

ANNUAL GENERAL MEETING

FRIDAY 25th JANUARY 2019 – 7.30pm

STUDIO SUITE, UPPER GALLERIES, EASTGATE CENTRE

ATTENDANCE

Danny Lawrence
Fred Tiernan
John Taylor
Paul Scarlett
John Jenkins
Saida Sheehan
David Webster

Ros Connors
Simon Turp
Callum Vere
Steve King
Lewis Burdett
Jacqui
Josh

Chris Tiernan
Ari Pap
Liz Tuckett
Owen Waugh
Steve Shrimpton
Peter Irwin
Richard Becker

APOLOGIES

Ashwyn Smythe
Laura Anderson

Aston Avery
Kurt Wilson

Dave Montier

There being no amendments, the motion to adopt the minutes of the last meeting was proposed by Christine Tiernan and seconded by Steve King.

Danny opens the meeting and reminds everyone about the fire exits.

Accounts are a year behind so new accounts will be emailed to you on request. Up by 30% on last year.

ROS CONNORS – Executive Director/Programme Controller

The work to keep the radio station on air 24/7 continues to be a full on 24/7 commitment.

Programming hours – 2018 average was 18 hours of original programming and broadcasting 24 hours in total.

Well done to those people who are now flying solo and presenting solo. Johnny Jenkins, Callum Vere, Fraser and Abby from the radio club and Jack Carter. Whatever role you have undertaken contributing to the above, once again I want to thank you for your help and support in filling in schedules.

At least year's AGM I mentioned a niggle with pre-recorded shows not being delivered in time. If you do supply a weekly show or shows for transmission. I need them in good time and ahead of the day of transmission, preferably several days ahead. There are currently two shows that are sent to me, either arriving on the day of tx, or last thing in the afternoon on a Friday, and often in the middle of a drive time show, and it is the same two shows as mentioned this time last year.

Engineering – I would like to thank Steve King and other members of the engineering team for keeping us on the air and I know we've had some tough issues to deal with in 2018. Overall I am pretty happy, however, I would like to see a more pro-active approach to some engineering matters.

For example, planned cleaning out of computers and checking links before live OB's or remote shows, especially after we've had a power flutter or power failure. A reactive approach can cause stress if something fails. Equally, if you notice a problem, like the Sky News not going out, a quick phone call or text message to me, not email, will result in the issue being resolved reasonably quickly if I am near a terminal.

The Tune tracker upgrade is ongoing and I hope to have a brand new machine in studio 2 within the next couple of weeks powered by the new Haiku operating system.

I will say though that it is only with issues like this I would encourage you to contact me, where it is an emergency that risks the output of the station. I won't encourage you phone me to talk about admin matters or programme content at weekends.

A reminder about TT rebooting.

Shows – All the hits with Pat Sharp has now ended its run on Gateway as has Club Classics with Sean Bell. We now have dance classics with Colin Hanslip, Friday and Saturday Bangers with Jack, Sunday delight with me, and 'Diddy' David Hamilton with million sellers sponsored by McDonalds and very soon, Gary King will be joining us with another sponsored show.

Show content – Also, I mentioned at last year's AGM that I feel local content with our format shows, connecting with the community is paramount. While the office will try to feed through some interesting features and guests, there is also an onus on the presenter to be pro-active in seeking out local content. There has only been marginal improvement, and I will be speaking to some of you who are presenters individually about this if I feel your shows are weak, lack content, so I would encourage you to think about this and where there might be room for improvement.

Website and copyright – An issue occurred recently where a photo belonging to a third party appeared either on our website or on our twitter. Care must be taken when you publish any picture under the Gateway banner, and that you know the source and have permission to use it. This will usually involve crediting the photographer.

Emails – Many spam emails are going to our studio account. There are also important emails containing press releases, diary events, music submissions, and even advertising queries regularly being sent to the wrong address. I've asked Tyler to make a slight change on our website so that the reception account is revealed rather than studio on the contacts page. I am regularly deleting emails with email attachments with mp3 music files as I never want any unsolicited music played on Gateway. I would encourage all presenters and co-presenters not even click on any of these emails as they may contain trojan viruses that could damage our computers.

All music submissions should be coming through me – the programme controller, and again I will remind all presenters that you should ever play songs from TT unless it has been specifically agreed with me that you use music from another source.

DANNY LAWRENCE – Business Director

There were 7,000 visitors to Gateway in 2018, this was up by 3,000.

All young people passed NCFE L1 course and now on L2. Website listening has gone up.

We ran 15 grants in 2018, some still ongoing this year with an income of around £40K. We continue to run education services as an alternative provider with an income of £30K. We continue

to have advertising and sponsorship of around £10K. Our income is up £15k on the year before.

Gateway is not in debt or loans, but lots of money are ring fenced.

We continue to draw in local groups and organisations we have not met before. Work experience has always been a big turnover and continues to do so with Gateway being more choosy on who we take as there are so many applying.

Paid placements as part of our education come from ECC, CSS and life skills where we have people coming on alternative education. I will project big success.

Tesco's, Asda and Waitrose bag scheme all brought money in.

ENGINEERING – Report from Engineering Team

As assistant engineer for Gateway 97.8 I am speaking on behalf of the head of engineering Richard Yates. This is a summary of the engineering technical work within Gateway. Engineering is always ongoing and on call 24 hours, seven days a week all year round.

Outside broadcast – The most recent outside event in December was in Asda in the Eastgate Centre. Much equipment was involved including unhooking a CPU containing tune tracker data to be taken offsite to the OB. A team of volunteers set up the portable studio and gazebo with branding imagery. Our thanks to Asda for clearing a very visible space on the shop floor.

In September we set up a PA for the local MP John Baron's fun walk which includes relaying interviews transmitted back to the studio presenter live through Skype using a Samsung Galaxy S5 mobile phone using a suitable splitter jack to be plugged into the phone which you can attach a pair of headphones and handheld microphone for reporting purposes.

Petrol station in Whitmore Way. This OB technique was used. Our thanks to those members who gave moral support throughout the day.

Maintenance of broadcast equipment – The transmitter at Basildon Hospital has been checked regularly and serviced once in May.

Back up transmitter has been checked and serviced.

Portable studio has been maintained.

Both studios Windows computers have now been replaced with solid state hard drives with fresh install of Windows 7. This was critical to improve the slowing down of the machines. Following the fresh installation the systems boot up extremely quickly and performance is improved. Earlier this year new monitors were placed in studio one. The studio switching rack Beringer preamp distributor preamp had to be replaced and the old was cleaned up and maintained. Its good working performance is now used on the portable studio.

Tune tracker master has been replenished with most up to date version, which switches and inputs news every hour. It also switches from studio to outside studios, ie BHR which broadcast the joint request show with Gateway. The UPS (uninterrupted power supply) is currently under diagnostics to resolve the issue it's causing. Studio 2 has had some sound issues, this has now been rectified by using audio ground filter to eradicate harm and static interference.

Explaining what the briefcase does – The briefcase is a miniature version of the portable studio. It is a full blown studio on wheels. The briefcase is literally a briefcase and inside is a scaled down studio console. It contains a small Beringer mixer 3 and 4G modem and it contains a sim card to connect to a mobile network and a Barxs box for relaying the audio back to the studio live. A windows computer and tune tracker laptop can be plugged in to be made into a semi studio which is very light and portable.

WEBSITE/COMMUNICATIONS – Simon Turp and Tyler Pittaway

Since the AGM in 2018, the website hasn't been through any significant changes in appearance or functionality. Overall, the performance for 2018 into 2019 shows the website traffic to be stable.

The key stats:

Users + 9.24% (17,255 vs 15,795)	Page Views + 3.19% (55,652 vs 53,931)
New Users + 9.15% (16,988 vs 15,564)	Pages/Sessions +2.56% (1.90 vs 1.86)
Sessions + 0.62% (29,240 vs 29,060)	Avg Session Duration – 9.39% (0.147 vs 1.58)
Sessions per user – 7.89% (1.69 vs 1.84)	Bounce Rate – 2.63% (61.74% vs 63.41%)

Audience acquisition:

Organic search + 1%	Social Media + 13%
Direct traffic + 30%	Referral traffic – 10%

Sessions by Social media channel:

Facebook + 40.46%
Twitter – 41.65%
Instagram stories +100% (7 sessions)

Users by device type:

Desktop +15%
Mobile + 9%
Tablets – 14%

Top 3 blog categories:

Cool Soul – 1,031 page views (+ 1,512%)
Gateway Community – 744 page views (+ 1,512%)
Weekend breakfast – 556 page views (+ 180%)

Listeners by Country – We really are getting an international reach with a small drop in UK website visitors and gains elsewhere. For example, we had 2,788 website visitors from the USA (+23%) and a 239% increase in website visitors from France!

Visitor demographics – There has been a small increase in website visitors aged 25-34, a decrease in users aged 18-24 and a noticeable increase in over 65's accessing our site.

Changes to the Website: The most noticeable change that website contributors will notice is the new post editor with WordPress version 5. The functionality is much the same, with a slightly different layout.

Training can be provided on the new post editor if required.

This year we have really tried to incorporate Google ads into the layout of our site which is a small money maker for us. PLEASE DO NOT click on ads if you're a volunteer with us as it can result in an account suspension – something we had towards the end of 2018.

Short URLs: Please remember to cross-promote our website in your shows by using some of the short URLs we have available

gateway978.com/travel – for the latest traffic and travel
gateway978.com/add event – to add a Kelly's Diary event
gateway978.com/listen again – to get to the listen again service

Other topical/seasonal short URLs can be added on request – just email me

Closing remarks: The success of our website is really dependent on the level of content it hosts. We will rank higher on search engines and be generally more engaging if our content is varied. If you host a show on Gateway, you really should be putting on a blog post to support it.

You don't need to write an essay, just a small summary every time you come off air which recaps on the topics or features mentioned in the show itself.

Small snippets are the most engaging – so try to keep blog posts to under a minute read where possible. Attaching audio to your blog posts is a great way of driving engagement and keeping visitors on our pages.

RADIO CLUB/TRAINING – Report from Laura and Ari

Last year we set some goals to improve attendance for the members of the radio club as the attendance was inconsistent. We are happy to announce that attendance starting of the school year has been very consistent with members joining in the usual Saturday club times on a regular basis.

Also, we were successful in the number of people that have benefited from the project this year and Johnny Jenkins has been monitoring the numbers and he has more on that:-

It is the third year we are running the radio club with BBC children in need funding. Current figures at 195 young people (we need to get 200 by July).

Success – We are proud to announce that last years level one radio presenting course had great results. All of our members that participated got their Level 1 radio presenting certificate awarded by NCFE, and this year we are continuing with the new members doing their level one qualifications and also most members that passed it last year are doing level 2 this year.

On another note, the I will show that the radio club participated in making was a big success and we would like to thank Johnny Jenkins for all the work he put into these shows.

Future and improvements: For this year coming we have planned events and trips, in February there is the Chinese New Year event that the radio club will be covering. It is the 70th anniversary of the Basildon new town and we have a trip planned to Mundy House to talk and get stories from the residents and compile the memories of Basildon show. Also, we have a planned trip to the new Funky SX studios in Southend.

As the radio club grows in numbers we have also set in motion several training sessions for the radio club staff, concerning learning difficulties and disabilities. To support this even further we have and will be asking members of the Radio club to state any medical or disabilities on a form signed by their parents. As we do need to know the individuals needs to prevent any unfortunate events.

Thanks: To close the report we would like to give a special thanks to Fraser for stepping up and helping out on radio club operations as Johnny Jenkins left for university and left a gap that Fraser has filled in and has been a huge help. Also thanks to Abbie for offering her help as well in the same manner. One more person to thank and that is DJ John Andersons' Star of TV memories show for his continued help and support of the Radio Club.

CHRISTINE TIERNAN – Admin Report

I would like to talk about the air conditioning unit. I had had to call maintenance men up numerous times to sort the heating out. Please do not play around with the unit. It is set to the correct setting for the time of year.

Please make sure when you leave the studio after your show to fetch your newspapers, notes and cups out.

If possible, with the exception of John T, wash your own cups up. I say this every year. You go down to the toilet, then take your cup down and rinse it.

Once again, I say this every year, please be aware of Ros and Danny's working environment. Whilst they are happy to say hello, please note that they are trying to work and if you are hanging around the reception area you are disturbing them. It is not hard to tell whether they are in the middle of something important, Dan might be doing the accounts, writing a bid and needs to be left alone. The same goes for Ros, if she has her headphones on, then she is working on a show.

There is a waste bin in the training area. Please use it. Put your sweet wrappers, food wrappers, newspapers and empty bottles and cans in it. When it is full, please empty, black sacks are in the cupboard behind my desk.

On a more positive note, the amount of out of hours calls and messages I have received has gone down. Thank you one and all for respecting my off time.

Subs are due - £12

ELECTION OF DIRECTOR

Danny was re-elected for a further 2 years, proposed by Ros and seconded by Paul Scarlett.

ANY OTHER BUSINESS

Congratulations to Danny on receiving his British Citizen Award.

Ros and Danny thanked everyone of attending the meeting and that the date of the next meeting will be the equivalent date next year.

Buffet is Served