



# Internal Journal

A newsletter for employees of NPG Co.  
BROADCAST • CABLE • NEWSPAPER  
COMMERCIAL PRINTING • INTERNET

*A family-owned, employee-friendly company*

### NPG Vision

To be the best and most reliable provider of local information, communication and entertainment services.

### NPG Values

- Make the customer our #1 priority
- Be the employer of choice in every market
- Maintain financial stability and reinvest for growth
- Achieve the highest quality in everything we do

*Una compañía de familia y amigable con sus empleados*

### La Visión de NPG

Ser el mayor y más seguro proveedor de información local de comunicación y servicios y entretenimiento.

### Los Valores de NPG

- Nuestra Prioridad #1 son nuestros clientes
- Ser el patrón de opción en cada mercado
- Mantener la estabilidad financiera e invertir de nuevo para el crecimiento
- Conseguir el de la calidad más alta en todo que hacemos

Sept. / Oct. / Nov. / Dec. 2010

# NPG Cable division sold

## Suddenlink Communications to purchase all NPG Cable properties

NPG Cable Inc. announced November 29 that it has agreed to sell all of its cable properties in three states to a St. Louis company.

NPG inked the deal with Suddenlink Communications for \$350 million. NPG Cable said virtually every employee of the properties will stay employed by Suddenlink.

The sale is subject to customary working-capital closing adjustments, and which Suddenlink expects to close in the first quarter of 2011.

NPG's cable systems serve approximate-

ly 83,000 customers, with operations in St. Joseph; Mammoth Lakes, Calif.; and several Arizona communities that include Flagstaff, Sedona, Lake Havasu and Kingman. NPG Cable has 400 employees.

"We're excited about the opportunity to acquire NPG and welcome its employees and customers to the Suddenlink family," said Jerry Kent, Suddenlink's chairman and chief executive officer. "The acquisition is a solid fit with our existing operations and we have a proven track record of serving similar communities. We have great respect for NPG and its owners, the Bradley family, and look forward to working with them on the transition."

**Below is a letter to NPG Cable employees from the Bradleys:**

To the NPG Team,

After 45 years of industry tenure, we are proud to announce NPG Cable has signed a purchase agreement with Suddenlink Communications to sell the Missouri, Arizona, and California properties. Our goal from the onset has been to be very transparent with employees and keep them informed each step of the process. The sale went much faster than anticipated, and after initiating the process, NPG targeted Suddenlink Communications due to their proven track record in the cable industry. The NPG team approached them after receiving first round bids, and formed a trusting relationship that established a strong foundation paving the way for one of the quickest transactions in the history of cable TV. A record breaking number of companies found NPG's strong culture, attractive markets, and operational excellence very enticing. Our family is most pleased, for the sake of our employees and customers, Suddenlink, a company with a strong reputation and excellent benefits, was awarded the bid and has agreed to assume every employee of NPG!!!

Suddenlink is a company NPG is very familiar with and has worked with in the past. As many of you know, NPG values benchmarking with other high performing cable operators across the country. About four years ago, NPG leadership initiated a "Mid-sized Operators" group including nine cable companies that meet bi-annually to share ideas around opportunities for improvement. Suddenlink is a very highly valued member of this group bringing innovative ideas as well as an enjoyable team of participants.

Suddenlink's corporate headquarters are based out of St. Louis, Mo and the company services approximately 1.5 million subscribers in Kentucky, Missouri, Idaho, California, Louisiana, Texas, North Carolina, Ohio, Oklahoma, Virginia, West Virginia, and Arkansas. The CEO, Jerry Kent, an industry pioneer, who co-founded Charter Communications, subsequently started Suddenlink and has grown it into one of the 10th largest cable companies in the United States. A key decisive factor in selecting Suddenlink was their approach to building a company culture similar to NPG's as evi-

denced by their company values below:



In your spare time, we encourage you to watch the 15 minute video at [www.suddenlink.com](http://www.suddenlink.com).

Although a purchase agreement was executed, there will be an approximate four-month window where NPG Cable Inc. will continue to operate while the two companies work through legal separation. The 4th and 1st quarters are crucial to NPG's success and our team must strive for continuous improvement as we have for the last 45 years. Among all aspects of our operations admired most by Suddenlink is the "pride of ownership" exemplified by our people. We ask each of you to continue operating and making decisions as if you own the company. It is critical this team continues to achieve success over the coming months and proves to the new owners why NPG was recognized as the best operator in the country. We ask you to build confidence in our customers that they will receive the highest priority and the NPG and Suddenlink teams will ensure a smooth and seamless transition. As always thanks for your dedication to this company and efforts during this time of transition.

Sincerely,  
**The Bradley Family**

## KIFI reaches service agreement with Fisher Communications

NPG of Idaho, Inc. and Fisher Communications, Inc. announced December 9 that they have entered into shared services and related agreements for Fisher's KIDK-DT in Idaho Falls-Pocatello, Idaho.

Under the terms of the agreements, NPG will provide promotional, administrative and other operational support services from its KIFI-DT facility in Idaho Falls. In addition, NPG will provide advertising sales services under a joint sales agreement. The agreements are expected to provide operat-

ing synergies and expense savings to both stations.

**David Bradley** commented at the announcement, "This arrangement compliments NPG's core strength in local media operations and will allow both parties to enhance operations and services through greater economies of scale."

Fisher Communications is a local media company with television, radio, Internet and mobile operations throughout the western United States.

## Jewish Chronicle, Metro Media sold

NPG Newspapers has sold the *Kansas City Jewish Chronicle* and Metro Media custom publishing to Steve Rose and David Small. The deal closed November 18.

## Sandy Nelson takes over Sun's helm

**Sandy Nelson**, group publisher for the *Miami County Republic*, *Osawatimie Graphic* and *Louisburg Herald* in Miami County, Kan., now also serves as publisher at Sun Publications in Overland Park, Kan.



Sun Publications produces *The Johnson County Sun*, *The Wednesday Sun*, *Kansas City Nursing News* and several other products.

"I'm looking forward to the challenge and excited about working again in Johnson County," Sandy said.

Sandy has been with NPG for two years. She spent 12 years at *The Kansas City Star* before joining NPG in October 2008.

## Broadcast sites hit new heights

### Page views are at the 10 million mark

The NPG Broadcast websites experienced record growth during the month of August... hitting nearly ten million page views. This is phenomenal growth for the sites and represents an increase of more than 80% over page views in August, 2009. The group was led by localnews8.com in Idaho Falls, which set an individual monthly site record with 2.8 million page views. Digital Content Director **Lenny Smith** took full advantage of having ABC's "Extreme Home Makeover" in the market by providing extensive videos and slide shows of a new home that was being built for a Pocatello family. Ktvz.com in Bend also topped two million page views, kvia.com just missed hitting the two million mark and krdo.com topped 1.5 million page views. Kesq.com also had a record month.

### Transition to IB a key factor

The decision to switch to Internet Broadcasting as a content management system earlier this year is obviously paying dividends. "IB is making a tremendous difference in the kind of content we can offer our site visitors," says **Mike Stutz**, Director of News for NPG Broadcasting.

The stations are now able to send out local and national breaking news alerts on a 24/7 basis and that is helping to build more loyal site visitors. The rapid growth is welcome news to NPG Director of Internet Sales, Tony Courtwright. "We are also setting new revenue records with our focus on video, display and sponsorships on all of the sites," he states.

### Mobile offerings expanded

The six NPG Broadcast Websites have also expanded their reach to site users by launching new mobile



initiatives. Working with a company called News over Wireless, the NPG websites now have developed new apps on I-Phone and Android smart phones. The initiative also improves the experience for all mobile users by offering more robust WAP sites like on the Blackberry. The offerings include the latest local and national news headlines, the latest weather, including live radar and long range forecasts and quality video of news and sports coverage.

Another new feature on the smart phone apps is called "My Report," where users can easily submit videos and photos with a couple of clicks on their phones. "We're excited to have this ability to quickly provide photos and video from breaking news events," says **Erik Sandoval**, the Digital Content Director at kesq.com, "it really expands our ability to cover stories."

"We've worked hard to be the best news providers in our market on air and online, now we're in a position to do the same for viewers on the go," says Stutz. The new mobile initiative also positions NPG stations for the growing mobile ad market. "Our sales teams are now equipped to provide full marketing solutions that deliver results," says Courtwright.

## Print sites switching to IB

The *St. Joseph News-Press* (newspressnow.com) made the transition to the IB platform on November 18.

The Miami County Publications, *Kansas City Nursing News* and the *Kansas City Suburban Publications* are in the process of transition and will go live with IB in the later part of January, with the portal www.kccommunitynews.com.

The *Warrensburg Daily Star Journal*, *Atchison Globe*, *Hiawatha World* and *Green Acres* will be upgrading to the latest 5.5 version of IUp! software content management system software.

NPG Newspapers is IB's first newspaper group.



Is your NPG location or department doing something to become more eco-friendly, big or small? Tell us about it! Email [caroledunn@npgco.com](mailto:caroledunn@npgco.com) and we'll include selected ones in future editions of the *Internal Journal*.



## NPG Co. website revised, adds employee info

NPG Co. has a new front door.

The company is in the process of revising its corporate website, [www.npgco.com](http://www.npgco.com). Along with a fresh design, outdated information is in the process of being corrected and new information is being added.

A place on the site for employees has also been added. Currently, any employee can download a number of forms, such as the Flex Plan claim form, or click on links to the ADP website (payroll) and to Principal's website (401k).

To access the employee section, scroll to the bottom of the home page and click on "Employee Site." When prompted for a password, simply enter `npg1234`.

Much more content will be added as the site develops. If you have any questions about the site or suggestions on items you'd like to see added to the employee section, please send them to Carole Dunn at [caroledunn@npgco.com](mailto:caroledunn@npgco.com).

## Newspapers' IS Business Systems department regroups for new year

After nearly a three year absence, **Stacey Hill** has rejoined NPG Newspapers as the division's Business Systems Manager. Stacey, and the IS Business System team, will focus on the upgrade and enhancement of the core Advertising and AR systems utilized by the newspaper Advertising and Accounting users. Additional members of the IS Business Systems team are **Esther Jones** and **Amber Casada**.

There are big plans for system upgrades and enhancements for 2011. A few projects that the IS Business Systems team are particularly excited about are noted below:

The *St. Joseph News-Press* Classified Online Order Entry System will get a 'makeover' that is sure to please online customers. A software upgrade will provide a more modern look and feel to the order entry portal and provide expanded options for placing classified ads that will include allowing the upload of multiple pictures, video and extended ad copy. Watch for the 'reveal' in early 2011. A goal to bring the Online Order Entry to other publications in the NPG newspaper family will continue throughout 2011.

NPG Newspaper advertisers will be able to 'self-serve' their accounts with the implementation of 'NPG Newspapers Online Account Access'. With the launch of this new feature, customers will have access to their advertising accounts to retrieve copies of statements and tearsheets, check their balance and make payments. Rollout of this new feature is planned for early 2011.



*They mean all business* - IS Business Systems department members **Stacey Hill**, **Esther Jones** and **Amber Casada**.



In an effort to look for ways to cut down on paper use as well as postage costs, the IS Business Systems, Advertising and Accounting teams are working collaboratively to implement 'Electronic Statements' for newspaper advertising customers by delivering statements electronically. A late spring launch is planned for a select group of advertisers with ongoing work through 2011 that will bring a larger percentage of advertisers into the 'electronic statement' fold.

2011 is marked to be a year of providing convenient and user-friendly services to customers. "We'll keep you posted on our progress and look for your feedback as our new initiatives launch," Stacey said.

## Listen to KRDO Newsradio on your iPhone

KRDO Newsradio 105.5 FM and 1240 AM launched a new state-of-the-art iPhone application in April.

"As we've promoted it, on both radio and KRDO NewsChannel 13 the usage has skyrocketed," said program director **Mike Lewis**. In June there were 249 launches. In August it went to 10,115!



The app allows people to listen to KRDO Newsradio on their iPhone wherever they are. "It sounds great on the iPhone," Mike went on to say. Listeners go to the radio page of [KRDO.COM](http://KRDO.COM) and download it for free. KRDO is also looking to acquire an application to run on the Blackberry and Droid in the near future. "We want to make it easy to listen to the station in any form the listener desires," continued Mike.

The app has an alarm clock, and is linked to [KRDO.COM](http://KRDO.COM).

## KVIA brings Azteca America to digital channel line-up

KVIA-TV, ABC 7 announced on November 1 that the station would add the Azteca America network



to its digital channel family beginning December 1. The network will replace LATV and will occupy digital over-the-air channel 7.4.

"We're pleased that we'll be offering Azteca America's outstanding programming to digital over-the air TV viewers in the borderland," commented KVIA General Manager **Kevin Lovell**.

Azteca America offers a wide variety of news, talk, Mexican novelas and sports programs, including Mexican Division I League soccer.

## New equipment spares chemicals and saves money



The Warrensburg Daily Star-Journal purchased an innovative, environmentally friendly piece of equipment, Publisher **Bill James** said.

The Kodak Trendsetter News Platesetter replaces an older system that used a liquid chemical process to create negatives and plates. The new system bypasses both processes and associated costs.

"By purchasing this piece of equipment, we should increase quality and the speed of processing plates, and the machine is totally green as opposed to the prior system," Bill said.



Light-sensitive chemicals come dry and affixed to plates used by the Trendsetter.

Senior press operator **Keith Sproat** (pictured) pressed a button on the Trendsetter to demonstrate the computer-to-plate process. About a minute later, like a piece of toast, a plate popped out with a computer-generated news page burned and ready to go onto the press.

## That's one hot news story

NewsChannel 21 "FireAlert Coverage" dominated the news in Bend due to a number of big fires in the area. The station provided great TV coverage informing the public on fire status and extensive breaking news coverage was also available on ktvz.com.



## Sales staff finds success in mug shot series

In April 2010, kvia.com launched a series of slide shows that featured mug shots released by the El Paso Police Department and the El Paso County Sheriff's Department. Kvia.com's traffic increased 100 percent... which translates to two million page views per month.



This traffic opened a new revenue stream for the station by allowing them to target non-traditional advertisers who typically advertise in print media. James Macias and Adrian Medina in the KVIA Sales department approached bail bondsmen to advertise within these slide shows and quickly secured an exclusive sponsorship, creating Manhunt Monday.

This multi-platform campaign utilizes on-air and on-line elements to publicize the Sheriff's Department initiative of wanted fugitives. Every Monday, they feature the current Manhunt Monday Fugitive and also have a special section on-line with detailed information provided by the Sheriff's department and slideshows of past Manhunt Monday fugitives. It is their goal to further capitalize on the success of the mugshot slide shows by targeting other non-traditional advertisers like taxi and towing companies, criminal attorneys and other bail bond companies.

In addition to the web and revenue success of the campaign, Manhunt Mondays just won NAB's Small Market Money Makers Competition. The concept was selected by NAB as the best small market marketing strategy in the country.

## A shining Star of an idea

The St. Joseph News-Press reached an agreement in August with the Kansas City Star to have News-Press carriers deliver copies of the Star on their routes.

Delivery began in St. Joseph, Mo., and Atchison, Kan., on October 1. That expanded to the distribution area east of St. Joseph on November 1.

So why would the News-Press agree to deliver a competing company's paper?

"Our carriers basically drive the same roads, just deliver more products and make additional money," explains Circulation Director **Kevin Smith**.

"The Star had switched to Sunday-only carrier delivery in much of this area so now we can carrier deliver to them daily again since we are already there with the News-Press," Kevin continues. "The customers can again get morning carrier delivery. The Star saved signifi-

cant money, and the News-Press makes some money, too. It's a win / win / win / win."

Many adjustments had to be made to routes and subscriber lists in order to make it happen. Carriers (who are actually independent contractors) and News-Press staff members have been very upbeat and helpful throughout the process, which began more than a year ago.

"It is a big project and there are still many things to work out, but the annual benefits to the News-Press, the Star, the customers and our carriers will remain well after the bruises we endured to make this relationship happen have healed." Kevin said.

The News-Press would still like to expand into a few smaller pockets of its distribution that time constraints currently don't allow. It hopes to be able to make the route adjustments to do this in the near future.

## KVIA puts on a new weather front

The only thing that hasn't changed about ABC7 weather recently is the quality weather coverage that is delivered to viewers everyday. After a complete re-build, the new ABC7 weather set is larger, more colorful, has more depth and is more professional looking than ever before.



It is relatively uncommon that a television station has employees with the skills to design and build an entire set in-house, but ABC7 has just that. Art Director **Patty Aleman** focused on the design concept and created the graphic elements, while **Bob Carter** and **Ozzie Carrillo** made her vision a reality. Armed with little more than a few basic tools, their creativity and teamwork transformed a truck full of lumber into a gorgeous weather lab that rivals the work of professional set builders.

## KTVZ finding small ways to reduce paper

In an effort to save a little money and be green at the same time, KTVZ has recently gone electronic in two ways: First, they are no longer receiving hard copies of the Internal Journal, instead opting for a PDF version. Second, they are now sending all birthday and anniversary cards via eCards. They hope these small ideas will help save in the long run, according to **Eric Bradley**.

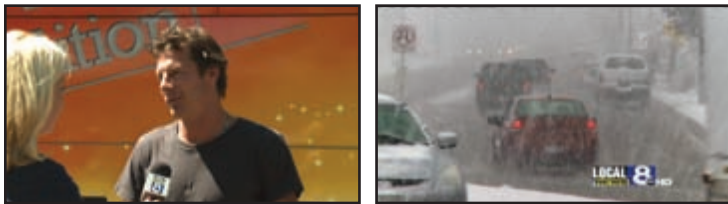


## Station experiences hot summer ratings

KESQ was hotter than the weather in July. The station won every news time period in the summer ratings sweep. "We are the desert's news leader and these ratings prove it," said **Bob Allen**, Executive Vice-President and General Manager. The station's newest newscast, News Channel 3 at 5:30 PM on sister station KDFX, scored its first ratings success. "Our Spanish language newscasts also performed extremely well," said Bob.

Working with their news and promotion consultants from Frank N. Magid Associates, the station developed a plan based on 2010 research project. The cornerstone of the plan is a strong brand focus. KESQ and Magid work together on an ongoing basis to re-evaluate the plan and the competition. Bob added, "The greatest credit for our ratings success goes to News Director **Bob Smith** and the entire News and Promotion team."

## Extreme Makeover, severe winter weather boost November sweeps



TV stations hope for a great sweeps, the chance to have the stories viewers in the community want to watch. Fortunately for KIFI Local News 8 that hope became a reality, beginning with the broadcast premier of the Extreme Makeover Home Edition episode that took place in Pocatello, Idaho and ending with severe weather that coated most of Eastern Idaho and Western Wyoming in a thick layer of snow and ice. It was only because of the talent and dedication of the Local News 8 staff that these great stories and many others were covered... all the while the competition consistently missed opportunity after opportunity. Local News 8 continues to be the leader in breaking local news and severe weather alerts in Eastern Idaho and Western Wyoming.

## KVIA staffers offer special sweeps stories



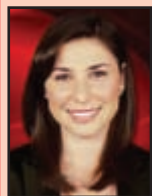
Reporter **Paul Cicala** traveled to Medellin, Colombia, which was once one of the most violent and murderous cities in the world due to drug violence. He compares the city to El Paso's sister city, Juarez, Mexico, which has had more than 6,500 murders since their drug war began in 2008. Can officials from Juarez use Medellin as a model for success in becoming a safer city? Paul examined this in a three-part series.

To see any of these stories, visit [kvia.com](http://kvia.com).

Reporter **Marissa Monroy** gives viewers a glimpse at the law enforcement officials who are tasked with locating child predators. They operate behind closed doors, in small windowless cubicles, where no one has to go through what they experience everyday.



Out of about 5,000 Drug Enforcement Administration special agents, only 490 are women.



Even though they are greatly outnumbered by their male counterparts female agents in the Borderland see their gender as an advantage. Reporter **Gaby Loria** explains in her special report.

## News-Press featured in Newseum exhibit

While in Washington, D.C. with his brother on July 29, *St. Joseph News-Press*



Work follows him everywhere - Ray Scherer poses next to the *News-Press* on display in the Newseum.

Reporter **Ray Scherer** was pleasantly surprised to see that day's front page of the *News-Press* hanging in the Newseum.

The Newseum, as is implied by its name, is an interactive museum of news spanning five centuries of news history and gives visitors a behind-the-scenes look at how and why news is made. Many people also know it as the home of the Sunday morning broadcast of ABC News' "This Week."

The Newseum receives approximately 800 front pages each day from newspapers around the world, which are all posted on the museum's website ([newseum.org](http://newseum.org)). Out of those, about one-tenth of them are selected each day to be printed and displayed in exhibits inside and outside of the museum. The day Ray toured the Newseum happened to be a day when the front page of the *News-Press* was chosen.

**Ashley Bally** designed the July 29th front page. News that day featured a large map, created by **George Stanton**, of the Kansas City Chiefs' Summer Training Camp in St. Joseph, Mo. and articles about the heat at training camp, a tip about protecting your skin at Camp, the cause of a fire that took the lives of two people and a "Life Story" about a WWII veteran. Contributing to the articles were **Todd Fuller, Kristen Hoppa, Alonzo Weston** and **Paul Branson**, with photos by **Eric Keith** and **Valerie Mosley**.

## Magazine reaches out to readers with annual Women's Expo



Women looking for everything from jewelry to candles to health information found just those and more at the sixth annual Josephine Expo.

"You Go Girl!" was the theme for this year's women's event, giving the day a slant on being sporty and active. The day was

well-attended by local women and vendors were pleased with the turnout.



'You go, girl' to the Expo - before the gates opened at 10:00 a.m., women were lined up in the lobby and out the doors.

The Expo is coordinated by the *St. Joseph News-Press*, as a way to sponsor a day of fun for readers of its women's magazine, *Josephine*. Booth space was sold by the *News-Press* Advertising staff, which included merchandise from home-based businesses, local businesses, charitable organizations and a food court. The main stage featured live music and a fashion show, while the demo room offered lessons in Zumba, financial planning and other topics.

*St. Joseph Cablevision* was a sponsor of the event. To compliment the sports theme of the day, their booth featured two TVs showing live football games of local interest. *Cablevision Advertising* also had a booth to promote their CW Fall lineup.

A number of employees volunteered the day of the Expo to keep things running smoothly. Planning the entire event was a *News-Press* committee made up of **Tami Clymer, Jess DeHaven, Carole Dunn, Tony Luke** and **Tim Weddle**. Plans are already underway for the 2011 Expo.

## KRDO holds Fall Premiere party

The historical Cheyenne Building in downtown Colorado Springs was the location for the KRDO-TV Fall Premiere Party. The Phantom Canyon Brewing Co. is located in the Cheyenne Building and their third floor banquet room, overlooking downtown and out towards the mountains, was the perfect setting for the party.



KRDO General Manager **Tim Larson** thanked the more than 75 clients in attendance for their business and reviewed recent news ratings successes before the presentation video detailing the new ABC programming. Also in attendance were special guests from NPG, including **David Bradley, Kit Bradley, John Kueneke, Mike Meara** and **Jennifer Wright**.



*The start of a great new season - (Top): A client visits with Ed Brady and Tim Larson; (below): Guests and staff enjoy the buffet line.*

Many of KRDO's news anchors were present and did a great job greeting and mingling with clients and thanking them for their continued support.

## News and Sales team up for photo contest

The News and Sales Departments at KRDO teamed up this Fall for a photography contest. It featured the beautiful Fall colors that paint the Rocky Mountains in gold. More than 1,000 photographers entered the contest to win free Chick-fil-A for a year. The contest also generated huge interest on their website with more than 255,000 page views.

## Pink paper helps raise awareness

Several of NPG's newspapers published breast cancer awareness special sections in October, on pink newsprint. The effort was to raise awareness of the disease, generate extra revenue and to be able to donate to breast cancer organizations. The Kansas City Northland papers generated nearly \$2,000 in additional revenue with 10% being donated to the Spelman Foundation in Smithville, Mo., and to the local chapter of the American Cancer Society in Liberty, Mo. and Kearney, Mo. The *St. Joseph News-Press'* piece, *Ink for Pink*, was co-sponsored by the local hospital. A portion of those proceeds were given to Paint the Parkway Pink, a local cancer walk.



## Station gets in the Race for the Cure

Cheers and tears were the emotions of the day at the Susan G. Komen Race for the Cure. The scenic Garden of the Gods served as the backdrop for the event. Race promoters were hoping for 7,000 participants and their expectations were exceeded as more than 8,000 breast cancer survivors and family members ran (or walked) the 5K event. KRDO Anchors **Heather Skold** and **Mireya Garcia** hosted the after-party celebration. NEWSCHANNEL 13 aired promos, produced news stories and posted material on its home page to encourage participation.

## Telemundo gets cooking



In reaching out to the Hispanic community in Bend, Oregon, Telemundo Account Manager **Julieta Favela** created "The Half Time Recipe," a cooking segment to air during half time of the Mexican soccer games on Telemundo.

## KIFI booth attracts many fairgoers



Thousands of people came out to visit the Local News 8 booth at The Eastern Idaho State Fair. Everyday people were able to meet their favorite local stars and have a chance to win some big prizes. Thanks to the whole Local News 8 team, this year's fair went smoother than ever.

## KTVZ hosts Medal of Honor recipient



On Tuesday, November 16, NewsChannel 21 was honored to welcome Oregon's only living Congressional Medal of Honor Recipient, Bob Maxwell. A resident of Central Oregon, Maxwell was in their studios to talk about the Medal, and what it means to be honored. NewsChannel 21's very own Producer, **Homa Quazilbash** conducted the interview which aired on the evening newscasts. NewsChannel 21 is proud to honor all veterans of the armed forces, and they feel humbled whenever they get the opportunity to speak with Bob Maxwell.

## Oh, deer! Station becomes birthing center



On Thursday, July 8th, a fawn was born in front of the "building out back" at KRDO. The mother was no where to be seen. A call to the division of Wildlife assured employees that the baby would be fine and the mother would return. Sure enough, mom did come back and staff discovered that there were two fawns born that day. The station held a contest asking viewers to name the babies and the winning names were KR-Doe and Fawny.

## KRDO goes to the dogs



In an effort to call attention to the plight of countless homeless animals, KRDO's Morning News took their show to the streets - well, the parking lot, actually - for National Dog Day, August 26. Local leaders stopped by to lend their support, businesses donated food for humans and treats for pets, and listeners came by to donate, have breakfast and meet wonderful dogs looking for forever homes. The event benefited The Humane Society of the Pikes Peak Region.

Among those stopping by to offer their support and lend a hand were Colorado Springs' Police Chief, the District Attorney, a K-9 Officer and his canine partner and the C.E.O. of the Humane Society. CHICK-fil-A brought a seemingly endless supply of breakfast burritos, PetCo provided hundreds of goodie bags for dogs and cats, and Raven's Nest Coffee served up coffee and delicious breakfast rolls. Most importantly, the Humane Society had a wonderful response, and many dogs were adopted.

## Tourney brings in big names



Others were seeing green - KTVZ's **Bob Singer** with legendary golfer **Tom Watson**.

NewsChannel 21 was the official sponsor for the Jeld-Wen Tradition, which was hosted at Sunriver's Crosswater Golf Course. Golf Pros from around the world were there to play. Director of Sales **Bob Singer** played a round with Golf Pro Tom Watson

## Weather(men) from coast to coast



KTVZ Chief Meteorologist **Bob Shaw** recently visited "The Today Show" in New York and spent time with the cast, including fellow NBC Meteorologist Al Roker (pictured, above). Bob was in New York on vacation with his family.

## Celebrity in the house!



A morning songbird - **Kelsey Watts** and **Makayla Zum** from the Sunrise Show with Jo Dee Messina (center), country music superstar.

**Kelsey Watts** was thrilled to interview country music star Jo Dee Messina live on the Sunrise Show October 19th. Jo Dee was in Bend for a concert at the Tower Theatre. Great interview, Kelsey!

## Harvest of Love helps hungry



For the 14th consecutive year KRDO NEWSCHANNEL 13 and KRDO Radio partnered with the Second Harvest Food Bank to collect food and cash donations. This year's event was held on Saturday, November 19, at American Furniture Warehouse stores in both Colorado Springs and Pueblo. Anchors **Eric Singer**, **Matt Meister** and many others stopped by to add their support. All of the food remains in the region and will help provide meals for many of the needy this time of year.

## Fair brings in food



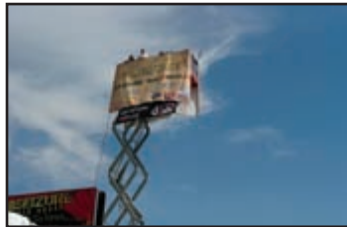
Nourishment for their neighbors - Showing off some of the donated food is **LeAnne Guinn**, **Shanna Mendiola** and **Lee Anderson**.

As a major sponsor of the Deschutes County Fair, NewsChannel 21 used its day for a good cause hosting a food drive to benefit Neighbor Impact. Fairgoers donated nearly 3,000 pounds of food for the cause...and kids received a free carnival ride for their donation as well.

## Flagstaff helps feed the community

NPG Cable employees in the Flagstaff office participated in the second annual St. Mary's Food Bank in October. Employees helped pick up food bags around the neighborhoods in Flagstaff to help feed the hungry. NPG Cable helped in the drive last year as well.

## Up in the air to Care and Share



KRDO Newsradio's **Dan Cochell** spent eight days in October on a 50-foot lift to assist Care and Share in filling its warehouse with non perishable food items. Care and Share is a Southern Colorado food bank that was established more than 35 years ago as a referral agency to coordinate food distribution to many other agencies.

The weak economy put added stress on Care and Share with donations down and an increased demand for food. "It was exciting to be part of an effort that provided 10,000 meals for families in need," said Dan. KRDO Newsradio 105.5 FM and 1240 AM and KRDO NewsChannel 13 have been assisting Care and Share in raising awareness for years. KRDO made the decision to put Dan on a lift near a well traveled highway to stress the need in Southern Colorado.

## Coffee on the for Horizon



A great way to wake up - Bringing goodies to the Horizon staff are (at right) **Mike Lewis** and **Lee Richards**.

The hard working staff at Horizon Middle School received special recognition recently. **Lee Richards** and **Mike Lewis** from KRDO News Radio selected the secretaries, counselors and custodians at the school for a special coffee break thanks to a nomination from Horizon's teachers.

## KVIA's aids Noel for the needy

For more than 69 years, Operation Noel has looked out for some of El Paso's neediest children by providing new winter coats to more than 13,000 children whose families cannot afford to buy the coats for them. Operation Noel organizers raise money for these coats, by asking for donations from the community. One hundred percent of the donations go toward paying the bill for the new coats, which is approximately \$195,000.

For the past few years, KVIA has made many of the donations possible by dedicating every newscast of one day to airing stories about the organization and the children who benefit from these coats. This year was hugely successful. With KVIA's efforts, more than \$145,000 in donations were made to the organization.

## KJCT airs Partners auction



On September 10, KJCT News 8 broadcasted the Partners Auction live from 6 p.m. to 11:30 p.m. The live TV auction is a much needed annual fundraiser for the Partners of Mesa County Program. The Partners program offers youth mentoring and restitution programs for children across Western Colorado. This year's auction raised more than \$30,000.

## Maybe they'll call it High School News-ical

Kids no longer have to wait until after high school to begin building skills necessary for careers in broadcast journalism. Local high schools now offer classes that begin growing photographers, editors, producers, reporters and anchors younger than ever. However, no class is complete without a set, so when Riverside High School needed assistance with construction of a set, KVIA's **Elias Ventanilla**, **Ozzie Carrillo** and **Bob Carter** volunteered to help out. The polished and professional news set will hopefully be the location of many budding news careers.



## Laughing it up for BBBS



**The smiles were worth the while - Danette Schlapfer, Julieta Favela, Jennifer Troike, Mackenzie Wilson, Homa Quazilbash and Kelsey Watts were on hand to help at the comedy benefit.**

The Annual Big Brothers Big Sisters of Central Oregon Comedy Benefit was, once again, a fabulous Fall event in Downtown Bend. More than \$60,000 was raised to provide mentoring programs for children throughout the area.

Big Brothers Big Sisters is a partner organization with NewsChannel

## Giving an understanding advertising



**Paul Heebink**, General Manager of KECY-TV in Yuma, Arizona, gave an advertising workshop for a "Sales and Customer Service" class at Imperial Valley College.

## The job fair works

Human Resources Coordinator **Jody Piel**, Director of Sales **Bob Ruderman** and Director of News and Promotion **Bob Smith** attended the 15th Annual Valley-wide Employment Expo on October 21. KESQ-TV, along with 50 other local businesses, interviewed potential employees. More than 5,000 people attended the Expo to find out about jobs available in the Palm Springs area and interview with potential employers.



"The unemployment rate in our area is 15.3%," said **Bob Allen**, Executive Vice President and General Manager of Gulf-California Broadcasting. "This is a great opportunity for our television stations and other employers to find qualified workers." KESQ-TV hired as many as 10 people who attended the Valley-wide Employment Expo in past years.

21, and several employees volunteered at the event. **Danette Schlapfer, Homa Quazilbash, Julieta Favela, Mackenzie Wilson** and **Jennifer Troike** sold raffle tickets for a trip to Tuscany and Bali. Meanwhile News Director **Lee Anderson** and NewsChannel 21 at Sunrise Anchor **Kelsey Watts** were emcees for the evening filled with laughs and fun!

# And the awards go to...

## Northland papers nab 23 nods

The Northland publishing group that includes *The Kearney Courier*, *The Smithville Herald* and *Liberty Tribune* received a total of 23 awards in the 2010 Better Newspaper Contest. The awards were presented Oct. 16 at the press association's annual convention.

### *The Kearney Courier*

For the second year in a row, *The Kearney Courier* staff won first place for General Excellence among weekly newspapers of its size.

"A solid newspaper serving the local news needs of its community," the judges wrote about their decision to give the award to *The Courier*.

The judges particularly liked the layout and design of the Sports section, which was handled by **Chris Geinosky** for the entries submitted to the contest. His work also was the driving force behind the first-place win for Best Sports Pages.

"Outstanding in every way," wrote the judges. "Great photos, writing, layout and appeal to your readers. Well done."

The *Courier* staff also won first place for Best Editorial Page.

"Nice mix of hard opinions and commentary about life," the judges wrote. "I like the inclusion of young voices."

Editor **Kevin Smith** has worked with local residents young and old to feature "Community Voices" guest columns on a regular basis in the newspaper.

The *Courier* placed in the top three in several other categories:

- Second place, Best Front-to-Back Design
- Second place, Best Feature Story, **Kevin M. Smith**
- Third place, Best Front Page
- Third place, Best Coverage of Local Government
- Third Place, Best Sports Columnist, **Chris Geinosky**

### *The Smithville Herald*

*The Smithville Herald* is one of the top newspapers in Missouri, and it has a winning website to match. The *Herald* won second place for General Excellence and for Best Online Newspaper/Website among weekly newspapers of its size in the

Missouri Press Association Better Newspaper Contest.

The *Herald* staff also walked away with first-place bragging rights for Best Front Page, and Editor **Nancy Hull Rigdon** won first place for Best Business story.

The *Herald* placed in the top three in other categories:

- Second place, Best News Content
- Second place, Best Editorial Page
- Third place, Best Feature Story, **Nancy Hull Rigdon**

### *Liberty Tribune*

In addition to first-place awards for news reporting, editorial writing, headline writing and sports content, the *Liberty Tribune* placed in the top three weekly newspapers of its size for General Excellence at the Missouri Better Newspaper Contest.

Editor **Angie Borgedalen** won first place in the Best News Story category for her coverage of vandalism at Fairview Cemetery in June 2009.

"Your reporting for a topic some might have shrugged off as insignificant made this a winner," the judges wrote in their comments.

The *Tribune* staff also won first place for its editorial arguing against eliminating the public comment portion of Liberty Board of Education meetings.

Additional awards garnered by the staff:

- First place, Headline Writing
- First place, Best Sports Pages
- Second place, Best Sports Columnist, **Kevin Goodwin**
- Second place, Best Local Business Coverage
- Honorable mention, Best Editorial Page.

Staff members also won four awards for work done in 2009 for newspapers previously published by the group, *Sun Tribune* and *Sun Gazette*. Those awards were:

- First place, Best Feature Photo, **Anna Faltermeier**, *Sun Tribune*
- Second place, Best News or Features Series, **Ray Weikal**, *Sun Tribune*
- Honorable Mention, Best Feature Story, **Ray Weikal**, *Sun Tribune*
- Honorable Mention, Best Feature Photo, **Matt Frye**, *Sun Gazette*.

# And the awards go to...

## KRDO wins four Emmys

Vida Urbonas, Amanda Smith and Isaac Blancas won in the Continuing Coverage category for their year-long coverage of Ted Haggard. Marshall Zelinger and Isaac Blancas won in the Political/Government Category and Marshall also won the Best Live Reporter category. Vida also won the Performer/Narrator Category.



The golden guys - Taking home a little bling are Isaac Blancas, Marshall Zelinger, Michael Sipes, Tak Landrock, AJ Kievenaar and Dan Dozar.

## KRDO takes multiple Best of Colorado Springs awards

KRDO Newschannel 13, NewsRadio and KRDO.com are favorites among local news viewers. In the recent "Best Of Colorado Springs 2010" survey in the *Colorado Springs Independent* newspaper, Newschannel 13 was selected as the Best Local Newscast. KRDO Newsradio Morning News was selected for the Best Local Radio show and KRDO.com's Digital Content Director Barrett Tryon was honored as the Best Local Twitterer. Other nominees were Matt Meister and Jon Karroll for finishing second and third for Best Local Television Personality.

KRDO NewsRadio 105.5 FM and 1240 AM won two awards in the "Best of Colorado Springs 2010." In the Local Radio Show category KRDO's Morning News with Lee Richards and Mike Lewis won first place. In the Local Talk Radio Personality category KRDO's Drive Home with Dan Cochell and Greg Neft came in second. "It is always rewarding when our listeners vote to give us this recognition," said program director Mike Lewis.

## Visitor's guide gets recognition in national contest

A publication produced by the St. Joseph News-Press received first place category honors in the 2010 Newspaper Business Development Contest, sponsored by the Inland Press Foundation. The contest honors excellence among North American newspapers' specialty products and niche publications.



The "St. Joseph Missouri Official Visitor's Guide 2010" earned the top spot in the Travel / Tourism / Transportation category. All advertising sales were handled by the News-Press' Advertising staff. Cover design was by Jackie Dix and the rest of the publication was designed by Sarah Heerboth. Judges commented that the 40-page piece was "very complete, well-organized and easy to use."

Printed for the St. Joseph (Mo.) Convention and Visitors Bureau under the administration of the Buchanan County Tourism Board, the guide was distributed free to tourists. Nearly 150,000 copies were handed or mailed out over the course of the year, which marked the sesquicentennial of the Pony Express, one of the biggest tourism draws for the community, as well as the inaugural year of the Kansas City Chiefs' Training Camp in St. Joseph.

## NOW's hard work pays off

News-Press 3 NOW received a first place MidiAward in Community Programming for 2010 from the Mid America Cable Telecommunications Association, for their news programs.

The Mid America Cable Telecommunications Association covers cable operators in six states: Arkansas, Kansas, Missouri, Nebraska, Oklahoma and Texas. It's the second year in a row News-Press 3 NOW has won a Midi for their news product. In 2009, they took 3rd place in Community Programming.

"This award is testament to the hard work everyone at News Press 3 NOW has put in to grow our news product," said News Director Fran Tucker.

## KTVZ staffers honored

Oregon Association of Broadcasters recently awarded NewsChannel 21's Kristie Wilharm the honor of Traffic Manager of the Year and Jim Murray received the Best Sports Broadcast award. Congratulations!

## DSJ picks up 15 wins

The Warrensburg Daily Star-Journal received 15 awards, including two first places, in the Missouri Press Foundation's Better Newspaper Contest on Oct. 16 at the press association's annual convention.



Individual awards went to Sports Editor Corey Edwards and Editor Jack "Miles" Ventimiglia.

Edwards took a first-place award for Best Sports Photo, 'Pyramid of joy' - The winning photo taken by Corey Edwards, with judges stating, "How do you get a picture that says jubilation any better than this pyramid of joy?"

Ventimiglia took first for Best History Story for his coverage of black education through community history leading to the selection of Warrensburg's first black school board president, Morris Collins.

Ventimiglia took seconds for Rural Life/Agriculture, Investigative Reporting, Photo Package and Feature Series; thirds for Feature Photo and Education Story; and honorable mentions for Feature Series and News Story.

The newspaper finished second for Best Front Page, News Content and Coverage of Family Living and Young People; and third for Editorial Page and Breaking News Story.

# Team proves power of sales-minded culture

In June, NPG Cable developed the Retention Sales & Save Team (RSS Team) within the Call Centers to further support and enhance the corporate vision. Charged with a specific mission to “Cut Churn, Grow Revenue and Trailblaze New Product Offerings,” the RSS Team faced a formidable task. Housed in both the St. Joseph and Lake Havasu Call Centers, a team of highly skilled, customer-focused and sales-minded individuals were nominated by their management team to not only defend against our ever growing horde of competitors, but to strengthen NPG Cable’s relationships with our valued subscribers.

This didn’t just happen overnight, though. After attending a spring conference with other cable providers, **Brian Bradley** was inspired to look for ways to not only transform the call center operations into a sales culture, but also get a head start on the imminent arrival of a certain satellite service charging toward the St. Joseph market. Brian also knew that NPG had its share of opportunities to sell and save more than ever before. After meeting with his management, sales, training, and systems support teams, a new queue enhancement was put in place and those “new or change in service” calls were ready to go to the right mix of skilled agents.

Implementation of the RSS Team was more than simply wrangling a bunch of high-spirited sales agents together and telling them to “sell and save!” To the contrary, once nominated, each agent was interviewed and asked directly about their commitment to being a catalyst for change in a culture that tended to be more service-oriented than sales-minded. Once on board, the agents were briefed on expectations - both of what they should expect and what was expected of them.

Why this special team within the Call Center? Much like Technical Support Agents who specialize in dealing with subscribers having technical issues with their modems, the RSS Team Agents are specialists in providing a tactical response to those subscribers who are most at risk for downgrading or leaving our services for some other provider. And, the RSS Team is poised to actively engage the prospects who may be calling in for the first time in response to one of NPG’s marketing campaigns.

Armed with that battery of offers and promotions, these agents, however, aren’t successful so much because of their tools; any agent can offer the same services. Rather, what sets the RSS Team apart are the team’s individuals and the effort they put in to either saving those subscribers or adding new subs to the base.

For example, during just the first month in action, the RSS Team realized a 20% jump in overall sales commissions when compared to the previous six-week period – a leading indicator to the effectiveness of their sales and upgrade performance. At the same time, the talk time metric, one of the other key drivers when examining call center performance, only ticked up a little over 4%. This was clear validation that it is possible to sell more – effectively and efficiently.

Or, consider the effort quotient (the % of times that an agent attempts to either overcome a disconnect request or pursue additional sales opportunities). When comparing RSS agents to the larger Call Center staff, in appropriate situations, sales effort was observed nearly twice as often with the RSS Team. The silver lining there is that over the last several months, that gap has closed in part because of the overall sales focus but also due to the modeling impact that the RSS Agents have on their peers.

Most recently, they have been tasked with decreasing new install sell-in rate of single services while increasing new installs of HD and bundles. In just the first 18 days of the push, a doubling of the HD bundle sell-in rate was realized and a 40% decrease in the single service sell-in rate, thus getting more services in homes from the very beginning. These fantastic efforts are obviously supported and achieved by the entire team, and the RSS Team plays a big part as they are skilled to handle much of the “new install” queues.

While still managed and supported by their current supervisors, this autonomous group of agents has proven in just a very short time that they can make a difference – whether it’s reminding and educating our subscribers why NPG Cable is the provider of choice, selling a rich mix of products and services to those new inquiries or even being a role model of sales execution and performance to their peers, the RSS Team is a promising reminder of what innovation and commitment to excellence can do for an organization.

Those serving on the RSS Team are **Bobby Hieb, Jessica Jones, Tyler Spaeth, Bryson Turner, Jerri Ann Daly, Nicole Farrow, Wendi Lewis, Abbi Palmer, Wendy Carasa, Loral Fuller, Rita Dalrymple, Kellie Chambers, Mary McKenna, Shelly Stone, Donna Canada, Cynthia Santiago** and **Tanika Nelson**.

# CSRs take aim at saving customers

NPG Cable has been watching closely as Dish Network was working up to launch locals in St. Joseph for the first time, something new to Cablevision. Although the NPG locations in Arizona and California we were very used to this, the thought really wasn’t a pleasant one. This is also a period of slower growth, so the need was felt to really hang on to our customers.

With the recent development of the RSS Team (see story, left), it was decided to run a call-center-wide promotion to retain customers. It is much easier to save a customer than it is either to get a new customer or receive a lost customer back again.

For every customer they “saved” from leaving NPG Cable or from dropping core services, each CSR (Customer Service Representative) earned \$12. **Barry Douglas**, Sales and Retention Trainer, listened to more than 400 calls, qualifying ones as actual saves. The CSRs were really working hard to keep every customer and it showed as Barry sent out weekly updates. NPG Cable would like to thank every CSR who worked so hard on this. Not just during the promotion but continually thereafter.

A special congratulations to **Tanika Nelson**, one of 53 agents who saved 350 subscribers during the months of June and July. Individually, Tanika saved 31 accounts - nearly 10% of the total number of saves. Close behind was **Wendi Lewis**, with 25 and **Loral Fuller** with 23. Total payouts for this incentive were \$4,200, but the potential value of those accounts is well over \$1.9 million.

While everyone played a part in the success, Tanika really caught NPG Cable’s eye during this promotion. She was not originally a part of the RSS team, but it was quite clear she needed to be. From this experience Tanika earned \$272 from saving 31 customers, a \$200 bonus for being the top SAVER and earned a new spot on the RSS Team.



# They're ready for some football!

On Fridays, the NPG Cable NW District Front Counter Teams have been wearing their favorite football team’s jersey to help promote The NFL Network and NFL Red Zone.



Pictured are (Top), **Berenice Robledo** and **Kelley Turner** from Bullhead City; (Below): **Lora Atchley** and **Lusia Gutierrez** from Kingman.



## KVIA holds CW sales blitz

On August 18, the KVIA Sales team arrived to work dressed in green, ready to compete in a CW Sales Blitz, a race to see which Account Executive could sell the most CW advertising in one day. However, the rules of the contest required that no one leave the building and the sales had to be conducted from the office via phone, fax or email. After every sale, General Sales Manager **Rene Santana** would sound an air horn and add the AE's name to the official tally board. Prizes were also given away for each sale that was completed.



**This was no ballroom blitz** - (Left): Chelsea Cory makes calls during the CW Sales Blitz; (below): Everyone enjoys a much-needed lunch break.



Lunch and snacks were provided and everyone had a great time, but there could only be one winner: **Nora Perez** finished the day with a total of \$14,500. Overall, the CW Blitz yielded the station \$77,000, which included 17 new direct clients brought on air. Great job, sales team!

## What a (daily) deal!

The *St. Joseph News-Press* has a new product to help advertisers reach new customers and give local consumers a bargain: The Daily Deal.

signed up and more than 250 Daily Deals have been sold to those receiving the emails.

The Daily Deal is much like the "Groupon" offers nationwide. An individual signs up to receive the deals in their email each day. The deal is at least 50% off the regular price of the item or service from a local business and is exclusive to the Daily Deal.



"With Daily Deal we have stepped into a completely different business model," explains **Briggett Owens**, Interactive Sales Manager. "One that, as evidenced by Groupon's over \$6 Billion dollar price tag, promises significant revenue growth for our industry in 2011. It is a program that not only offers relatively risk free solutions for our advertising partners, but is also delivering a unique and valuable service to our audience. I am incredibly proud of my team in St. Joe for their hard work in getting this program off the ground and making it such a success!"

**Jennifer Snook**, Interactive Media Specialist, goes on dual calls with the print newspaper advertising consultants, to sign up their clients. The *News-Press* offers a partnership with businesses on the Daily Deal: the advertiser doesn't pay to run the offer, but the *News-Press* keeps 50% of the revenue from the deals purchased.

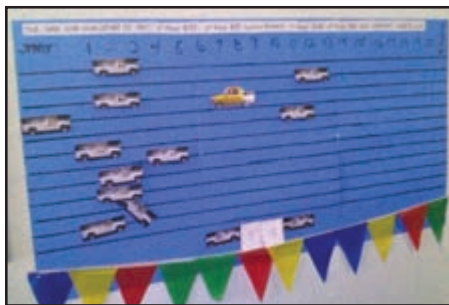
To sign up for the Daily Deal, visit [www.newspressnow.com/dailydeal](http://www.newspressnow.com/dailydeal).

In the first three weeks since the Nov. 22 launch, 35 local businesses have been

## Employees record increased sales in DVR challenge

In August, both the NPG Cable Mountain and NW districts participated in a competition to boost DVR sales.

In the Mountain district, Rick Comfort's challenge was met with enthusiasm and the DVR sales really took off for Flagstaff, Sedona and Payson. There was an increase of 225 DVRs within the three systems. It was a close race with winners in each system. The Field Tech winners were: **Jeremiah McDermott** with three sales (Flagstaff),



**They were really sales-driven** - To keep track of how the Mountain system was doing during the contest they made a sales tracker with employees' pictures on the NPG trucks. It was a big help to see where their fellow co-workers were at in the contest.

**Matt Olstadt** with seven sales (Sedona) and **Ben Doss** with six sales (Payson). The winning front counter representative was **Greg Horn** with 47 (that's not a typo!) DVR sales in the month of August. Sales of front counter and technicians were combined to determine the system that receives lunch (paid for by the other two systems). The winner by a hair was Flagstaff! Congratulations to Flagstaff and thank you to everyone for really pushing those DVR sales.

In the NW District, The Bullhead and Kingman system's grand total for DVR upsales was 443. The total upsales were 58 for the technicians in the field and 385 for the front counters. The winner for the front counters was **Lusia Gutierrez** (pictured, left) in Kingman, with 128 sales. The DVR upscale winner for the technicians in the field was **Ron Williams** (pictured, right) in Bullhead, with 13 sales.



This was a very successful contest that everyone enjoyed. We would like to congratulate our winners and thank all of our employees for participating in this competition.

## A new personal best

*St. Joseph News-Press* Classified Advertising's **Cheryl Bougher** reached a new personal best for the month of August, with sales of \$64,733.12. She was awarded a certificate and \$100 in cash presented by **David Bradley**. Great job, Cheryl!



## Safety pays off

The NPG Cable Mountain district did a safety jackpot grab bag drawing in October. Congratulations to **Peter King** (pictured, left) in Payson for winning \$150, **Jarrett Brown** (pictured, center) in Sedona for winning \$125 and **Jason Quinlan** (pictured, right) in Flagstaff for winning \$200.

# New employees

## Broadcast



**Rachael Plath** has joined KRDO as a Weather Anchor/Reporter. She will be reporting three days a week and anchoring weather on weekend evenings.



**Jessie Sanders** is KRDO's new National Sales Assistant. She is currently learning her new sales duties and also helping out in Traffic. Welcome,

Jessie!



**Samson Williams** is a Format Specialist for the News-Press & Gazette Master Control project. Samson is located at KRDO in Colorado Springs.



**James Jarman** has joined KRDO as an Anchor/Reporter. James will begin reporting the news on the Drive Home on KRDO News Radio.



**Lila Hollin** has taken over the reins of the Pueblo Bureau for NewsChannel 13. She will be the bureau chief and report the news from that office.

Welcome aboard!



**Andrew Thorn** joined NewsChannel 21 on September 1 as an Account Manager in the sales department. Andrew and his wife have

just moved to Bend from Lincoln, Nebraska where Andrew worked as a Sales Support Director and Senior

Sales Representative in the retail electronic industry. He has a BA in Business Marketing and Finance from the University of Nebraska.



**Daniel Kulin** joined NewsChannel 21 as a part-time News Producer working with the Sunrise program. Daniel is a recent graduate of

Washington State University in Pullman, and has a BA in Communication – Broadcast Management with a Minor in Business Administration. He currently works part time at KNLR / KNLX-FM in Bend and at UDI Corporation in Redmond.



**Joseph Burns** joined NewsChannel 21 on August 2 as a News Reporter / Anchor/Producer. Joe is a recent graduate from the University of

Oregon with a Bachelor of Science in Electronic Media, School of Journalism and Communication Studies. He interned at KVAL in Eugene and won two student Emmy Awards at the University Of Oregon School Of Journalism.



**Kimberly Tobin** has joined NewsChannel 21 as News Anchor / Reporter / Producer and is anchoring the weekend newscasts. Kimberly

is a recent graduate of Arizona State University in Phoenix and attended Walter Cronkite School of Journalism, Broadcast. She has a BA in Broadcast Journalism with a minor in communication. Kimberly interned at KNXV-TV and recently worked at KAET-TV (PBS) in Phoenix.



**Maricela Abarca** joins KIFI as part-time Video Editor in Idaho Falls. She downloads video from Firewire, CNN and Interplay and edits it according

to the producer's requests.

**Kevin Larson** works part-time as Video Editor in the KIFI Newsroom in Idaho Falls. Kevin takes raw video and edits it down to fit the stories that are aired.



**Marissa Bodner** works at KIFI in Idaho Falls doing general assignment reporting.



**Brittany Borghi** joins KIFI as full-time Reporter / Anchor in their Pocatello, Idaho Bureau.



**Jamison Trevon** was referred by the Mesa County Workforce Center and came on board as an intern in KJCT's Operations Department in

May. A Master Control Operator position came open in mid-June; Jamison was hired on full time to fill that position. This position monitors the on-air product to assure signal quality and that commercial air as scheduled. This position also operates the audio board during the Early News.

**Mindy Smith** joined KJCT in July 2010 as Evening Chyron Operator in KJCT's Promotions Department. This position is responsible for producing the graphic elements and operating the Chyron



to insert those elements during the evening newscasts. Mindy relocated to Grand Junction from Denver, where she attended the Ohio Center for Broadcasting.



**Chris Grogan** was a welcomed addition to the KJCT staff as News Director in the News

Department, arriving in late August. Chris provides leadership and direction to the 17 members of their news team. Prior to the move from Great Falls, Montana, to Grand Junction, Chris was News Director of Max Media of Montana's ABC stations.

**Aman Chabra** joined KJCT's News Department as the Sports Director, arriving in late August and just in time



for football season. He is responsible for the sports elements in daily newscasts. Aman comes to KJCT from KIFI, Idaho Falls.



**Ana Miller** is the new Bilingual Account Executive in KJCT's Sales Department, arriving the first week of September. Her primary focus is to develop a relationship within the Hispanic business community, promoting Telemundo, CW, KJCT and KJCT8.com. Ana was formerly in Sales at KOLO TV, Reno, Nevada.



**Jeff Lozowski** joined the KJCT Sales staff as an Account Executive the first week of September. He will build his list from the business community

throughout the viewing area, focusing on new business and rebuilding relationships with former clients. Jeff has moved to Grand Junction following his graduation from Western Carolina University, Collowhee, North Carolina.



**Jerry Upham** has joined NPG of Oregon as Local Sales Manager for Fox affiliate KFYO and CW affiliate NTVZ. Jerry most recently served as General Manager

of KOHD, and prior to that was General Manager of KFYO when the station was owned by Meredith Broadcasting. In Bend since 1996, Jerry has more than 25 years of television sales and management experience.

continued on page 13

New employees, continued from page 12



**Cliff Peck** had been working on a contract basis with NewsChannel 21 for some time and now joins the staff as a part-time engineer in the engineering department.

Cliff is the owner of NewVision Wireless working with tower construction, analog and digital microwave and mobile communications. He recently worked with T-Mobile as a Field Technician and was responsible for the successful construction and launch of the Bend cellular market for that company.



**Alicia Inns** has joined NPG of Oregon as a Reporter in the News department. Alicia just moved to Bend from Gresham. She has a B.A.

from the University of Oregon, School of Journalism and Communications with a Major in Electronic Media and a Minor in Communication Studies. She has interned at KATU in Portland, KMTR in Eugene and The Travel Channel in London.



**Troy Campbell** joined KIFI News Group as a Reporter/Anchor in the Idaho Falls bureau. He will be reporting on local events and news and writing

and editing stories and video. Welcome, Troy!

**Adrienne Kitchen** joined KRDO as a News Producer. She is currently helping to produce the Good Morning Colorado show. Welcome, Adrienne.

**Amy Thrasher** left KRDO in 2007, spent two years in North Pole, Alaska, and now has returned as a Production Technician. She will be performing various duties during the live broadcasts of the morning and noon news shows.

**Michael Ramsey** has joined KRDO as an IT Supervisor. Mike will be taking care of IT needs as well as assisting with broadcasting problems.

**Jamie Young** will be producing the morning news show at KRDO. Welcome, Jamie.

Cable



The Northwest District of NPG Cable would like to welcome **Ron Williams** to the team. Ron joins the Bullhead City Tech department as a Broadband Tech III.

**Benjamin "Chance" Crane** is one of the newest Broadband Tech Trainees at NPG Cable in Lake Havasu City. He's been with the company for a few months and they report he is doing a fantastic job.



A warm welcome goes out to **Dana Long** from Parker, Arizona. She is a new part-time Front Counter Customer Care Specialist. She has

already shown a lot of enthusiasm on the DVR promotion and the company looks forward to seeing that excitement in future campaigns. Welcome aboard, Dana!



Say hello to **Casey Brumett**. He is one of the new Broadband Tech Trainees out of NPG Cable in Lake Havasu City. He came to NPG in July and is doing a fine job. He is responsible for installation of modems, digital and HD boxes, and coaxial wire in and outside of homes.



**Bryan Carter** is one of the newest Broadband Tech Trainees at NPG Cable in Lake Havasu City. He is currently going through the training process of representing NPG Cable out in the field. They are anticipating some great work from Bryan and a long tenure with the company. Welcome, Bryan!



A big welcome goes out to **Carissa Ochoa** from NPG Cable in the Lake Havasu City Call Center. She is a new Customer Care Specialist and

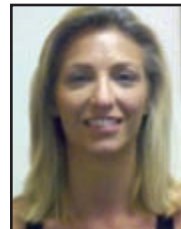
has been with NPG for a few months. She handles customer requests over the phone including billing inquiries, sales questions and service, troubleshooting, installations, disconnections, change of service, payments and any other issues a customer may have.



**Alexandra Anderson** is a new Customer Care Specialist in the Call Center in Lake Havasu City. She represents NPG Cable by assisting customers with obtaining NPG services, bill pay and technical troubleshooting issues. Glad you are on board, Alex!



Say hello to **Christy Huffman**, she is one of the newest NPG Call Center Customer Care Specialists in Lake Havasu City. She is there to provide excellent customer service by troubleshooting and setting up new service for customers. She says that she is happy to join the NPG team and the Call Center is happy to have her as well. Welcome, Christy!



**Tami Auten** is one of the newest Customer Care Specialist in NPG Cable - Lake Havasu City's Call Center. She is no stranger to Broadband Cable or customer service, as she came from a cable company in Nevada. She is there to provide excellent customer service and give the customer that optimum experience. Welcome, Tami!



**Blair Branson** has been hired in the Call Center at St. Joseph Cablevision, as a Technical Care Specialist. He handles customer requests over the

phone, provides 24/7 technical support to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.

**Megan Hellickson** is a new Customer Care Specialist with NPG Cable in Flagstaff. She will be helping with customer requests at the front counter. Her duties will include handling complaints, concerns, billing questions and promoting and selling various services offered.



NPG Cable in Sedona welcomes **Chris Ebert** as a Broadband Tech Trainee. Chris will be installing phone, cable and Internet products for customers after completing his training.



NPG Cable in Flagstaff welcomes **Phillip Bennett** as a Broadband Tech Trainee. Phillip will be installing phone, cable and Internet products for customers after completing his training.



**Damon Sinclair** is a new Cutover Coordinator for St. Joseph Cablevision.



Welcome to **Daniel Sadler**, a new Customer Care Specialist in the Call Center at St. Joseph Cablevision. He will handle customer requests over the phone and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments



**Derek Lewis** is new to the Call Center at St. Joseph Cablevision. He has been hired as a Technical Care Specialist. He handles customer

*New employees, continued from page 13*

requests over the phone, provides 24/7 technical support to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.



**Donovan Gilpin** joins the Call Center at St. Joseph Cablevision, as a Technical Care Specialist. He handles customer requests over the phone, provides

24/7 technical support to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.



Say hello to **Frank Dasta**, a new Technical Care Specialist for the Call Center at St. Joseph Cablevision. He handles customer requests over the phone, provides 24/7 technical support to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.

and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



**John Stout** has been hired as a Customer Care Specialist for the Call Center at St. Joseph Cablevision. He will handle customer requests over the phone

and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.

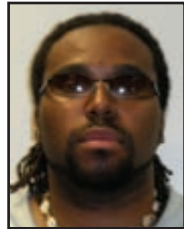
**Jonathan Kindberg** is new to the Call Center at St. Joseph Cablevision. He joins the company as a Technical Care Specialist. He handles customer requests over the phone, provides 24/7 technical sup-



port to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.



St. Joseph Cablevision welcomes **Gregory Miller**, Reporter for Newspress 3 NOW.



**Jason Mudd** has joined St. Joseph Cablevision's Call Center, as a Customer Care Specialist. He will handle customer requests over the phone and at the

front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



St. Joseph Cablevision has hired **Kellen Perry**, as a Newspress 3 NOW Producer / Photographer.

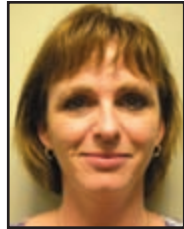
**Micheal Davidson** is new to the Call Center at St. Joseph Cablevision. He is a Customer Care Specialist. He handles customer requests over the phone and



at the front counter, sells various services offered, handles billing concerns, books new installations, change of services, disconnects and handles payments.



**Mark Popowski** has joined St. Joseph Cablevision's IT department, as a Network Administrator.



**Misty St. Clair** joins St. Joseph Cablevision, as an Account Collections Supervisor.



St. Joseph Cablevision welcomes **Trey Hamilton**, as a new Broadband Tech I.



**Tyler Noland** is a new Broadband Technician for St. Joseph Cablevision.



New to the Call Center at St. Joseph Cablevision is **Travis Ryan**. He has been hired as a Technical Care Specialist. He handles customer requests over the

phone, provides 24/7 technical support to broadband Internet and telephone subscribers and assists in the set up of mail accounts. His duties also include handling complaints, concerns and billing questions and promoting and selling various services offered.



**Andrea Kieser** has been hired as a Customer Care Specialist in the Call Center at St. Joseph Cablevision. She will handle customer requests

over the phone and at the front counter. Her duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



**Bradley Miller** is a new Customer Care Specialist in the Call Center at St. Joseph Cablevision. He will handle customer requests

over the phone and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



Welcome to **Corey Riley**, Master Control Operator at News-Press 3 NOW. His position responsibilities include running the Mackie

audio board during news and weather forecasts and assisting with technical production.



**Gregory Pollard** has been hired as a Customer Care Specialist in the Call Center at St. Joseph Cablevision. He will handle customer requests over the phone

and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



**Nic Behrens** is a new Customer Care Specialist in the Call Center at St. Joseph Cablevision. He will handle customer requests over the phone

and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



New to the Call Center at St. Joseph Cablevision is **William Brewer**. He has been hired as a Customer Care Specialist. He will handle customer

requests over the phone and at the front counter. His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.



**Joseph Vannaman** has been hired as a Customer Care Specialist in the Call Center at St. Joseph Cablevision. He will handle customer requests

over the phone and at the front counter.

*New employees, continued from page 14*

His duties include selling various services offered, billing concerns, booking new installations, change of services, disconnects and payments.

**Newspaper & Printing**



Welcome to **Jennifer Gordon**, a new Reporter for the *St. Joseph News-Press*. She will cover general Lifestyles topics.



**Kimberly Norvell** has been hired as a Reporter for the *St. Joseph News-Press*.



**Michelle Margulies** joins the Advertising Department at the *St. Joseph News-Press*, as an Account Executive. She will be focused on the real estate

accounts.



**Morgan Smock** is a new District Manager for the Circulation department of the *St. Joseph News-Press*.



**Kannon Loyd** has been hired as an inserter in the P&D department at NPG Printing. He will work on the line, inserting advertising into prepacks and the paper.



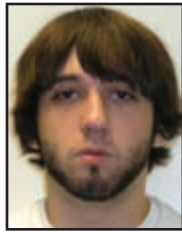
Welcome to **Misty Ewart**, a new inserter in the P&D department at NPG Printing. She will work on the line, inserting advertising into prepacks

and the paper.



NPG Printing welcomes **Nathan Bain**, as an inserter in the P&D department. He will work on the line, inserting advertising into prepacks and the

paper.



**Timothy Shipp** has been hired as an inserter in the P&D department at NPG Printing. He will work on the line, inserting advertising into prepacks and the

paper.



**Amber Marsh** is a new Account Executive in the Advertising department of the *Osawatomie Graphic*.



**Cody Thorn** has been hired as a Copy Editor / Page Designer in the Editorial department of the *St. Joseph News-Press*.



**Darren Martin** is a new Driver / Loader in the Circulation department of the *St. Joseph News-Press*.



Welcome aboard to **Jennifer Babcock**, a new CSR / Retention Specialist in the Circulation department of the *St. Joseph News-Press*.



**Lindsay Moyer** is a new Classified Sales Rep in the Advertising department of the *St. Joseph News-Press*.



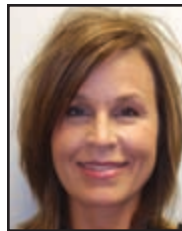
**Mary Clements** has been hired as a Customer Care Supervisor in the Circulation department of the *St. Joseph News-Press*. She will be supervising customer service and retention staff, who provide inbound and outbound support to *News-Press* subscribers. She will also handle subscriber billing and payment processing.



**Matthew Reid** comes aboard the *St. Joseph News-Press*, as a Photographer in the Editorial department.



Say hello to **Roberta Seevers**, new Account Executive in the Advertising department of the *St. Joseph News-Press*.

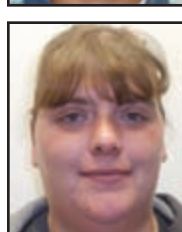


Welcome back to **Stacey Hill**! She returns to NPG Newspapers after a three-year absence. She has been hired as the Business System Manager. (See

article on page 3.)



**Yadu Bhardwaj** is an Intern in the Accounting department of the *St. Joseph News-Press*.



**Billie Jo Streeter** is a new Inserter in the P&D department at NPG Printing. She will work on the line, inserting advertising into prepacks and the paper.



**Gregory Crumb** has been hired as an Inserter in the P&D department at NPG Printing. He will work on the line, inserting advertising into prepacks and the paper.



**Jeremiah Bowers** is a new Roll Tender at NPG Printing. He is responsible for performing paper roll inventory, making splices and manning the loading and unloading the paper rolls.

paper.



Say hi to **Kiel Wilfong**, a new Inserter in the P&D department at NPG Printing. He will work on the line, inserting advertising into prepacks and the

paper.



**Bob Davis** has been hired as Production Manager for the *Warrensburg Daily Star-Journal*, having taken the reins from Keith Sproat, who recently retired. Bob has worked for several newspapers, most recently the Independence Examiner.



Welcome to **J.R. Robinson**, who has joined the *Warrensburg Daily Star-Journal*, as a pressman.



The *Warrensburg Daily Star-Journal* added **Cynthia Nold** to the news department. Cynthia grew up in a newspaper family, working at her parents' news-

paper.

## Cable tech credited for saving lives

A Payson, Arizona NPG Cable customer recently wrote to the editor of the *Payson Roundup* about NPG technician **Rob Kallman**, on how he saved their lives and their home.

The customer's home was hit by lightning, taking out their cable and Internet. They saw an NPG truck later on their street and asked Rob if he could check their service. He went to the cable outside and smelled gas and told them to shut the gas off and call the gas company. It turns out the gas pipe had a hole in it downstairs and had been filling the rooms with gas for four hours.

The customer was very thankful to Rob and said they were grateful to be alive to be writing a letter to the editor. That situation could have ended up tragically if it had not been for Rob's quick thinking.

### ¡Gracias!

Special thanks to **Brenda DeAnda-Swann** at KVIA. She has translated a some payroll notices into Spanish for Human Resources, which was greatly appreciated.

## Kingman employee to be featured in Obama book

Last May, **Lusia Gutierrez**, Customer Care Representative for NPG Cable in Kingman, Arizona, wrote a letter to President Obama. On September 22, Lusia received a phone call from President Obama's assistant. The assistant told Lusia that the President had personally picked her letter to be published in a book that is being written about his first year. The assistant stated that the President receives 20,000 letters a day, and after 10 months of reviewing letters he had narrowed them down to nine letters he would like to recognize.



**Her own page in history** - Washington Post editor Eli Saslow spends some time on the job with **Lusia Gutierrez**.

The author, who is an editor for the *Washington Post*, flew to Arizona and spent a week with Lusia and her family. He went to her college classes, her children's school, sat with her for a few days at work and even went trick-or-treating with her family. He will be writing about her life in one of nine chapters. The original letter will be going into President Obama's museum. The editor told Lusia that she has a very good chance of meeting the President in person.

## St. Joe bowlers needed

A group of employees in St. Joseph, Mo., is putting together a spring mixed league. It will be a nine-pin tap and will last eight weeks. Any NPG employee, spouse or family member can sign up. Contact **Rita Criss** at the *News-Press* at ext. 526 or email [rita.criss@newspressnow.com](mailto:rita.criss@newspressnow.com).

## One and done

A little "birdie" told the *Internal Journal* that *Green Acres'* **David Johnson** hit a hole-in-one recently, at The Golf Club in St. Joseph, Mo. Congratulations!

## Sew what are they up to?



**A bunch of sew-n-sews** - Amy Richardson (right, in the gray jacket) shows **Tisha Hicks** a pattern as (left to right) **Nic Vogel**, **Karen Hook** and **Michelle Waller** man the sewing machines.

When St. Joseph News-Press Advertising's **Nic Vogel** wanted to find someone to assemble her grandmother's quilt blocks, she asked around the office. Someone pointed her in the direction of Human Resources' **Amy Richardson**, who teaches a class on how to quilt. She told Nic if she wanted to learn and could find some other employees who would also be interested, she would teach them.

Several responded to Nic's email, and the group now meets weekly after work, setting up in a conference room. Learning along side Nic are **Karen Hook**, **Tisha Hicks**, **Michelle Waller** and **Kristine Matson**. Amy also teaches a group of employees in Kansas City. Any St. Joseph or KC employees wishing to join the group should contact Amy at (816) 271-8650.

# Promotions, transfers and other career news

## Cable techs take their skills to the next levels

### Advancing to Broadband Tech:

Way to go, **Nick Trevett** of NPG Cable in Lake Havasu City. Nick has taken the first step of many on the Road to Success by promoting to Broadband Technician. His enthusiasm through this process will help him through the next steps.

**Mervyn Nelson** was hired at the end of January and completed his qualifications to move from a Broadband Tech Trainee to a Broadband Tech in June. He is currently working on moving into the next step to be a Broadband Tech I.

**David Burns** was hired at the end of March and completed his qualifications to move from a Broadband Tech Trainee to a Broadband Tech in July. He is currently working on moving into the next step to be a Broadband Tech I.

### Advancing to Broadband Tech I:

A pat on the back to **Mark Strauss** of NPG Cable in Lake Havasu City. He has been promoted to Broadband Tech I. He has shown his commitment to the Road to Success Program by taking two steps up the technical ladder.

NPG cable of Sedona technician **Chance Hollon** has completed all of his qualification to advance to a Broadband Tech I in June. Chance is currently working on moving into the next step to be a Broadband Tech II.

Kudos goes out to **Justin Mitchell** of NPG Cable in Lake Havasu City on his promotion to Broadband Tech I. He has been very focused on climbing that technical ladder and have been successful by taking two steps up.

**Advancing to Broadband Tech II:**  
NPG cable of Flagstaff technician **Russell**

**Kenton** has completed all of his qualification to advance to a Broadband Tech II in July. Russell is currently working on moving into the next step to be a Broadband Tech III.

### Advancing to Broadband Tech III:

Congratulations go out to **Quinn Mathews**, who has been promoted to Broadband Tech III. NPG Cable - Lake Havasu management is proud of what Quinn has accomplished. He is an example to others that hard work pays off.

*Promotions, transfers and other career news, continued on page 17*

## KJCT sees two promotions

**PJ Edgell** was introduced to KJCT as a Mesa State College intern in KJCT's Promotions Department in February 2008 and, soon thereafter, was hired as their full time Evening Chyron Operator. In April 2010, PJ was promoted to



DCD/Photojournalist in the News Department. PJ is responsible for the maintaining and updating the KJCT website. He also provides his services as a photojournalist as needed.

**Robert Parish** has been employed in KJCT's Operations Department as full time Master Control Operator since July 2008. Due to the benefit of cross training and a desire to operate KJCT's live van, Rob was promoted to Morning Chyron



Operator when the position opened up in April 2010. In conjunction with graphics and live elements, this position is responsible for the live van operation during the morning newscast.

## The career forecast is great



News-Press 3 NOW's **Lindie Patton** became a meteorologist in August, having graduated from Mississippi State's online program.



**Looking for more career opportunities at NPG?**

Check out current openings across the company at [NPGCO.com](http://NPGCO.com)

## Dirk Poe becomes Cablevision Ad Director

**Dirk Poe** was named the Advertising director for St. Joseph Cablevision. He has been with NPG since June 2007, as the Assistant Ad Director at the St. Joseph News-Press.



## Two form new marketing team

**Kit Bradley** has accepted the position of Marketing Director for the St. Joseph News-Press. Her primary focus will be to promote the News-Press, News-Press 3 NOW and Newspressnow.com. Kit has been with the News-Press for about a year and has a strong marketing background.



**Hilary Smith** has been named Creative Marketing Manager. She will be working very closely with Kit and with the research and recommendations of the News-Press' partners at Frank Magid Associates. Hilary has been with the News-Press for six years, as a Spec Artist in the Advertising department.



## Mark Ross named to ABC's Marketing board

KVIA Promotions Director **Mark Ross** was recently elected to serve as Region 3 Representative to ABC's Marketing Advisory Board. Mark will serve as liaison between the network and ABC affiliates in Texas, Oklahoma, Louisiana and Mississippi. "I'll be here to answer questions about co-op, marketing and other issues concerning ABC promotion," Mark said. "I'm really excited to be a part of the MAB." Mark is the second KVIA employee to be on a network board. General Manager **Kevin Lovell** is a member of ABC's Affiliate Board. Not too many stations around the country can make that claim!



## Pair move on up in Flagstaff

**Ben Dantouze** was promoted to a Field Supervisor in May. Ben has been with NPG since March 2005 and was working as a construction coordinator before he accepted the Field Supervisor position. Ben will be supervising the service and maintenance technicians as well as handling the construction side of NPG Cable.

**Chris Charley** was promoted to a Field Supervisor in August. Chris has been with NPG since February 2007 and was working as a Broadband Tech III before he accepted the Field Supervisor position. Chris will be supervising the install technicians.

## DSJ employee advances

**Brandon Julian** moved up into the press assistant position. He has been with the paper for since April 2010.

# Happy Retirement

**Keith Sproat**  
Warrensburg  
Daily Star-Journal



**Stop the presses!** - After nearly five decades, pressman Keith Sproat still ran the press up until the day he retired.

Longtime *Warrensburg Daily Star-Journal* pressman **Keith Sproat** joined the staff Oct. 18, 1962, and marked his last day at the paper Oct. 18, 2010.

Keith said he told his wife, Carol, "I started on Oct. 18 and I think that would be a good time to quit."

He joined staff shortly after high school graduation and will leave as possibly the longest-tenured employee in the *Daily-Star Journal's* history.

"When I started out, I was the kid," Keith said. "Now I'm the old man."

When first hired, Keith worked in the stereotype room in the days when newspapers used hot lead, linotypes and mats to produce the printed page. He cast cuts and mats, and then started operating the linotype machine to set type in the morning. He helped run the press in the afternoon.

The hot lead system remained in use until about 1972, Keith said, when *The Star-Journal* implemented the offset system. The newspaper added a quad stack to print color in 2001, just in time to print a full-color picture

of the terrorist attack on the twin towers.

Keith said his most memorable event came Nov. 22, 1963, the day of President John F. Kennedy's assassination.

"I had gone to lunch and was just getting ready to come back to work when I heard it on the radio," Sproat said. "We tore the paper apart and started all over again."

Keith said he has enjoyed working at *The Star-Journal*.

"I have a lot of good memories, and I've met a lot of good people and made a lot of friends," he said.

Publisher **Bill James** said Keith "has been a good friend and I'll miss his counsel on things in general."

Keith said he plans to "keep on taking care of cows" and will continue his lawn maintenance business.

"I like to mow grass," he said. "It gives me a sense of satisfaction, and most people appreciate what you're doing ... and you make a little extra money."

## News-Press celebrates 2010 milestone anniversaries

The St. Joseph News-Press, Green Acres and NPG Printing recently recognized individual employees who reached milestone anniversaries in 2010. Each was given a small gift. Celebrating milestones in 2010 were:

### 35 Years

**David Bradley** (Home Office)  
**Vince Sullivan** (Sheetfed)  
**Ruth Tobin** (P&D)

### 25 Years

**Dennis Smith** (P&D)  
**Tim Weddle** (Advertising)

### 20 Years

**Kitty Linder** (P&D)  
**Scott Barger** (P&D)  
**Judy Moreno** (Home Office)

**David Johnson** (Green Acres)  
**Anna Bennett** (P&D)  
**Esther Jones** (IT)

### 15 Years

**Pat Grubbs** (Accounting)  
**Robert Sands** (P&D)  
**Brenda Taylor** (Circulation)  
**Glenn Sutherland** (Green Acres)  
**Michelle Waller** (Advertising)  
**Lee Sawyer** (Administration)  
**Danny Ellis** (P&D)  
**Nelda Buehler** (Editorial)  
**Susan Jones** (P&D)

### 10 Years

**Dennis Ellsworth** (Editorial)  
**Mike Atkison** (Circulation)  
**Paula Deets** (Occupancy)  
**Amy Richardson** (H. R.)

### 5 Years

**John Hales** (Circulation)  
**Ben Leimkuhler** (Accounting)  
**Lonnie Kerns** (Circulation)  
**Ann Slaybaugh** (Accounting)  
**Tasha Carr** (Accounting)  
**Kim Murphy** (Advertising)  
**Kent Scott** (Print Sales)  
**Brian Isgrigg** (Press)  
**April Finney** (P&D)  
**Marty Swindler** (Occupancy)  
**Mickey Shoemaker** (P&D)  
**Clinton Thomas** (Editorial)  
**Tim Bartram** (Circulation)  
**Tom Hall** (PrePress)  
**Sarah Haught** (Advertising)  
**Marielle Scarborough** (Editorial)  
**Wendy Hill** (Accounting)  
**Dana Plowman** (Advertising)  
**Wesley Brouhard** (Shipping)

**Jennifer Lee** (P&D)  
**Bruce Schindler** (Occupancy)  
**John McCarthy** (Administration)



**Company longevity runs in the family** - Accounting's **Ben Leimkuhler**, right, was presented with his five-year employee anniversary gifts by his father, NPG's VP of Finance, **Lyle Leimkuhler**.

# Nov. / Dec. / Jan. / Feb. Employee Anniversaries

## CORPORATE

### Accounting

**6** Ben Leimkuhler (Feb. 28)  
**3** Beth Fisher (Feb. 4)

### Home Office

**40** Hank Bradley (Jan. 4)  
**27** Lyle Leimkuhler (Jan. 3)

### Human Resources

**9** Marcie Piper (Feb. 11)

## BROADCAST

### KECY-TV

#### Administration

**2** Paul Heebink (Jan. 5)

#### Creative Services

**7** Eric Sawyer (Dec. 1)

#### Engineering

**2** Alexander Malystov (Nov. 3)

#### Master Control

**5** Eugene Harden (Nov. 9)  
**3** A Jay Anthony (Nov. 27)

#### Promotions

**4** Abraham Morales (Nov. 27)

#### Sales

**2** Robert Blakemore (Feb. 23)  
**1** Micheal Bellamy (Nov. 2)

### KESQ-TV

#### Administration

**11** Bob Allen (Jan. 11)

#### Creative Services

**6** Serkan Stage (Jan. 5)

#### I.T.

**2** Ian Horsburgh (Nov. 17)

#### KDFX - Traffic

**4** Ana Gonzalez (Feb. 26)

#### KUNA-FM - Production

**15** Jose Iniquez (Jan. 2)  
**5** Lina Castillo (Dec. 19)

**1** Ricardo Moreno (Feb. 1)

#### KUNA-FM - Sales

**15** Gabriel Soto (Feb. 19)  
**11** Brenda Ugalde (Jan. 24)

#### News

**10** John White (Dec. 1)

**6** Jason Sloss (Jan. 17)

**5** Gilbert David (Nov. 28)

**3** Leah Sherk (Nov. 12)

**3** Rodney Wardle (Dec. 5)

**3** Ashley Brown (Feb. 18)

**2** Christopher Tarpening (Nov. 10)

**2** Zachary Kupcha (Jan. 5)

**1** Gerald Steffen (Dec. 14)

**1** Kristen Outlaw (Feb. 15)

**1** Omar Granados (Feb. 22)

#### Production

**10** Christopher Devlin (Nov. 27)

**8** Victor Winston (Feb. 27)

**5** Alicia Lino (Jan. 2)

**1** Ariane Stroschien (Feb. 17)

#### Sales

**6** Kristen Kirkjan (Nov. 18)

**2** Gary Johnson (Jan. 5)

### KIFI-TV

#### Administration

**10** Carol Willis (Jan. 8)

#### Creative Services

**3** Hal Moss (Dec. 19)

#### Engineering

**8** Tory Willmore (Nov. 14)

**3** Kevin Justesen (Jan. 21)

#### Master Control

**20** Russel Haack (Dec. 21)

**1** Jason Walden (Feb. 17)

#### News

**21** Karole Honas (Jan. 18)

**20** Curtis Jackson (Nov. 29)

**6** Robert Wnderli (Nov. 12)

**5** Ryan Lister (Jan. 12)

**4** Genevieve Judge (Feb. 26)

**4** Brandon Stokes (Feb. 26)

**2** Emma Brazier (Dec. 8)

**2** Justin Betti (Jan. 5)

**2** Samantha Hale (Jan. 28)

**1** Brett Crandall (Jan. 4)

#### Sales

**21** Monte Young (Jan. 17)

**3** Curtis Browning (Feb. 25)

**2** Brandon Larsen (Nov. 19)

#### Telemundo - Sales

**2** Oscar Rojas Rodriguez (Dec. 1)

#### Traffic

**17** Lisa Negu (Feb. 14)

**6** Cynthia Watson (Nov. 20)

### KJCT-TV

#### Administration

**6** Judy Edmonds (Jan. 3)

#### News

**4** Thomas Coomes (Nov. 16)

#### Operations

**6** Justin Hillis (Jan. 31)

#### Promotions

**1** Michael Carter (Feb. 22)

#### Sales

**3** Cynthia O'Keeffe (Nov. 26)

**3** Maryam Cudal (Jan. 14)

#### Traffic

**16** Pamela Young (Nov. 7)

### KRDO-TV

#### I.T.

**1** Kevin Dennis (Jan. 11)

#### KRDO-AM - News

**3** Gregory Neft (Nov. 9)

#### KRDO-AM - Operations

**3** Matthew McKinley (Dec. 9)

#### News

**14** Tak Landrock (Feb. 18)

**9** Baaron Pittenger (Dec. 10)

**6** Nolan Campbell (Feb. 1)

**4** Eric Singer (Dec. 19)

**3** Kathryn Singh (Dec. 14)

**3** Jessica Hines (Jan. 28)

**3** Samantha Briggs (Feb. 18)

**2** Dennison Howard (Feb. 16)

**1** Mireya Garcia (Nov. 3)

**1** Mark Kachelmeier (Nov. 9)

**1** Lindsay Watts (Dec. 7)

**1** Anders Nelson (Dec. 21)

**1** Ashley Green (Jan. 11)

**1** Eduardo Quezada (Feb. 25)

#### Operations

**10** Rachel Barros (Feb. 12)

**2** William Keyser (Dec. 11)

#### Sales

**22** Jeff Thomas (Nov. 14)

**7** Edward Brady (Feb. 2)

**1** Phillip Emmert (Nov. 12)

**1** Allison Wilhelm (Feb. 8)

### KTVZ-TV

#### Administration

**4** Eric Bradley (Feb. 12)

#### Corporate

**14** Jim Dechant (Feb. 18)

#### KDFX - Production

**4** Gerald Okamoto (Nov. 13)

#### Master Control

**11** Chris Ossig (Jan. 24)

**7** David Montgomery (Dec. 11)

#### News

**14** Lee Anderson (Dec. 31)

**11** Robert Shaw (Nov. 29)

**1** Homa Quazilbash (Jan. 18)

**1** Thomas Taylor (Feb. 1)

#### Promotions

**1** Brian Hinderberger (Feb. 3)

#### Sales

**24** Joan Anderson (Jan. 7)

**5** Leanne Guinn (Dec. 19)

**2** Andrew Untermeyer (Jan. 6)

#### Traffic

**19** Kristie Wilharm (Jan. 20)

#### Website

**6** Barney Lerten (Feb. 7)

### KVIA-TV

#### Administration

**16** Michael Sepulveda (Jan. 16)

**8** Irmgard Di Mery (Dec. 3)

**8** Debra Wilson (Nov. 3)

**5** Paige Mandell (Feb. 13)

Anniversaries, continued from page 18

**Engineering**

- 19 Christopher Swann (Dec. 2)
- 15 Elias Ventanilla (Jan. 22)
- 6 Robert Braxton (Dec. 31)

**Master Control**

- 11 John Peterson (Nov. 10)

**News**

- 24 Francis McNaboe (Feb. 25)
- 11 Dave Speelman (Dec. 4)
- 10 David Avila (Dec. 19)
- 6 Daniel Marin (Dec. 16)
- 5 Darren Hunt (Jan. 9)
- 5 Tatiana Avila (Feb. 6)
- 4 Kenny Molestina (Jan. 15)
- 4 Jose Villasana (Feb. 13)
- 3 Juan Gutierrez (Nov. 25)
- 1 Laura Apodaca (Dec. 14)

**Production**

- 26 Arturo Dorado (Nov. 13)
- 12 Eduardo Urquiza (Jan. 17)
- 6 Mark Owens (Jan. 31)
- 3 Michelle Arzola (Nov. 2)

**Promotions**

- 8 Patricia Chavarria (Feb. 10)

**Sales**

- 15 Richard Teplitz (Jan. 15)
- 7 Richard Luna (Jan. 3)

**Traffic**

- 7 Shaun Felice (Feb. 26)

**Website**

- 1 Leonardo Martinez (Nov. 23)

**CABLE**

**Blythe**

**Administration**

- 3 Mayra Sias (Feb. 28)

**Bullhead City**

**Administration**

- 5 Berenice Robledo (Jan. 12)
- 3 Juvencia Alvarez (Feb. 11)

**Technical**

- 15 George Acker (Nov. 27)
- 6 Jeremy Brunk (Feb. 21)
- 4 Jeremy Rodriguez (Feb. 5)
- 4 Timothy Terral (Feb. 5)
- 4 Paul Krick (Feb. 15)
- 2 David Robinson (Feb. 16)

**Call Center**

**Arizona**

- 9 Starr Burgess (Feb. 11)
- 7 Rita Johnson (Nov. 4)

**St. Joseph**

- 12 Lisa James (Dec. 4)
- 5 Nichole Farrow (Feb. 6)
- 3 Carla Montgomery (Feb. 4)
- 2 Holly Shoemaker (Nov. 6)
- 2 Phillip Smith (Nov. 6)
- 2 Alex Cruz (Jan. 8)
- 2 Tara McPherson (Jan. 8)
- 1 Barry Douglas (Nov. 9)
- 1 Tyler Spaeth (Dec. 3)
- 1 Brad Utt (Dec. 3)

- 1 Daniel Chavez (Feb. 11)

- 1 Austin Leach (Feb. 11)

**Flagstaff**

**Administration**

- 9 Karen Foster (Jan. 28)
- 3 Gregory Horn (Dec. 11)

**Technical**

- 9 Diane Coleman (Feb. 13)
- 4 Christopher Charley (Feb. 7)
- 3 Korey Monahan-Cann (Jan. 8)
- 2 Jeffrey Croy (Nov. 24)
- 2 Devin Reddye (Dec. 1)
- 2 Glenn Quigley (Feb. 18)
- 2 Alton Tsaipi (Feb. 23)
- 1 Raul Ambriz (Jan. 26)
- 1 Mervyn Nelson (Jan. 26)

**Home Office**

**Administration**

- 2 Cynthia Jones (Feb. 18)

**Business Office**

- 5 Rachel Clark (Jan. 9)
- 3 Diana Johnson (Nov. 5)

**Dispatch**

- 4 Vickie Woolard (Jan. 29)

**I.T.**

- 13 Liam Catherall (Nov. 28)
- 9 John Andrews (Feb. 14)
- 9 Philip Shelley (Feb. 14)
- 8 Craig Buhman (Jan. 6)
- 5 Caleb Tounzen (Jan. 31)
- 4 Lu Nelson (Feb. 12)

**Marketing**

- 34 Denise Lewis (Jan. 5)
- 23 Lori McCrary (Nov. 3)
- 2 Stephanie Malita (Jan. 20)

**Phone Services**

- 7 Kevin Wverner (Jan. 12)
- 6 Shari Chesser (Dec. 27)
- 5 Dawn Bigelow (Nov. 14)
- 4 David Carrington (Dec. 4)
- 3 Trisha Nicholson (Jan. 21)
- 2 Chad Silcott (Jan. 8)

**Kingman**

**Administration**

- 11 Dianna Brown (Jan. 14)
- 4 Lusia Gutierrez-Penalosa (Feb. 19)
- 4 Jeffrey Allen (Feb. 5)
- 4 Bryan Arndt (Feb. 17)
- 4 Harley Smith (Feb. 19)
- 3 Brittany White (Nov. 1)

**Lake Havasu**

**Administration**

- 10 Teresa Sluder (Jan. 23)
- 9 Bernadette Chamberlain (Feb. 4)

**Technical**

- 9 Deborah Wirz (Feb. 4)
- 6 David Russell (Jan. 12)
- 5 Peter Howard (Nov. 7)
- 3 Mitchell Ferguson (Jan. 24)
- 3 Lynden Mathews (Feb. 4)

- 2 Justin Mitchell (Feb. 2)

- 2 Nicholas Trevett (Feb. 2)

**Mammoth Lakes**

**Technical**

- 28 Joe Warta (Jan. 31)
- 5 Timothy Bressel (Nov. 28)

**Mercury**

**Voice & Data**

**Administration**

- 12 Matt Hoskins (Jan. 11)

**Parker**

**Technical**

- 12 Michael Bartlett (Jan. 11)

**Regional**

**Marketing**

- 13 Cathy Garcia (Jan. 7)

**Sedona**

**Administration**

- 3 Ronald Rudicel (Dec. 17)

**St. Joseph**

**Advertising**

- 20 William Burns (Nov. 5)
- 20 Linda Riepl (Nov. 19)
- 9 Cynthia Humphrey (Nov. 26)
- 6 Eric Stoll (Nov. 2)
- 5 Jason Davidson (Jan. 23)

**NewsPress3NOW**

- 5 Lindie Patton (Dec. 27)
- 5 Jimmy Brewer (Feb. 3)

**Technical**

- 17 Steve Dyche (Jan. 3)
- 16 Garry Fisher (Nov. 3)
- 15 Rodney Roach (Jan. 16)
- 11 Ryan Beaver (Nov. 29)
- 8 Nathan Arnold (Nov. 26)
- 6 Mark Gallegos (Feb. 21)
- 4 Jason Maier (Jan. 16)
- 3 Travis Wilson (Jan. 22)
- 3 David Rissler (Feb. 11)
- 2 David Noah (Feb. 19)
- 1 Jeremy Davis (Feb. 8)

**NEWSPAPER**

**Atchison Globe**

**Advertising**

- 37 Rita Jones (Nov. 8)
- 2 Janice Smith (Nov. 10)

**Editorial**

- 3 Dean Layton (Feb. 11)
- 2 Patricia Moore (Nov. 17)

**Green Acres**

**Administration**

- 13 Wayne Sutherland (Nov. 25)
- 6 Heather Sturtz (Nov. 29)

**Hiawatha World**

**Administration**

- 5 Ike Larson (Jan. 9)

**Advertising**

- 16 Bobi Wagner-Dozier (Nov. 14)

**Liberty Tribune**

**Administration**

- 6 Dina Ayers (Feb. 8)

**Advertising**

- 10 Linda Petty (Feb. 21)

**Editorial**

- 7 Bonnie Bartram (Nov. 3)

**Louisburg Herald**

**Administration**

- 1 Karrey Hill (Dec. 2)

**Advertising**

- 1 Charla Eastwood (Nov. 23)

**Miami County Republic**

**Administration**

- 2 Sandy Nelson (Nov. 19)

**Advertising**

- 49 Paul Branson (Feb. 20)
- 2 Teresa Morrow (Feb. 2)

**Editorial**

- 11 Teresa Cole (Jan. 20)

**NPG Printing**

**Administration**

- 9 Tom Voisard (Jan. 21)
- 5 John McCarthy (Dec. 30)

**P&D**

- 15 Susan Jones (Dec. 18)
- 5 Jennifer Lee (Nov. 17)
- 5 Roy Pierce (Jan. 24)
- 3 Jamie Painter (Jan. 18)
- 2 Marsha Higgenbotham (Nov. 25)
- 1 Nathan Collier (Jan. 27)

**Press**

- 7 Randy Streeter (Nov. 29)
- 7 Chad Churchill (Feb. 2)
- 7 Bill Youtsey (Feb. 23)

**Sheetfed**

- 13 Joshua Miller (Nov. 13)

**Osawatomie Graphic**

**Administration**

- 3 Marsha McRoberts (Jan. 2)

**Smithville Herald**

**Advertising**

- 12 Jim Card (Dec. 21)

**St. Joseph News-Press**

**Advertising**

- 25 Tim Weddle (Dec. 26)
- 23 Sandra Ridings (Nov. 16)

*Anniversaries, continued from page 19*

- 19 Tony Luke (Nov. 5)
- 19 Carole Dunn (Feb. 17)
- 17 Tim Colwell (Nov. 24)
- 16 Cheryl Bougher (Dec. 15)
- 9 Michele Conard (Feb. 25)
- 5 Dana Shipps (Feb. 6)
- 4 Jamie Jackson (Jan. 30)
- 4 Mike Snook (Feb. 19)
- 1 Holly Lyons (Dec. 7)

**Circulation**

- 9 Scott Kirschner (Nov. 26)
- 6 John Hales (Jan. 24)
- 4 Peggy Frizell (Jan. 24)
- 2 Carolyn Arment (Nov. 2)
- 2 Alicia Rice (Dec. 5)
- 2 Becky Kidwell (Dec. 7)

- 2 Robert Farrell (Dec. 11)
- 2 Jennifer Taylor (Dec. 28)
- 2 Michael Benner (Jan. 26)
- 1 Amanda Davison (Feb. 8)

**Editorial**

- 15 Nelda Buehler (Nov. 27)
- 12 Terry Jordan (Feb. 1)
- 11 Dennis Ellsworth (Jan. 13)
- 8 Ross Martin (Feb. 6)
- 6 Sylvia Anderson (Nov. 29)
- 4 Kevin Krauskopf (Dec. 18)
- 4 Dana Heldenbrand (Jan. 17)
- 1 Samuel Robinson (Dec. 7)
- 1 Kristen Hoppa (Dec. 14)
- 1 Andrew DeWitt (Jan. 7)
- 1 Melvin Kingery (Feb. 15)

**Marketing**

- 6 Hilary Smith (Dec. 1)

**Occupancy**

- 5 Bruce Schindler (Nov. 30)

**Sun South**

**Advertising**

- 16 Susan Mitchell (Nov. 14)
- 12 Aimee Gelman (Dec. 28)
- 5 Sandra Schwartz (Dec. 19)

**Editorial**

- 21 Chris Rodgers (Feb. 26)
- 16 Mark Dewar (Dec. 15)
- 2 Kristin Babcock (Nov. 4)

**Warrensburg  
Daily Star-Journal**

**Administration**

- 3 Bill James (Nov. 26)

**Advertising**

- 5 Pat Stevenson (Jan. 26)

**Editorial**

- 23 Sue Sterling (Nov. 23)
- 13 Jack (Miles) Ventimiglia (Jan. 29)

**P&D**

- 7 Lan Gibson (Feb. 25)

# Happy Holidays

**to all our employees  
and their families**

***Thank you for your hard work  
and dedication throughout 2010***

