEARS FACILITIES AND Resources We manage

- 1,000 SQ FT. STUDIO
- New 225 Sq Ft. Podcast Studio
- 2009 HIGH DEFINITION
   PRODUCTION TRUCK





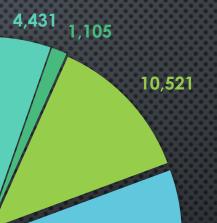


## OUR **PEG** COMMUNITIES

Bloomfield Township & Bloomfield Hills – Comcast Channel 15 AT&T Channel 99

The Villages of Bingham Farms, Beverly Hills, Franklin, and City of Birmingham Comcast Channel 15 & 18 AT&T Channel 99 WOW Channel 10 & 18 42,031

### POPULATION



21,755

Bloomfield Hills
Bingham Farms
Beverly Hills
Birmingham
Franklin Village
Bloomfield Twp

3,133

Source: 2020 Census data datacommons.org

## WHAT IS PEG?

#### Public

• Access channels available for use by general public.

#### Educational

 Access channels often used by educational institutions for educational programming.

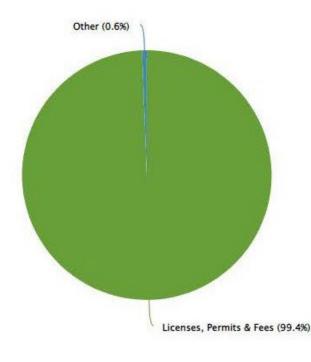
#### Governmental

 Access channels used for programming by local governments.

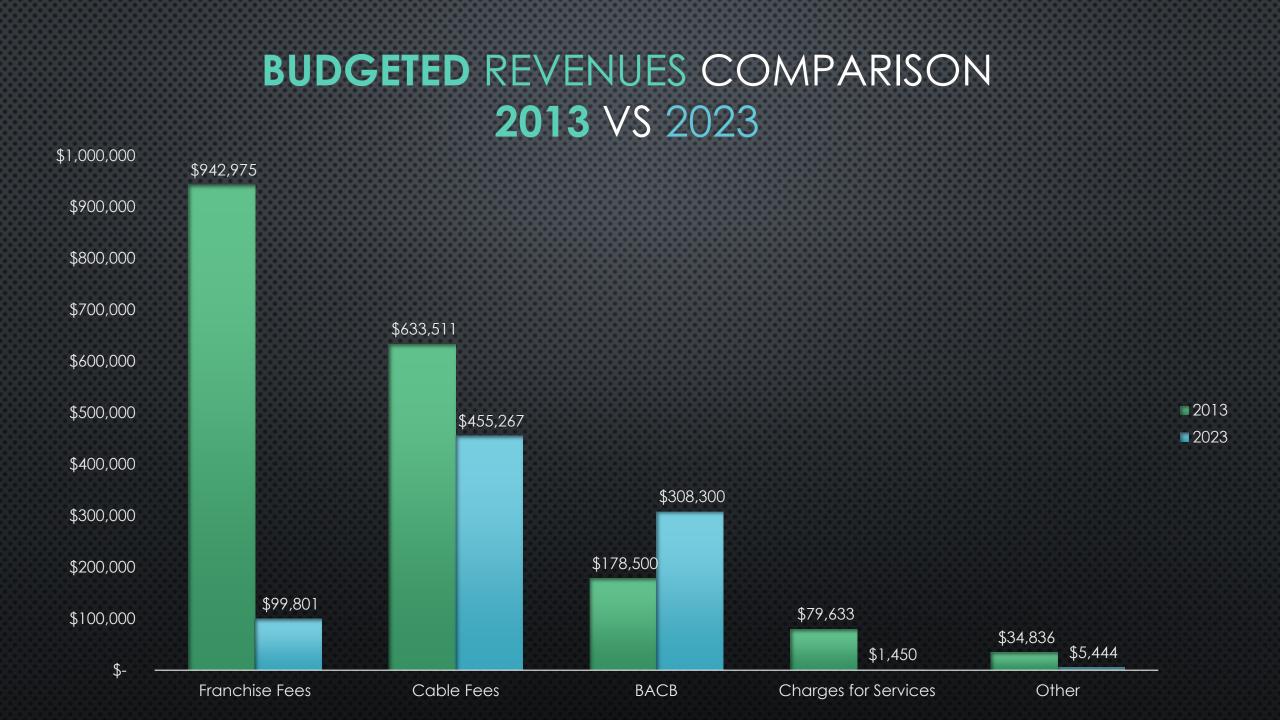
## FISCAL YEAR 2022-23 BUDGET

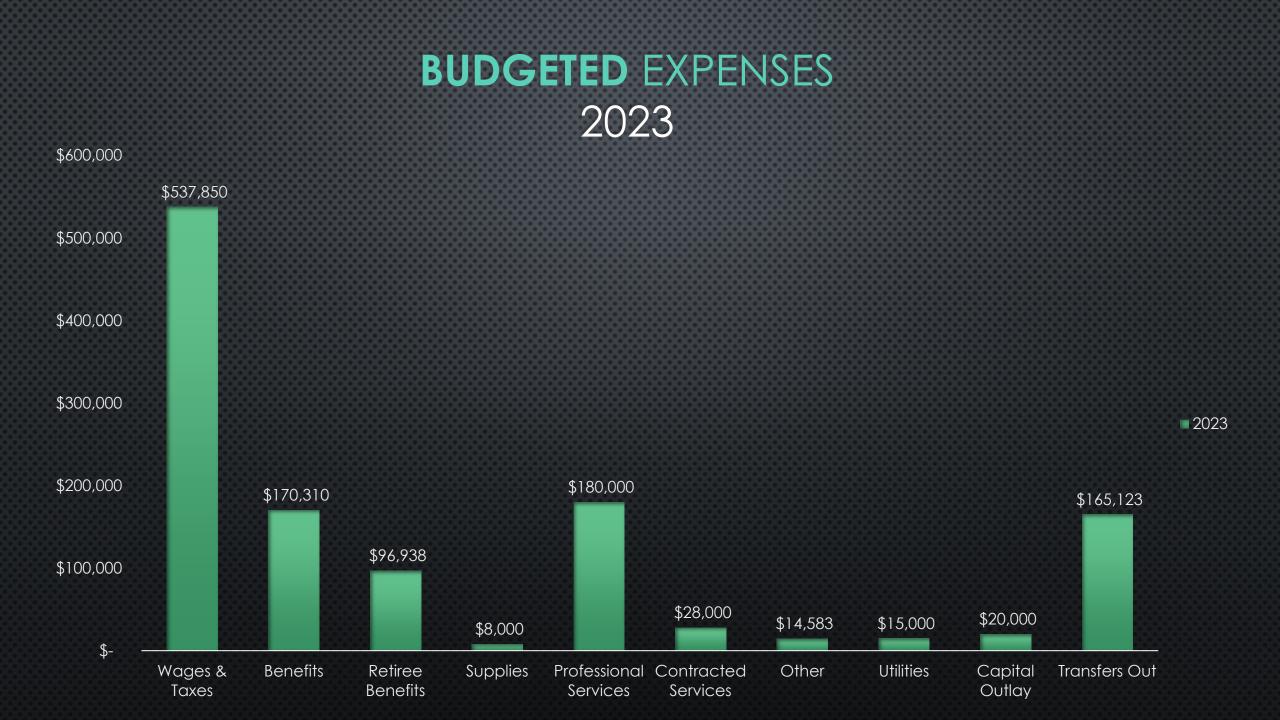
### **Revenues by Source**

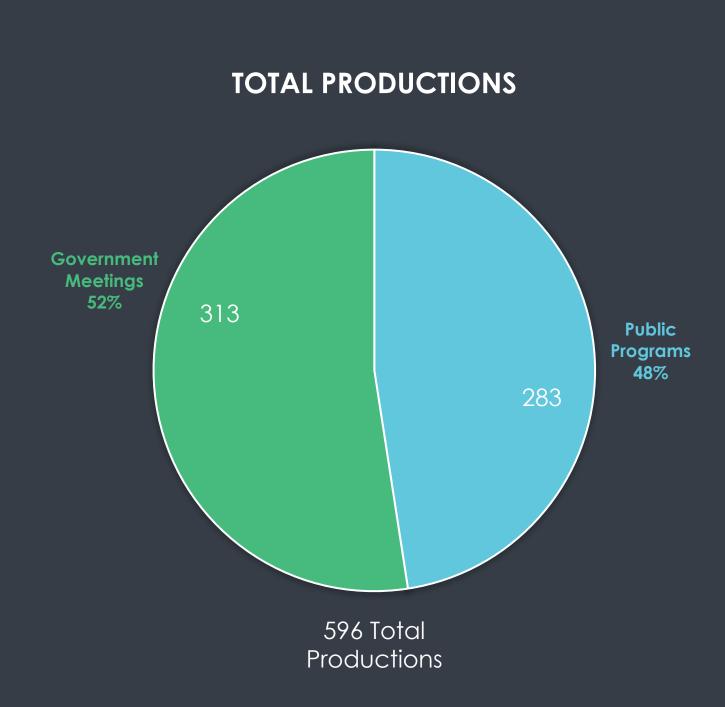
Projected 2023 Revenues by Source



**Budgeted and Historical 2023 Revenues by Source** 







## TYPES OF PROGRAMS WE MANAGE

## **GOVERNMENT** MEETINGS LIST

BALDWIN PUBLIC LIBRARY (12 Total) Board of Trustees (12)

BIRMINGHAM AREA CABLE BOARD (6 TOTAL)

Board Meetings (6)

#### **BLOOMFIELD HILLS GOVERNMENT MEETINGS** (13 TOTAL) Bloomfield Hills City Commission (13)

#### **BLOOMFIELD TOWNSHIP GOVERNMENT MEETINGS (94 TOTAL)**

Design Review Board (24) Board of Trustees (23) Board of Trustees Study Sessions (4) Various Lake Board Meetings (14) Zoning Board of Appeals (11) Planning Commission (7) Retired Employees Health Care Benefit (4) Financial Sustainability Committee (4) Election Commission (3)

### **BLOOMFIELD TOWNSHIP PUBLIC LIBRARY** (12 TOTAL) Board of Trustees (12)

### BACB COMMUNITIES SPECIAL MEETINGS (8 TOTAL)

VILLAGE OF BEVERLY HILLS GOVERNMENT MEETINGS (24 TOTAL) Council Meetings (24)

### CITY OF BIRMINGHAM (99 TOTAL)

City Commission (23) Planning Commission (15) Historic District Committee & Design Review Board (15) Multi-Modal (14) Zoning Board of Appeals (13) Parks & Rec (12) Advisory Parking Committee (7)

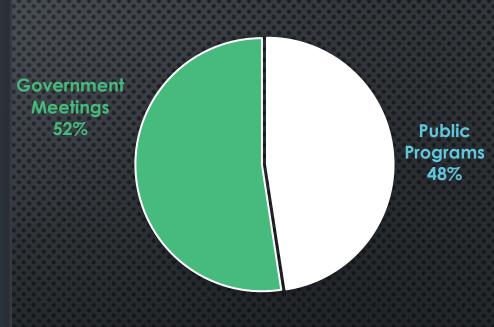
#### VILLAGE OF BINGHAM FARMS GOVERNMENT MEETINGS (12 TOTAL) Council Meetings (12)

### VILLAGE OF FRANKLIN GOVERNMENT MEETINGS

(33 TOTAL)

Village of Council Meetings (12) Planning Commission (12) Historic (5) Zoning Board of Appeals (4)

### TOTAL PRODUCTIONS



### 313 Total Government Meetings

## PUBLIC PROGRAMS LIST

#### STUDIO/PODCAST STUDIO PRODUCTIONS (168 TOTAL)

About You (11) Art and Design (20) Bloomfield In Focus (4) Boomer Health at Home (7) Bottom Line (4) Coffee with Carrie (10) The Collectors (5) Community Policing (9) Eve on Oakland (19) Gracefully Greying Healing with Ketamine (3) Health Talk (25) Lady Bosses (2) Managing the Problems of Daily Living (6) Michigan Entrepreneur (27) Michigan Planning Today (2) Patriot Lessons (2) Sparkle (11)

#### ENG LECTURES/CONCERTS/EVENTS (47 TOTAL)

Birmingham Bloomfield Chamber (4) Birmingham Bloomfield Community Coalition (2) Birmingham Bloomfield Cultural Council Birmingham Concert Band (5) Bloomfield Historical Society (3) Bloomfield Hills Parent Teacher Organization Council Health & Remembering Gary Davis Wellness Committee (3) Bloomfield Township Public Library (7) Bloomfield Youth Assistance (2) Care House of Oakland County City of Birmingham Daughters of The American Revolution Jewish Federation of Metropolitan Detroit League of Women Voters (3) Living In Bloomfield (3) Lunch n' Learn (4) Preservation Bloomfield (3) Spectrum Orchestra (3)

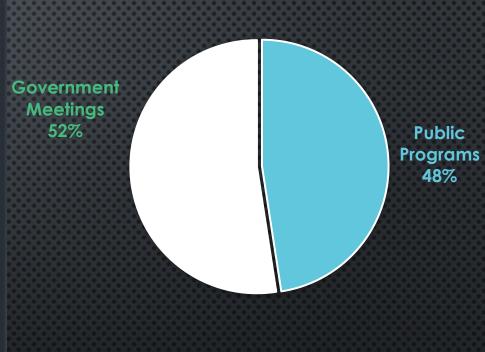
#### BACB PRODUCTION VAN (40 SHOWS)

BACB Sports (20) Birmingham Musicale (6) City of Birmingham Concerts In The Park (11) Village of Beverly Hills Village of Franklin

#### DIGITAL PROGRAMMING (28 TOTAL)

42 Strong Animal Shelter **BBAC Holiday Art Fair Bowers Farm Winter Park** Charity Golf Outing Clerk's Office Election Q&A Series Craig Log Cabin Dedication Compassion Walk Digital Budget Book E-Waste PSA Election Drop-box Emergency Operations Center Training Felony Arrest Fire Awards Initial Fire Ops Local Authors Fair Mass Casualty Training Polar Plunae Police Awards Public Safety Millage Safety Path Skate with A Cop Tie One On For Safety Update from The Supervisor We're Hiring! Weekend Hours at The Clerk's Office Where Can I Put My Political Sign PSA

**TOTAL PRODUCTIONS** 



### 283 Total Public Programs

## **RECOGNITION OF COMMUNITY PRODUCERS**



Bottom Line Cindy Kainz, Producer/Host 30 Years



Practical Law and Gracefully Greying Henry Gornbein, Producer/Host 27 Years



Health Talk Dr. Niru Prasad, Producer/Host 22 Years



Eye on Oakland Chuck Moss, Producer/Host 19 Years



Michigan Entrepreneur Tara Kachaturoff, Producer 17 Years



About You, AKA Spectacles Betsy Laboe, Ellen Rogers and Connie Hogan, Producers/Hosts

19 Years



Quality Care Network, AKA Senior Matters, AKA Home Health Care, AKA Boomer Health at Home

> Greg Jamian, Producers 17 Years



Art and Design John Sauve, Producer/Host 14 Years



Making a Difference at The Community House William Sekler, Producer/Host 12 Years



Patriot Lessons Judge Michael Warren and his

daughter Leah Warren, Producers/Hosts 10 Years UPDATES TO MAKE BETTER USE OF STUDIO SPACE



New Multi-Use Studio





## UPDATES TO MAKE BETTER USE OF STUDIO SPACE

### New Green Room



### Organized Equipment/Props





## DIGITAL ENGAGEMENT

## WEBSITE TOP 10 MOST VISITED PAGES

- 1. EMPLOYMENT OPPORTUNITIES
- 2. Senior Services Landing Page
- 3. TRASH/RECYCLING/YARD WASTE
- 4. TOWNSHIP DEPARTMENTS CONTACT INFO (ADDRESSES/MAILING/PHONE)
- 5. WATER/SEWER AND OTHER PAYMENTS
- 6. CONTACT US (INCLUDES GENERAL CONTACT FORM)
- 7. Services Landing Page
- 8. TAX PAYMENTS
- 9. ONLINE PAYMENTS
- 10. PUBLIC MEETINGS



### SOCIAL MEDIA GROWTH NEW LIKES, FOLLOWERS, SUBSCRIBERS

Platform	CURRENT AUDIENCE	CHANGE FROM LAST YEAR	
Facebook	2,147	+ 232	
Senior Facebook	637	+ 80	
Police Facebook	7,500	+1,675	
Fire Facebook	2,600	+ 117	
BCTV FACEBOOK	391	+ 24	
Instagram	945	+ 189	
Twitter	772	+ 18	
LinkedIn	436	+ 81	
	Reporting time frame is July 1, 2022 – June 30, 2023		

## VIDEO AND PODCAST ((O)) DISTRIBUTION

LAUNCHED JULY 2022



### LAUNCHED MAY 2023



### LAUNCHED JUNE 2023



## YOUTUBE TOP VIDEOS OF THE YEAR

Audio library

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Your channel Bloomfield Community Television Dashboard ontent nalytics omments ubtitles

Overview Content

Audience Research

Your top content in this period

Сс	ntent		Average view duration	
1		BACB Sports '2022 Swim and Dive' Oct 11, 2022	3:11 (2.9%)	
2		Felony Arrest with BTPD Midnight Platoon Apr 5, 2023	1:25 (34.1%)	
3		Felony Arrest with Bloomfield Township Police Department Midnight Platoon Apr 8, 2023	1:17 (30.7%)	
4		In the Park Concerts '2022 Shout Tribute Band' Jul 19, 2022	6:20 (6.4%)	
5	ALL Trade for Structure - Stru	Bloomfield Township Board of Trustees Study Session regarding water and sewe Mar 20, 2023	4:24 (2.8%)	
6		Midnights with BTPD Apr 10, 2023	0:14 (48.8%)	
7	Jewish Federation	Jewish Federation of Metropolitan Detroit 'Keeping Our Community Safe' Dec 15, 2022	13:36 (16.9%)	
8		Wrestling 2023 Jan 11, 2023	3:17 (4.8%)	
9		Coffee with Carrie and Bloomfield Township Police Chief James Gallagher Dec 6, 2022	6:19 (29.3%)	
10		Welcome to the Bloomfield Township Police Department Apr 3, 2023	0:57 (37.2%)	

## EMAIL COMMUNICATION

WEEKLY ENEWS

SUBSCRIBERS GREW FROM 5,295 TO 5,480 (+185)

### WEEKLY SENIOR ENEWS

SUBSCRIBERS GREW FROM 2,897 TO 2,998 (+101)

### NEW!

**EMPLOYEE NEWS** UP TO 325 SUBSCRIBERS WITH A 68% OPEN RATE POLICE RECRUITMENT NEWSLETTER UP TO 84 SUBSCRIBERS WITH A 76% OPEN RATE



W 11, 2023

BLOTTER

Welcome to Bloomfield Township

affect calls and mon

Hear from K9 Oncor Angela Carteon about what led her to work with BTPD.

Update on Square Lake Business Loop



July 2023

The BT Buzz

Employee Milestones

Retirements

re Sauter, orrector or 1.1., on ner retirement inship for 24 years. Gayle is the first and only

ownship los 24 years. Gayre is the instant only story of the Township. Some notable achievements

y on the township, our reindaute admetration of GIS, and oversight of all technology projects A Championship, and the Bloomlield Township

Iment Heads, 4 Supervisors, 3 Clerks, 4 Treasurers, and participated in more than 50 elections. We thank her for her dedication

Nalsh interviews MDOT Oakland Transportation Service ori Swanson on the latest Bloomfield in Focus.

nate pleas of Bloomfield Township residents, elected s of government, community leaders, and business lichigan Department of Transportation (MDOT) heard to keep and improve the ramp access on Square op by I-75! When given the option of complete moving the ramps into the wetlands to the west, ngly responded that keeping access to ramps impacts on the wetlands as much as possible

website community Readiness with Chief Gallaghe

## APP

IN PROGRESS





## PRINT COMMUNICATION

### **QUARTERLY NEWSLETTER**

MAILED TO 17,062 HOUSEHOLDS

### OTHER

### CABLE TV PROGRAMMING GUIDES

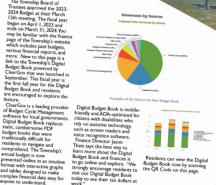
FLYERS AND BROCHURES TO PROMOTE TOWNSHIP EVENTS AND NEWS

TOWNSHIP STATIONERY



**Bloomfield Township** Assessing Department

> Answers to Commo **Taxpayer Questions**



BLOOMFIELD TOWNSHIP

Board Approves 2023-24 Budget; Use Digital

Budget Book to Learn More

The Township Board of

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NEWSLETTER

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**Bloomfield Township** Senior Services FOR RESIDENTS 50+

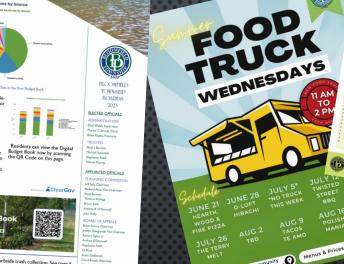
OUR MISSION

Building community.

opportunities Providing services to support

Enriching lives with learning

well-being and independence





E-W@ste Day Drop-Off Event

Electronic Waste Recycling Day is back!

ronic Waste Recycling • Paper Shr

Tips II

Saturday

May 6 9 am-2 pm

What you can bring >

## OPEN **GRANT** APPLICATIONS

Grant Type

\$75K EMERGENCY MEDICAL SERVICES **MID-AUGUST** FIRE **RAP** GRANT \$2K POLICE MID-AUGUST \$14K **RAP** GRANT PUBLIC WORKS MID-AUGUST POLICE/CABLE \$400K COPS GRANT OCTOBER

DEPARTMENT

FUNDING

AWARD TIMEFRAME

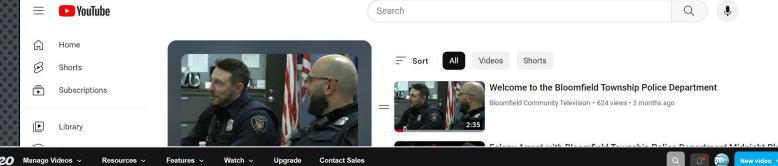
## COMMUNITY ENGAGEMENT

- FOOD TRUCK WEDNESDAYS
- OPEN HOUSE
- Events & Celebrations



### WHEN IT ALL COMES TOGETHER CASE STUDY: BT POLICE DEPARTMENT





Vineo Manage Videos ~ Contact Sales Resources ~ Features ~ Watch ~ Upgrade

**NOW HIRING** 

The Bloomfield Township Police Department prides itself on regular training exercises and the teamwork throughout the department. Watch the felony arrest exercise and hear from BTPD officers about their experience in the department. NOW HIRING - for more information visit https://www.bloomfieldtwp.org/Services/Police/About-the-Department/Employment-Opportunities.aspx

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## RECRUITMENT VIDEOS



#### Welcome to BTPD

#### Bloomfield Township

Hear from a few Bloomfield Township Police Officers about why they chose a career in law enforcement a ...



### Felony Arrest Training

Bloomfield Township Officers from Bloomfield Township's Police

Department shift explain what's different about.



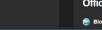
Fashion & Beauty

**Officer Cody Denison** 👼 Bloomfield Township 



**Officer Heather Glowacz** 

Bloomfield Township





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Officer Greg Hofelich.mp4 👼 Bloomfield Township

Officer Tarick Shihadeh

Bloomfield Township



Share

#### **Officer Angela Carlson**

#### Bloomfield Township

Officer Angela Carlson talk about her lifelong dream of being a K9 handler and life at Bloomfield Township.



Tracker K9 Vince

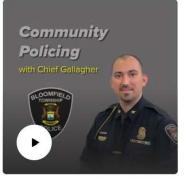
Bloomfield Township

### CHIEF'S PODCAST



Regional Youth Academy .... Wednesday Jun 28, 2023 Bloomfield Township Police Chief James Gallagher talks with Officer Brian Miller...

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The Role of the Communit... Monday Jun 19, 2023 Chief James Gallagher speaks with Community Relations Officer Nick Soley...

♡ ¥11 <



Con	nmunity	Readiness wit	
Thurs	day May 25	2023	
Detect	tive's Cory I	Donberger and John	
Huizo	s join Chief	James Gallagher to ta	al
$\bigcirc$	↓ 1	So	

Chief Gallagher Highlight The Township Animal Shelter



'Bloomfield Township Pol... Thursday May 11, 2023 Animal Welfare Officer Chris Baumann joins Chief James Gallagher to talk about... ♡ ④ ← <

Crisis Intervention



Social Work in Policing E... Monday May 01, 2023

Bloomfield Township Police Chief James Gallagher talks with Co-Responder...

gher talks with Co-Responder

Chief Gallagher Explains The Dispatch Call Center



911 Dispatch - Episode 3 Monday Apr 17, 2023 Bloomfield Township Police Chief James Gallagher talks with dispatcher April...

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Meet School Liaison Offic... Wednesday Apr 05, 2023

School Liaison Officer Kelly McGraw joins Chief James Gallagher to talk about the...

**↓**2 <

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#### Chief Gallagher discusses Recruitment Efforts



Bloomfield Township Poli... Wednesday Apr 05, 2023

Bloomfield Township Police Chief James Gallagher talks with Captain Dan Edwar...

↓ 1 <

### PRESS RELEASES



Release Date: February 7, 2023

For Immediate Release

Contact: Carrie LeZotte, Director of Cable and Community Relations Office: 248-433-7791 clezotte@bloomfieldtwp.org

Nick Soley BTPD Community Relations Officer Office: 248-433-7724 nsoley@bloomfieldtwp.org

Bloomfield Police Department Now Hiring

When Captain Dan Edwards was looking for his first police job, he sat for the police exam with 99 other candidates for one of four open positions in Bloomfield Township. Thirty years later, he is now leading the recruiting team in a much different hiring landscape. Today's qualified recruits

have their choice of where they want to work and communities are competing for the best talent. Bloomfield Township is currently looking to fill eleven patrol positions due to retirements and the reinstatement of the traffic unit, which voters approved in a millage last August. One thing

Bloomfield Township has going for it is supportive community.

"Where other cities are cutting back, Township residents continue to be supportive and the passing of the millage demonstrates that. Our AAA bond rating and the financial leadership of the Township show that we are in good fiscal heath overall, and that's attractive to many candidates,"

Due to the number of potential hires, some officers will be able have seniority earlier than other competing communities, enabling earlier transfer off the midnight 7 PM to 7AM shift all new officers start on. Edwards, who currently serves as administration captain during the day, said he oncers sure on, cumanus, who corrency serves as administration captain buring the way, sate ne enjoyed midnights and the camaraderie of the unit was a career highlight for him, in addition to

Following his start as a patrol officer, he spent five years investigating traffic fatalities and serious accidents before being promoted to nights Lieutenant, supervising patrol officers and detectives. In addition to his current role managing recruiting, he trains and mentors officers throughout the ranks and provides community support during large-scale events. Reflecting on his career, Edwards These and provides commonly support using impersive events, resecting on the career, curve sitys he appreciates the professionalism of the department and the high standards they set for sings are appreciated are procession and one acquired the same of the standard area sector themselves, "we treat each other and the community with respect," he said. "We are looking for

Interested candidates can call 248-433-7750 or visit the Bloomfield Township website at



The Biogenfield Township Police Department plans to hire 11 new officers this year.

### **Bloomfield Township PD to hire** 11 patrol positions this year

#### BY MARY BETH ALMOND maimond@candghews.com

BLOOMFIELD TOWNSHIP --- Like many other police agencies across the state, the Bloomfield Town-

can hire. So far, it hasn't been a major concern for officials, due to proactive recruiting; however, there could be some challenges moving forward, as the department

works to fill 11 vacant patrol positions this year. The department's current staffing model is two spots short due to retirements that have already occurred, and three more officers are slated to retire by the end of May. The Police Department also plans to reinship Police Department is losing more officers than it state its former five-officer traffic unit this year --- which state its former five-officer traffic unit tim year from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was looking for his firme was part of a public safety millage voters approved last from when Edwards was part of a public safety millage voters approved last from when Edwards was part of a public safety millage voters approved last from when Edwards was part of a public safety millage voters approved last from when the public safety millage voters approved last from when the public safety millage voters approved last from when the public safety millage voters approved last from when the public safety millage voters approved last from when the public safet was part of a public safety millinge votess of \$2,67 mil-police job 30 years ago. When he sat for the police exam with 29 and lion for public safety in 2023.

Today's recruits have their choice of where they want to work.

that there is a lot of hiring going on, so there we've been secure here for a long time." partments and hiring," Soley explained. "Recruits are in a very good apor so be coming

out of the academy looking for police jobs." Solety is hoping the large maniher of 1586/498-1060.

Police from page 34

10.4

Capt. Dan Edwards, who is leading Bloomsfield Tewnship's recruiting sears, is hoping to get a jump on the hiring process.

"Where other cities are custing back, Township residents continue to be supportive and the passing of the millage demon-manes that," Edwards said in a statement "The financial leadenship of the Township shows that we are in good fiscal health overall, and that's arreactive to many candidates."

Community Relations Officer Nick Soley of the Bloomfield Township Police Department said the goal is to get back to 70 officers by hiring a total of 11 pathol positions this year.

"We want to get back to being fully scalled, and then here our five new employees (for the traffic unit)," Soley said.

The last time the Police Department was fully staffed was in 2008 - with 70 more officers on the road, from the chief down, and 24 civilian personnel - according to Bloomfield Township Police Chief Phil Langmeyer

While Soley admirted it's a bit "unusua al' for the department to be hiring 11 efficers at once, he said it's not unheard of.

"Back when pensions were a thing in law enforcement, you had requirements --25 years and a certain age and you were out.

A lot of people hire together and then they retire together, to you get these waves," he said "Once people get to a certain age and they know they are going to retise, we have

In Bioemfield Township, officen are required to have a bachelor's degree.

"It's one of the reasons we have a professional environment here, and that requiremme helps as maintain that professional-

sam," Soley said. "Studies show that there is less use of force with that bachelor's degree, and it kind of reflects the community they

police exam with 99 other candidates, Ed-See POLICE on page 104 rards said, they were all competing for one four open positions in Bloomfield Town-

"It seems to be common everywhere

Interested candidates should call (24 433-7750 or visit the Bloomfield Townsh website at bloomfieldtwp.org. Call Staff Writer Mary Bals Almand



100: Five of the 11 new officers will be part of the department's new traffic unit. ABOVE: Capt. Dan Ed wards is loading Bioansfield Township's recruition

openings in the Bloomfield Township Polis

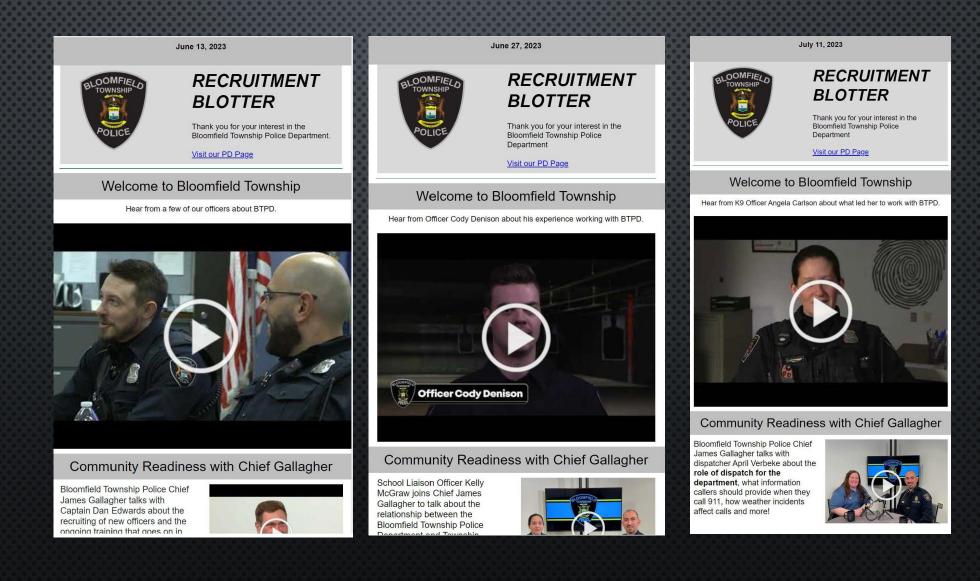
Department will help draw in potential new hires. Those who are hired early on, he said will be able to have seniority in their depart ment quicker than other competing comm nitics, enabling earlier transfer off the 7 p.m to 7 a.m. "midnight shift" that new officer typically start on.

"If you were to get hired first and w are hiring 11, you now have seniority over new officers -- That's a lot. In took m almost six years to have 10 gays under me, a there is a potential that someone could have

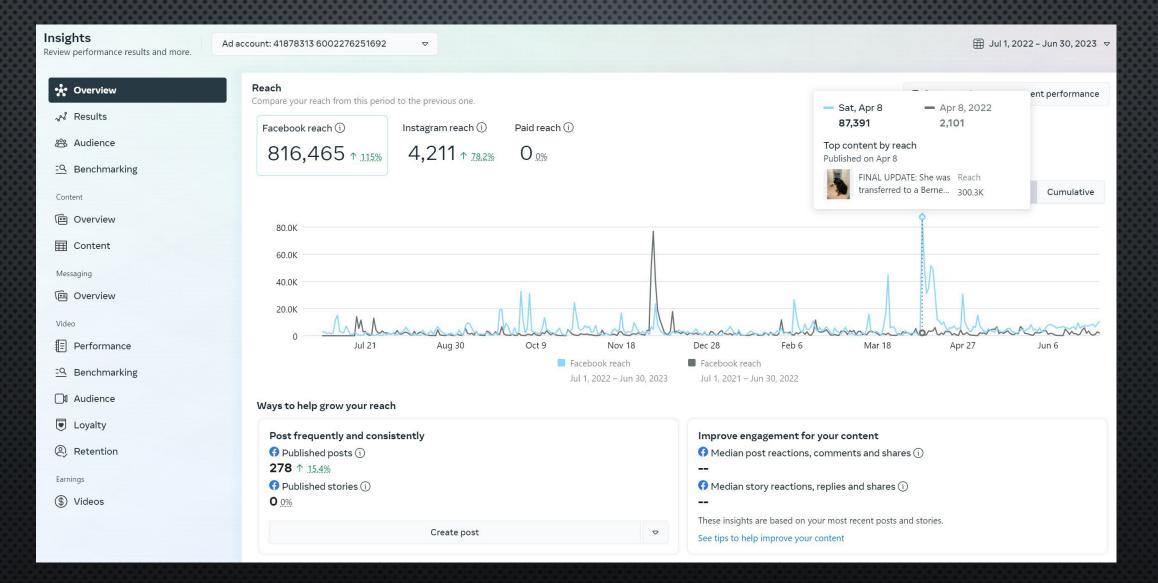
semiority on 10 officers in one year," he said Solely also said that Bioomfield Town ship is fiscally responsible.

"We've never had officers laid off here he said. "People want to know when they a going to work that they are secure in the job - that can be scary in public safety, at it has been for a number of years - a

### **EMAIL**

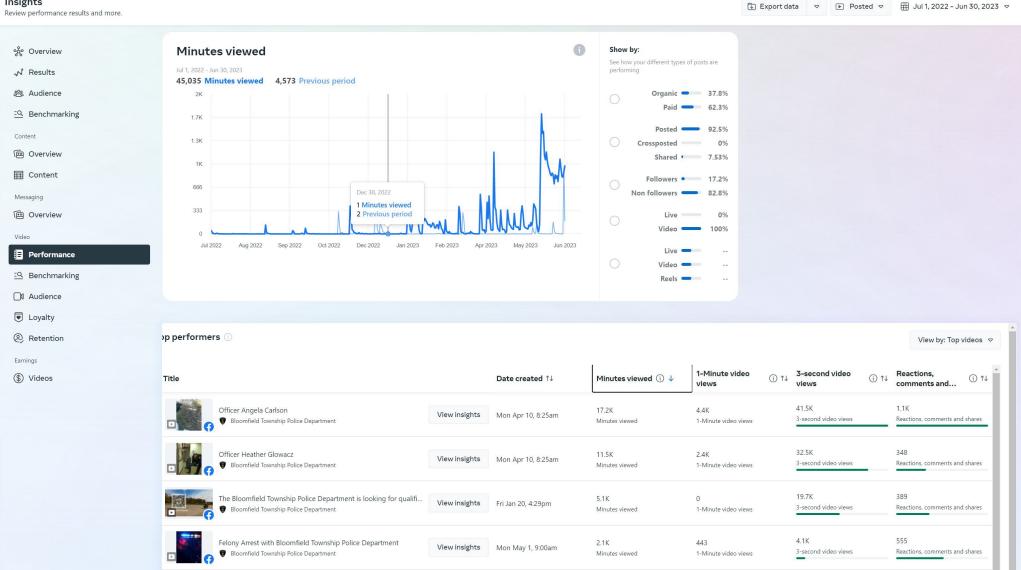


### FACEBOOK



### FACEBOOK

#### Insights



View insights Tue Apr 4, 3:13pm

1.5K

Minutes viewed

2.9K

3-second video views

391

1-Minute video views

183

Reactions, comments and shares

1

Bloomfield Township Police Department

Welcome to Bloomfield! The Bloomfield Township Police Depart.

## AWARDS





44<sup>th</sup> Annual Telly Silver Award Non-Broadcast | General-Education & Training Felony Arrest with Bloomfield Township Police Department Chief James Gallagher presented Cable Studio award In Appreciation for Support and Partnership

### BUILDS ONGOING RELATIONSHIP WITH MANY REWARDS





Grant	
Application	S

Confidence in Safety









## SO WHAT DOES THE FUTURE LOOK LIKE?

A CREATIVE COMMUNICATION HUB OF ACTIVITY

## SET THE BAR FOR OTHER COMMUNITIES TAKING OUR STORIES BEYOND OUR BORDERS

Officer Tarick Shihadeh

### BRING MORE OF THE COMMUNITY INTO OUR STUDIO TO TELL THEIR STORIES



## **EDUCATION** AND WORKSHOPS

Go ahea start



### MAKE THE SPACE AVAILABLE AS A RESOURCE TO COMMUNITY MEMBERS

### CARRIE LEZOTTE

DIRECTOR OF CABLE AND COMMUNITY RELATIONS