

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, May 21, 2014 at 7:45 a.m.

Village of Beverly Hills

18500 West 13 Mile Road

Council Chamber

AGENDA

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of April 16, 2014-M
3. Public Comments
4. Municipal Services Grant Request-Franklin-Bingham Farms Fire Department-M
5. Approve FY 2015 BACB Budget-M
6. Committee reports
 - a. Cable Action Committee
 - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

PEG Committee meeting immediately following BACB meeting

Present: Heldt, Kelly, Linsenman, McLain - Birmingham
Borgon, Heyman, Verdi-Hus – Beverly Hills
Stakhiv – Franklin

Absent: Lurie, McAlear - Birmingham
Schneider – Beverly Hills
Ettenson – Bingham Farms

Also Present: White - Executive Director
Currier - Attorney for Cable Board
Galbraith – Birmingham Public School representative
Rota - Bloomfield Community Television representative
Celeste Oberhausen – WOW representative

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 MARCH 19, 2014

Motion by Heldt, second by Heyman, that the minutes of a regular Cable Board meeting held on March 19, 2014 be approved as submitted.

Motion passed.

PUBLIC COMMENTS

None

GRANT REQUEST FROM THE CITY OF BIRMINGHAM

Joseph Valentine, Interim City Manager, reviewed that the grant request before the Cable Board for consideration is the second part of a two-part request for the enhancement of municipal connectivity to wi-fi services within the municipal building. In November of 2013, the Board approved an amount not to exceed \$2,000 for a study to determine the requirements necessary to expand the wi-fi system throughout the Birmingham municipal building and the historical museum.

That assessment has been completed, and there is a plan of action to implement the enhancement of wi-fi services at those buildings. The grant request before the Cable Board is for implementation of the second phase of this project in an amount not to exceed \$11,000. Valentine highlighted a memo detailing the bidding process and the proposed vendor, which is Netech.

Motion by Borgon, second by Linsenman, that the Birmingham Area Cable Board approve a grant in an amount not to exceed \$11,000 to the City of Birmingham for the upgrade and expansion of wireless services as Phase 2 of its municipal connectivity enhancements.

Roll Call Vote:
Motion passed (8 – 0).

COMMITTEE REPORTS

Cable Action Committee

At its last meeting, the Cable Action Committee reviewed budget revenue and expenses from July, 2013 through March, 2014 in preparation of drafting a proposed budget for the 2014-15 fiscal year. Verdi-Hus related that the Committee also discussed outreach to the community and the need to keep the BACB website current.

The next Cable Action Committee meeting will be held on Thursday, May 1 at the Baldwin Public Library at 5:30 p.m.

PEG Committee

Heldt stated that Cable Board authorized the expenditure of money at its March meeting to broadcast up to five Groves vs. Seaholm sporting events. Since that time, ten contests and dates have been confirmed. Before the Board is a request to authorize an expenditure for an additional five high school sporting events this spring. The ten scheduled events are as follows:

April 17	- Boys Lacrosse	May 2	- Girls Soccer
April 22	- Girls Water Polo	May 12	- Girls Lacrosse
April 23	- Boys Baseball	May 14	- Boys Baseball
April 29	- Girls and Boys Track	May 15	- Boys Baseball
May 1	- Girls Tennis	May 19	- Girls Double-Header Softball

Heldt recommended authorizing an expenditure for the broadcast of five athletic contests at a cost of \$2,500 per event.

Motion by Heldt, second by Borgon, that the Birmingham Area Cable Board authorize five broadcasts of area High School sporting events by Bloomfield Community Television at a cost of \$2,500 per broadcast.

Roll Call Vote:
Motion passed (8 – 0).

Heldt related that he received an email from BCTV advising the Board that there is an additional expenditure to be considered as part of the analog/digital transition, which is the purchase of two SDI crossover converters at \$500 each. Two gooseneck microphones for a total cost of \$500 are needed for the Birmingham commission chamber.

Motion by Heldt, second by Borgon, that the Birmingham Area Cable Board authorize the expenditure of \$1,500 to Bloomfield Community Television for the purchase of two SDI crossover converters and two gooseneck microphones.

Roll Call Vote:
Motion passed (8 – 0).

EXECUTIVE DIRECTOR'S REPORT

Executive Director White reported that a complaint pending from last month regarding service and billing issues has been resolved. There have been six complaints received since the last meeting regarding the following topics: installation of Comcast service at the Kreger House in Franklin (closed); assistance with Comcast business service (pending); slow AT&T Internet service (pending); poor customer service from Comcast (closed); intermittent problems with Comcast music channels (pending).

The Executive Director's report included monthly financial reports and check disbursement information. White stated that information was received that the California Assembly has passed a resolution to allow states and their municipalities to determine the best use of public, educational and government (PEG) funds. The resolution passed with a 71-1 vote and is currently in the California Senate Rules Committee awaiting consideration by the California Senate. In a press release, it was noted that California experienced the closure of 51 PEG access centers between 2007 and 2013.

Borgon questioned whether the Michigan Legislature is considering a resolution to allow the state and municipalities to determine the best use of PEG funds. Attorney Currier responded that there is no such legislation pending.

PROVIDER RELATED TOPICS

Comcast

There were no representatives present from Comcast. McLain described an ongoing Comcast audit of its business service.

Board member Stakhiv related problems she experienced with Comcast over the last couple of weeks. She thought that the quality of Comcast service was unreliable and customer service representatives were not adequately trained to help customers. Stakhiv said that consumers deserve better service for the exorbitant fees that they pay for cable television. She urged Comcast to address its lack of quality service.

AT&T

There were no representatives present.

WOW

Celeste Oberhausen representing WOW related that the company has begun burying drops now that the weather is improving. She distributed an information sheet outlining rate adjustments that will be effective May 19, 2014. Oberhausen referred to new service charges, noting that the majority of these charges are waived if the customer has a service protection plan.

Borgon noted that there was a \$75 charge for burying cable lines. Oberhausen responded that burying a cable line would be part of the installation fee. The charge listed would cover a request to bury or relocate an underground drop.

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 March 20, 2014 – April 16, 2014).

Rota stated that eight people attended the camera workshop last week, and all eight individuals plan on hosting a show. The next camera workshop is scheduled for Tuesday, July 15th, 2014 from 10:00 am to noon or 6:30 pm to 8:30 pm. Call 248-433-7790 to sign up.

The Program Development Committee will meet on April 22 to consider program proposals. BCTV will be busy covering 10 high school sporting events beginning tomorrow.

OLD BUSINESS

None

NEW BUSINESS

Colin Linsenman announced that he will be leaving the Cable Board because his family will be moving to New Jersey. Linsenman said that he enjoyed serving on the Board and wished everyone the best. On behalf of the members, McLain wished Linsenman good luck and thanked him for serving as treasurer of the Board. Applications will be accepted to fill a City of Birmingham position on the Cable Board.

PUBLIC COMMENTS

None

BOARD COMMENTS

McLain asked members to contact the Executive Director with any input they have on the upcoming 2014-15 Cable Board budget.

The meeting was adjourned at 8:18 a.m.



Franklin-Bingham Fire Department

6 April 2014

Birmingham Area Cable Board
Ms. Elaine McLain, Executive Director
P.O. Box 165
Birmingham, MI 48012

Re: Grant Request for Internet Access Consideration for FY2012-2013

Dear Director McLain,

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 we can host our public website as well as communicate with our personnel, via secure web connection.

While our department does not rely on county based systems, due to cost, we remain reliant on internet connectivity, in that we may be able to communicate effectively during normal times as well as when involved or as a result of emergency situations, including:

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- Access to the State of Michigan WebEOC system
 - Access to the State of Michigan Health Alert Network System
 - Access to the State of Michigan mandated EMS report system
 - Access to the US Fire Administration records site to upload our fire reports
 - Access to multiple US DHS response and intelligence networks
 - Access to NOAA severe weather services

While our department, like many others, relies on access to the internet, we are also faced with many of the same increasing costs of doing business. As a result, it is becoming more and more difficult to cost effectively meet our current obligations. With this in mind, I am writing to you to request any available grant assistance to the department to cover our internet connectivity costs of \$99.85 per month for Comcast fire-station internet service and \$40.01 per month for Verizon Wireless internet access. For the fiscal year starting July 1st, this would total \$1,678.32. Your support, if approved, would help us out that much more in providing our services to the public, by allowing us to maintain a level of service commensurate with our obligations.

Thank you for any and all consideration and assistance and please feel free to contact me at 248.626.9862 with any questions, comments, or other information needs you may have.

A handwritten signature in black ink, appearing to be 'Tony Averbuch', with a long horizontal flourish extending to the right.

Tony Averbuch, Fire Chief

BIRMINGHAM AREA CABLE BOARD
ANNUAL PROPOSED BUDGET

FY 2015

(July 1, 2014 through June 30, 2015)

Income

Franchise Fee	
Beverly Hills Franchise Fee	80,000.00
Bingham Farms Franchise Fee	15,000.00
Birmingham Franchise Fee	200,000.00
Franklin Franchise Fee	25,000.00
Total Franchise Fee	<u>320,000.00</u>

Expense

Board Expenses	
Accounting Expense	2,400.00
Administrative Grants	-
Advertising/Promotion	2,000.00
Conferences	6,000.00
Contract Labor	4,800.00
Executive Director	38,000.00
HR Services	1,000.00
Insurance	8,500.00
MILEAGE	3,000.00
Memberships	1,500.00
Operating Expense	
Office Expense	3,000.00
Telephone	1,500.00
Website	4,000.00
Total Operating Expense	<u>8,500.00</u>
Professional Fees	
Accounting	8,000.00
Legal Fees	25,000.00
Tech. Support/Consult	1,000.00
Total Professional Fees	<u>34,000.00</u>
Total Board Expenses	<u>109,700.00</u>
Municipal Support Services	<u>70,000.00</u>

Total Franchise Fee Expenses	179,700.00
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NET FRANCHISE FEE INCOME	140,300.00
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Income

PEG REVENUE

Beverly Hills PEG	125,000.00
Bingham Farms PEG	20,000.00
Birmingham PEG	315,000.00
Franklin PEG	35,000.00
PEG Interest	
MBS Gains/Losses	7,000.00
Total PEG Revenue	502,000.00

Other Income

Interest Income	1,000.00
Other Income	11,000.00
Total Other Income	12,000.00

Total PEG Income	514,000.00
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Expense

PEG Operations

Cable Contractor	200,000.00
Communications Expense	2,500.00
Equipment Purchase	45,000.00
Grant	100,000.00
Production Truck	24,000.00
Program Expense	60,000.00
PEG Expenses	431,500.00

Other Expense

Capital Reserve	50,000.00
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Total PEG Expenses	481,500.00
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NET PEG INCOME	32,500.00
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NET INCOME

NET FRANCHISE FEE INCOME	140,300.00
NET PEG INCOME	32,500.00

TOTAL NET INCOME	172,800.00
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MEMORANDUM

DATE: May 13, 2014

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2014-12 was pending on the date of our last meeting but has since been resolved. This complaint was submitted by a Franklin Village Council Trustee who requested assistance in getting Comcast service installed for his business in Oak Park. I discussed the matter with this individual on May 8, 2014 and he has indicated that the installation is being scheduled and that this complaint can be closed.

Complaint No. 2014-14 which involves a Franklin resident who has been experiencing slow internet speed in connection with his AT&T service is still pending. I will be calling the AT&T representative to discuss this matter.

Complaint No. 2014-16 was submitted by a Birmingham resident who was having problems with his Comcast music channels. The Comcast representative indicated that this resident refused a service call and that access to the inside of the home was necessary in order to address the service issue. I have since spoken to this individual who told me that the music channels now seem to be working properly and that this complaint can be closed.

We have received seven (7) complaints since the date of our last meeting. Complaint No. 2014-17 was submitted by a Bingham Farms business representative who signed a contract to switch from Windstream to Comcast and wanted the main business number and fax number to remain the same. After the Comcast installation, the business could not receive any incoming calls or faxes. He contacted Comcast and discovered that they forgot to port their numbers and had not set up the fax properly which resulted in customers getting a busy signal. He has since learned that you cannot port a discontinued number so he had to contact Windstream and get a new contract issued for porting numbers (a minimum one-year contract). This problem has resulted in lost business for this managed IT service company and he has not been able to get anyone from Comcast to correct the problem. This complaint is pending.

Complaint No. 2014-18 was submitted by a Birmingham resident who recently switched her cable service from WOW! to Comcast. She then experienced billing concerns that Comcast was not able to address via the 1-800 number. Her concerns have now been resolved and this complaint is now closed.

Complaint No 2014-19 was submitted to our website by a Birmingham resident who was offered a \$200 gift card for re-signing with Comcast and never received the gift card. Comcast has indicated that this

individual does not qualify for the gift card and that she terminated her service before the 24 month contractual term was completed. I shared this information with this resident who would like to discuss Comcast's factual conclusions with a supervisor since she believes they are incorrect. This complaint was closed by Comcast but I have requested additional follow-up. This complaint is therefore pending.

Complaint No. 2014-20 was also to our website by a Birmingham resident who was concerned about some hanging Comcast wires that were not attached to the pole at the back of his yard. This complaint is pending.

Complaint No. 2014-21 was submitted by a 92-year-old Birmingham resident who resides at Baldwin House. She contacted Comcast in January 2014 and requested to be put on vacation rates while she spent the next few months in Florida. She returned in mid-April, only to find a notice from Comcast that her account was in arrears and that she owed over \$600. She has not been successful in getting this billing error corrected by calling the 1-800 number. This complaint is pending.

Complaint No. 2014-22 was received via our website from a Birmingham resident who is concerned about large branches resting on the Comcast cable lines in her neighbor's backyard. She has made several attempts to resolve the problem without success. This complaint is pending.

Finally, Complaint No. 2014-23 was received from the Village of Franklin. There is a Comcast box that is 8"x8"x2' by the Village office that looks damaged and appears as if somebody ran over it. It may be part of the installation going on at the Kreger House. This damaged equipment needs to be replaced or repaired. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts will be provided via hard copies at the meeting, together with budget to actual figures.

CHECK DISBURSEMENT

Since the date of our last meeting, I have written four (4) checks as follows:

1. Birmingham Bloomfield Credit Union (Visa-conference parking and Chamber event) \$20.00
2. City of Birmingham (Grant) \$11,000.00
3. Charter Township of Bloomfield (BCTV internet fees) \$389.55
4. Charter Twp of Bloomfield (BCTV coverage of 3 sporting events) \$7,500.00

ADDITIONAL NOTES:

1. I attended a PROTEC meeting on May 14, 2014 at Livonia City Hall. The meeting included discussion of the Comcast/Time Warner merger. If the merger is approved, Comcast systems in Michigan, Minnesota, Wisconsin, Indiana and parts of Kentucky and Alabama will be run by a new company to be formed between Comcast and Charter Communications. The name of the new company has not yet been determined and its formation is contingent upon approval of the Comcast/Time Warner merger by the FCC and the Department of Justice.

2. TV Technology magazine reported in an article dated May 7, 2014 that according to Nielsen's forthcoming Advertising and Audiences Report, the average home now receives 189 television channels. Despite this increase in the number of channels, consumers have consistently tuned in to an average of just 17 channels. It is clear that more content does not necessarily equate to more channel consumption.

3. Comcast has notified us of certain channel changes. Effective on or about April 23, 2014, INSP (channel 391), TBN (channel 392), EWTN (channel 393) and Daystar (channel 396) will be available with the Digital Economy level of service. In addition, WADL Antenna TV (channel 295) will no longer be available on Limited Basic Service and WADL HD (channels 295 and 1038) will be added to Limited Basic HD Service.

4. By letter dated April 25, 2014, Comcast has indicated that the corporate form and name of Comcast of the South, Inc., which holds the cable franchise in the Birmingham area, has been changed. Comcast of the South, Inc. has been converted from a corporation to a limited liability company (LLC), effective March 31, 2014. The business entity has been renamed from Comcast of the South, Inc. to Comcast of Colorado/Florida/Michigan/New Mexico/Pennsylvania/Washington, LLC. The difference between a corporation and LLC involves how they are treated for tax purposes and how the entities are governed. The change, according to the letter, has no impact on our cable franchise and their contractual obligations to us. Comcast has also stated that the conversion will not affect the management or day-to-day operations of the cable system.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 5/14/14
Re: Report April 17th, 2014 through May 21st, 2014.

BAMA Programs

During this time period we completed nine regularly scheduled municipal meetings, Two Baldwin Library Board Meetings and the BACB meeting.

In Studio

Two *County Corner* hosted by Marcia Gershenson.

On Location

Two *Baldwin Public Library Lectures*.

BASCC Lecture.

Celebrate Birmingham Parade.

BAPA Programs

From BACB area individual producers and organizations we've taped 33 programs. From individuals:

- ❖ Three *Spectacles* hosted by Betsy Laboe and Ellen Rogers.
- ❖ Two *Michigan Entrepreneur's* hosted by Tara Kachaturoff.
- ❖ Three *Graceful Aging* hosted by Greg Bator.
- ❖ Three *Making a Difference at TCH* hosted by Camille Jayne.
- ❖ Six *Eye on Oakland* hosted by Chuck Moss and David Potts.

From BACB area organizations:

- ❖ First Presbyterian Church - *Lunch & Learn Lecture*.
- ❖ *Birmingham Bloomfield Symphony Orchestra*.
- ❖ Birmingham Bloomfield Race Relations – *Fifteenth Annual Diversity Champion Honor Roll*.
- ❖ *TCH 21st Century Leaders*.
- ❖ *BJazz Vespers Concert*.
- ❖ Three *Baseball*.
- ❖ Two *Softball*
- ❖ *Girls' Water Polo, Soccer and Tennis*
- ❖ *Boys' Lacrosse*
- ❖ *Beyond the Box Score Groves and Seaholm Spring program*.

CAMERA WORKSHOP

Our next camera workshop has been scheduled for Tuesday, July 15th, 2014 from 10:00 AM to Noon or 6:30 PM to 8:30 PM. Call 248-433-7790 and sign up today!

TELLY AWARDS

We received a Silver Telly for Soup & Company a Bronze for Beyond the Box Score and another Bronze for BBSO. This is the 35th Annual Telly Awards

The Telly Awards honors the very best film & video productions, groundbreaking online video content,

and outstanding local, regional, & cable TV commercials and programs. Silver Winners are awarded a Silver Telly statuette, the highest honor. Bronze Winners are awarded a Bronze Telly statuette. Designed by the same firm that makes the Oscar[®] and Emmy[®], the Telly statuette is nearly 12 inches tall and weighs more than 4 1/2 pounds. Congratulations and a big thank you to all of our staff, crew and volunteers who made this possible.