

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 17, 2013 at 7:45 a.m.

\*\*\*Village of Beverly Hills\*\*\*

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of June 19,2013-M
3. Public Comments
4. Grant Requests-Beverly Hills-M
5. Treasurer's Report
6. Annual Election of Officers-M
7. Presentation of Survey Results
8. Committee reports
  - a. Cable Action Committee
  - b. PEG Committee
  - c. Personnel Committee
9. Executive Director's Report-M
10. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
11. BAPA/BAMA Report
12. Old Business
13. New Business
14. Public Comments
15. Board Comments
16. Adjourn

PEG Committee meeting immediately following BACB meeting

Present: Heldt, Kelly, McAlear, McLain, Thorsby - Birmingham  
Heyman, McFadden, Pfeifer, Verdi-Hus – Beverly Hills  
Stakhiv – Franklin  
Ettenson – Bingham Farms

Absent: Lurie - Birmingham

Also Present: Executive Director – Cathryn White  
Currier - Attorney for Cable Board  
Rota - Bloomfield Community Television representative  
Valentine - Birmingham staff representative  
Burry – Beverly Hills Council Liaison

Chairperson McLain called the meeting to order at 7:45 a.m. in the Village of Beverly Hills municipal building at 18500 W. Thirteen Mile Road.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD MAY 15, 2013**

The correction was made to change the month to May in the heading.

Motion by Pfeifer, second by Heldt, that the minutes of a regular Cable Board meeting held on May 15, 2013 be approved as amended.

Motion passed.

**PUBLIC COMMENTS**

None

**GRANT REQUEST FROM FRANKLIN-BINGHAM FARMS FIRE DEPARTMENT**

The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station Internet access and Verizon Wireless for scene based EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive a static IP address so that staff can host its public website as well as communicate with personnel via secure web connection.

In a letter dated June 3, 2013, Franklin-Bingham Fire Department Chief Tony Averbuch requested grant assistance to cover Internet connectivity cost of \$89.85 per month for Comcast service and \$40.01 per month for Verizon Wireless Internet access. This would total \$1,558.32 for the fiscal year starting July 1, 2013.

Motion by Stakhiv, second by Ettenson, to approve the grant request from the Franklin-Bingham Fire Department to cover the monthly cost of \$89.85 per month for Internet connectivity from Comcast and the cost of \$40.01 per month for Verizon Wireless service at a total of \$1,558.32 for fiscal year 2013/14.

Roll Call Vote:

Motion passed (11- 0).

## **COMMITTEE REPORTS**

### **Cable Action Committee**

McFadden reported that the Cable Action Committee met this month and discussed the status of the ongoing survey. As of a few days ago, there were 462 responses, which exceeded the planned rate of 400. Compilation should begin shortly with a summary anticipated by the next meeting.

The Committee also addressed preparation for the upcoming Plante Moran audit process. It is proposed to download data from the Board's Quickbook software used to run financial reporting into an Excel spreadsheet for use by the auditors.

McLain remarked that the BACB-Community Resident Survey remains open online on the municipal websites. The Board would like to reflect everyone's opinion in the survey results.

McFadden stated that the next Cable Action Committee will be held on July 11, 2013 at 5:30 pm at Baldwin Public Library.

### **PEG Committee**

Heldt had no report. There will be a brief PEG Committee meeting following the Board meeting.

McLain mentioned that work is near completion on the Birmingham Public Schools administration building project. An update will be forthcoming.

### **Personnel Committee**

Stakhiv commented that the Committee is in the process of refining a performance appraisal document pertaining to the Cable Board Executive Director.

## **EXECUTIVE DIRECTOR'S REPORT**

White reported that there were five formal complaints received in the past month; she outlined each of the complaints and their status. White is working with the Board's web service provider on a way to include complaints in members' electronic packets while preserving the confidentiality of the subscriber.

The Executive Director's report included monthly financial reports and check disbursement information. The Cable Board audit will take place on July 22-24. Members are in receipt of the engagement letter dated April 30, 2013 from Plante & Moran explaining the process, timing and scope of the audit.

Correspondence has been received from Michigan NATOA about renewing the BACB membership in this organization. The Board is also being requested to contribute a separate amount to the MI-NATOA Public Education Fund. Board action to authorize the expenditure of funds for MI-NATOA membership was postponed to the next meeting in order to clarify whether the cost is per board member or by member community.

The Board has received notice regarding the annual NATOA conference to be held in Orlando from September 16-19, 2013. Consideration should be given on whether to send members to the

conference to represent the BACB. The cost for registration this year is \$650 per member plus lodging costs of \$135 per night.

McLain requested a summary of the program topics in order to determine if this year's subject matter applies to the Cable Board. This will be an item for Board consideration at next month's meeting.

White noted that she has a new Cable Board email address separate from her personal email. She asked to be emailed regarding Board matters using [info@birminghamareacableboard.org](mailto:info@birminghamareacableboard.org)

White reported that she received an e-mail communication regarding the new Illinois State Cable Bill which recently passed in that state. The State of Illinois rejected an attempt by the Cable Television and Communications Assoc. of Illinois to obtain sweeping changes to Illinois' cable franchise law that would have impaired municipal authority and wreaked havoc on the state's PEG access channels. The law, however, fails to rectify AT&T's failure to meet the equivalency standard in the law and its inferior treatment of PEG channels.

The Board received a letter dated June 3, 2013 from Comcast with information on channel and price changes. On or about July 24, 2013, Fox Soccer/Fox Soccer HD will move from the Digital Preferred service and Sports Entertainment package to the Digital Starter service. Effective August 1, 2013, as a result of changes in business costs, the Service Vehicle Trip Charge will change from \$30.00 to \$39.95; the Upgrade/Downgrade of Service (in-home visit required) installation rate will change from \$30.00 to \$39.95; and the Late Fee charge will change from \$8.00 to \$9.50.

## **PROVIDER RELATED TOPICS**

### **Comcast**

Leslie Brogan representing Comcast was present. Thorsby referred to the complaint regarding Comcast business class service and asked whether Comcast separates consumer service from business class situations. Brogan responded that business class customers are usually referred to the business service call center problem resolve in Philadelphia. Most Comcast business customers sign a contract for a certain level of service and amount of time. The concern of business customers who do not know what channels they are paying for and receiving was addressed by Brogan, who indicated that this information is available on the Comcast website.

Ettenson described his difficulty with securing the channel line up he was seeking as a Comcast business class service subscriber.

Another Comcast issue related to account verification. Brogan addressed how an account is verified, noting that consumer service representatives are under strict guidelines to verify an account before sharing information or making a change in an account. There is one name on an account, but another authorized person could be added if both a husband and wife want access to the account. Brogan suggested that CSRs do not ask for multiple pieces of information unless there is an issue with the responses received. Information used for verification are: 1) name, address and phone number; 2) account number; 3) one of several pieces of identification

including the last four digits of your Social Security number. Brogan will pass along the comments from Board members on this subject.

Brogan introduced third year Comcast intern Julian Roberson, who is gathering experience at various venues.

Brogan related that Comcast conducts a Leaders and Achievers Program where \$1,000 scholarships are awarded to high school seniors nominated by their principals. This ceremony took place last week at the Capitol lawn. There were 86 high school seniors who qualified through academic achievement, civic leadership, or most improved. One person received an \$8,000 scholarship; two people received Net Books. Eleven students from Oakland County were recipients.

### **WOW**

A representative was not in attendance. McLain mentioned that WOW customers are currently not receiving PEG programming. Service has been temporarily interrupted.

### **AT&T**

A representative was not in attendance. McLain has been attempting to contact new AT&T representative Dan Smith.

### **BAPA/BAMA REPORT**

Steve Rota highlighted programming outlined in the written report from Bloomfield Community Television on programming taped for Municipal Channel 15 (BAMA), PA Channel 18 (BAPA), and programming from BACB area organizations during the last month (information included in BCTV monthly report for May 16, 2013 – June 19, 2013).

The next camera workshop is scheduled for Tuesday, July 23 from 10:00 am until noon and 6:30 to 8:30 pm. BCTV staff gave two Tiger Cub Scout tours of the studio during the last two weeks.

Rota addressed necessary equipment repairs. He related the history associated with the malfunction of a particular truck camera and camera card and addressed related questions from Board members. BCTV staff is in communication with AVI to determine whether the problem involves another software upgrade or another new camera card. Board members suggested that they should get better performance out of these expensive products.

Rota requested authorization to spend a not to exceed amount to repair the camera and get it back into service considering the summer concert schedule.

Motion by Heldt, second by McFadden, to authorize the expenditure of up to \$2,000 to repair the production truck camera.

#### Roll Call Vote:

Verdi-Hus - yes  
Stakhiv - yes  
Ettenson - yes

Heldt	- yes
Kelly	- yes
McLain	- yes
Thorsby	- yes
McAlear	- yes
Heyman	- yes
McFadden	- yes
Pfeifer	- no

Motion passed (10 – 1).

Rota stated that there is also an ENG (Electronic News Gathering) camera that has a malfunctioning sensor zoom. BCTV has two of these cameras that are taken on location; they are 4-5 years old. The problem camera will sent to AVI to determine the issue and a cost estimate for repair.

A number of years ago, the Board purchased a 13 ft. camera jib arm that is attached to a tripod. The equipment is used to obtain creative shots at parades and sporting events. A piece of the jib is broken; the cost of the replacement part is \$200.

Motion by Heldt, second by Heyman, that the Cable Board authorize the expenditure of up to \$200 for a part to repair a camera jib arm.

Roll Call Vote:  
Motion passed (11 – 0).

### **OLD BUSINESS**

None

### **NEW BUSINESS**

McLain referred to a Wall Street Journal article in today's edition regarding Dish Network in negotiations with Sprint. This is important for the cable landscape and the cable consumer. She added that there is a lot in the news currently about FCC guidelines. NATOA does not believe that there will be decisions on pending items forthcoming any time soon.

### **PUBLIC COMMENTS**

None

### **BOARD COMMENTS**

None

The meeting was adjourned at 8:42 am.

## MEMO

To: Elaine McLain, Chairperson  
Birmingham Area Cable Board Members

From: Richard Torongeau, Public Safety Director

Date: July 1, 2013

Re: Internet Access Grant Request

During FY 2012/13, the Birmingham Area Cable Board provided a grant to the Department of Public Safety to cover the costs of Internet access to four computer services; local area network, building video, in-car video and audio recording. Each of these servers are monitored and maintained by off-site vendors.

Comcast Cable Communications is currently providing the Department with Internet service at a cost of \$79.90 per month (\$958.80 per year). The Beverly Hills Department of Public Safety respectfully requests a grant in the amount of \$958.80 for Fiscal Year 2013/14 (July 1, 2013 through June 30, 2014) to cover Internet services for the Department. I have attached copies of the May and June 2013 statements for the above mentioned services.

Thank you for your consideration.

attachment

MEMO

To: Elaine McLain, Chairperson  
Birmingham Area Cable Board Members

From: Ellen Marshall, Asst. Manager/Clerk Village of Beverly Hills

Date: July 1, 2013

Re: Grant Request for Village of Beverly Hills

Since January 2008, the Village has been web streaming bi-monthly Village Council meetings and monthly Cable Board meetings. Our current monthly charge for hosting is \$130.00, of which \$100 is for up to 15GB of live broadcast and \$30 for up to 3GB of on-demand hosting. At this time, PowerStream does not break out the monthly hosting charges by meeting.

The Village of Beverly Hills respectfully requests a grant in the amount of \$130.00 per month for Fiscal Year 2013/2014 (July 1, 2013 – June 30, 2014) totaling \$1,560.00 to cover the hosting and live broadcast costs associated with web streaming Birmingham Area Cable Board and Village of Beverly Hills Council meetings. Thank you for your consideration.

## MEMO

To: Elaine McLain, Chairperson  
Birmingham Area Cable Board Members

From: Ellen Marshall, Asst. Manager/Clerk Village of Beverly Hills

Date: July 1, 2013

Re: Grant Request for Village of Beverly Hills

Internet services are a vital way for us to communicate with members of our community. We utilize our website to post community activities and updates as well as minutes, the Charter, the Municipal Code, etc. We also stream Village Council and Cable Board meetings both live and on-demand through our website and we send weekly GovDelivery messages over the internet that push information out to those who sign up for the free service.

The Village of Beverly Hills currently contracts with WOW! for internet services at the Village Offices at a cost of \$63.75 per month. WOW! was selected to provide these services in May 2011 through an open bidding process and we entered into a three year contract with them at that time.

The Village of Beverly Hills respectfully requests a grant in the amount of \$63.75 per month for Fiscal Year 2013/14 (July 1, 2013 through June 30, 2014) totaling \$765.00 to cover internet services for the Village Offices.

Thank you for your consideration.

## Birmingham Area Cable Board

### Quarterly Investment Report

Q4FY 2013(Apr 1 through Jun 30, 13)

<u>Maturity</u>	<u>Description</u>	<u>CUSIP</u>	<u>Rate</u>	<u>Principal</u>	<u>Price</u>	<u>Market Value*</u>
7/29/2013	<a href="#">HUNTINGTON NATL BK</a>	446438NR0	0.60	\$ 100,000	100.01	\$ 100,011.00
7/29/2013	<a href="#">PRIVATEBANK &amp; TC</a>	74267GSB4	0.35	\$ 50,000	100.00	\$ 50,000.00
10/31/2013	<a href="#">FLAGSTAR BK FSB</a>	33847EK55	5.00	\$ 52,000	101.48	\$ 52,767.00
11/18/2013	<a href="#">HUNTINGTON NATL BK</a>	446438PC1	0.40	\$ 50,000	100.02	\$ 50,008.50
5/19/2014	<a href="#">HUNTINGTON NATL BK</a>	446438NZ2	0.50	\$ 70,000	100.27	\$ 70,186.20
8/8/2014	<a href="#">LASALLE BK N A</a>	51804LTW4	5.10	\$ 45,000	104.78	\$ 47,151.45
12/19/2014	<a href="#">FIRST NATL BK OF</a>	32114VBA4	0.30	\$ 65,000	100.17	\$ 65,108.55
1/15/2015	<a href="#">BANK HOLLAND</a>	062649UM8	2.75	\$ 48,000	103.26	\$ 49,564.80
1/20/2015	<a href="#">MERCANTILE BK</a>	58740XXS4	0.70	\$ 78,000	101.03	\$ 78,804.96
10/19/2015	<a href="#">FOUNDERS BK &amp; TR</a>	350518CE4	0.50	\$ 50,000	100.45	\$ 50,225.00
12/11/2015	<a href="#">BANK HOLLAND</a>	062649VE5	2.35	\$ 44,000	104.58	\$ 46,014.76
5/9/2016	<a href="#">ISABELLA BK MT</a>	464209BM6	0.85	\$ 50,000	100.63	\$ 50,317.00
6/20/2016	<a href="#">BANK BIRMINGHAM MICH</a>	060704AH6	0.75	\$ 90,000	100.76	\$ 90,684.00
9/28/2017	<a href="#">BANK HOLLAND MICH</a>	062649YC6	1.00	\$ 50,000	100.09	\$ 50,043.50
10/26/2017	<a href="#">WELLS FARGO BK N A</a>	949748T31	0.00	\$ 48,000	96.27	\$ 46,209.60
6/13/2018	<a href="#">FEDERAL NATL MTG</a>	3136G1MY2	0.80	\$ 55,000	97.51	\$ 53,631.05
7/17/2018	<a href="#">FEDERAL HOME LN BKS</a>	313383NP2	1.25	\$ 100,000	0.00	\$ 100,000.00
				\$ 1,045,000		\$ 1,050,727.37
	Increase in Fund Balance from Capital Appreciation				\$	5,727.37
	Increase in Reserve Fund Balance From Interest Earned				\$	3,072.97

Prepared by: Kenneth F. McFadden, Treasurer

**REVISED: 7/1/2013**

All investments conform to provisions of MI PA 20

5:06 PM  
07/11/13

# Birmingham Area Cable Board Reconciliation Summary

MBS, Period Ending 06/30/2013  
Jun 30, 13

<b>Beginning Balance</b>	<u>1,047,062.44</u>
<b>Cleared Transactions</b>	
<b>Checks and Payments - 1 item</b>	-3,303.56
<b>Deposits and Credits - 1 item</b>	1,326.67
<b>Total Cleared Transactions</b>	<u>-1,976.89</u>
<b>Cleared Balance</b>	<u><u>1,045,085.55</u></u>
<b>Register Balance as of 06/30/2013</b>	1,045,085.55
<b>Ending Balance</b>	1,045,085.55

## Birmingham Area Cable Board Reconciliation Detail

MBS, Period Ending 06/30/2013							
	Type	Date	Num	Name	Clr	Amount	Balance
<b>Beginning Balance</b>							<b>1,047,062.44</b>
<b>Cleared Transactions</b>							
<b>Checks and Payments - 1 item</b>							
	Check	06/30/2013			√	-3,303.56	-3,303.56
Total Checks and Payments						-3,303.56	-3,303.56
<b>Deposits and Credits - 1 item</b>							
	Deposit	06/30/2013			√	1,326.67	1,326.67
Total Deposits and Credits						1,326.67	1,326.67
Total Cleared Transactions						-1,976.89	-1,976.89
Cleared Balance						-1,976.89	1,045,085.55
Register Balance as of 06/30/2013						-1,976.89	1,045,085.55
<b>Ending Balance</b>						<b>-1,976.89</b>	<b>1,045,085.55</b>

## MEMORANDUM

DATE: July 11, 2013

TO: Board Members

FROM: Cathy White

Re: Monthly Report

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### CUSTOMER COMPLAINTS

As a follow-up to the complaint outlined last month regarding the individual who wanted to know why his Comcast bill had increased significantly and who also needed help getting his account changed over into his name (as opposed to his deceased wife's name), a Comcast representative spoke to him on May 24, 2013. His concerns were discussed and he was provided with a resolution to all of his concerns. He was satisfied and the complaint is now closed.

In addition, on June 3, 2013, a Comcast representative spoke with the business manager who could not get a correct list of the channels he was paying for and could not get FSN Digital. He was educated on Comcast policies and recent changes in Comcast procedures. He expressed dissatisfaction with Comcast's procedures. This complaint is now closed.

We have received four (4) formal complaints since our last meeting. One involved a Comcast subscriber who lost service (cable, internet and phone) on a Saturday and had to make several calls to Comcast in an effort to find out when his service would be restored. His service did come back on the following Monday. He was contacted by a Comcast representative who apologized for any inconvenience this outage caused to him, His account was adjusted appropriately and he is satisfied.

A complaint was submitted to AT&T and Comcast regarding the failure to remove wires from some old broken poles in Franklin and re-install them on the new Detroit Edison poles which were put up to replace the old poles. The Franklin homeowner's request to get the old poles removed is apparently a very low priority and he is receiving no response at all. The area is a beautiful Historic District and the old poles are unsightly. This complaint is pending.

Another complaint was submitted by a Franklin resident regarding a Comcast line that was being pulled down by a fallen tree. The tree branch was removed on July 8, 2013 and the resident is satisfied. This complaint is now closed.

The final complaint also involves another Franklin resident who has a tree branch near her home that is leaning directly on the cable wires. She is not sure whether they are Comcast or AT&T wires and would like assistance in fixing the situation. This complaint is pending.

### FINANCIAL

Account balances for the MBS and BBCU accounts have been provided as part of your packets this month. The account balance for the Beverly Hills account as well as budget to actual figures will be provided via hard copy at the meeting.

#### AUDIT

The Treasurer and I have been working on gathering the necessary information for the audit and supplying the auditors with requested documents in advance of the audit that is scheduled to take place from July 22-24, 2013.

#### MI-NATOA MEMBERSHIP

I have received clarification from MI-NATOA that the BACB is considered one entity for purposes of membership. The cost is \$100.00 for the Board to have a voting membership. An associate membership (non-voting) is available for \$25.00. I would propose that the Board authorize a voting membership and one associate membership. The Board is also being requested to contribute a separate amount (optional) to the MI-NATOA Public Education Fund.

#### NATIONAL NATOA ANNUAL CONFERENCE

The annual conference in Orlando is being held from Sept 16-19, 2013. If the Board wishes to send any representative(s), the registration cost is \$650.00 per member, lodging is \$135.00 per night and flights range from \$199.80 to \$345.00. The most significant sessions on the agenda are on Tuesday Sept. 17<sup>th</sup> (Primer on Cable Regulation in an Evolving IP-World, Cybersecurity and the Use of Cloud Technology) and Wednesday Sept 18<sup>th</sup> (the View from the Hill and the States on a variety of legislative and regulatory actions).

#### CHECK DISBURSEMENT

Since our last meeting I have written six(6) checks as follows:

1. Pershing LLC (fund transfer to MBS) \$6,000.00
2. Visa \$65.00
3. Franklin-Bingham Farms Fire Dept (municipal support grant) \$1,558.62
4. Charter Twp of Bloomfield (Internet service April-June, 2013) \$386.30
5. Charter Twp of Bloomfield (quarterly payment July-September, 2013) \$46,856.25
6. AVI Systems (camera repair) \$963.00

#### ADDITIONAL NOTES

1. We have received our annual insurance coverage proposal from MMRMA. The total contribution is \$4,879.00 which is 4.7% less than last year. The 2013 MMRMA Distribution will be \$1,874.00.
2. I attended a seminar on protecting the BACB laptop computer and Iphone from theft and ways to recover the items if they were ever stolen. Based on MMRMA's recommendation, I have

purchased Lo-Jack software protection for this purpose for the discounted rate for the first year of \$26.50 (normally the annual cost is approximately \$60.00).

3. I have researched resources for additional training in Quick Books. Schoolcraft College near my home is offering a 12-week course in Quick Books beginning in October. The cost of the course is \$349.00 and I am requesting authorization from the Board to register for the class.
4. We received a letter from Comcast dated June 17, 2013 describing the following channel changes:
  - ~Effective 7/24/13, UniMas (ch.621) will be added to the MultiLatino channel lineup.
  - ~Effective 7/31/13, WJBK Movies Fox (ch.293) will be added to Limited Basic Service.
  - ~Effective 8/28/13, the Music Choice channels (channels 401-446) will be available with the Family Tier level of service.
5. We received a letter from Comcast dated July 2, 2013 notifying us of the following channel changes:
  - ~Effective 8/7/13, PAC 12 (ch.717) will be added to the Sports and Entertainment Package.
  - ~Effective 8/28/13, Leased Access on Digital Preferred ch. 667 will no longer be available.

# Memo



To: BACB  
From: Steve Rota  
cc: Greg Kowalski, Kathy White & Ken McFadden  
Date: 7/10/13  
Re: Report June 20th, 2013 through July 17th, 2013

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## **BAMA Programs**

During this time period we completed six regularly scheduled municipal meetings, Baldwin Library Board Meeting and the BACB meeting.

## **In Studio**

*County Corner*, hosted by Marcia Gershenson.  
*Three Eye on Oakland* hosted by Chuck Moss and David Potts.

## **On Location**

*Baldwin Public Library Lecture.*  
*Baldwin Public Library Spelling Bee.*  
Three *In the Park Concerts*  
*Village of Franklin, 30 second Video.*

## **BAPA Programs**

From BACB area individual producers and organizations we've taped 10 programs. From individuals:

- ❖ Two *Spectacles* Hosted by Betsy Leaboe and Ellen Rogers.
- ❖ Two *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Three *Making A Difference at The Community House* hosted by Camille Jayne.

From BACB area organizations:

- ❖ *Christian Science Lecture.*
- ❖ *Senior Women's Lecture.*
- ❖ *Main Street Franklin 'Community Discussion about Franklin'.*

## **CAMERA WORKSHOP**

Our next camera workshop has been scheduled for Tuesday, July 23rd, 2013 10:00 AM to Noon or 6:30 PM to 8:30 PM. Call 248-433-7790 and sign up today!

## **EQUIPMENT REPAIRS**

Truck camera estimated repair cost is \$963.