

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, December 20, 2017 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of November 15, 2017-M
3. Public Comments
4. PEG Grant Request- Beverly Hills Public Safety Department-M
5. PEG Grant Request- NEXT-M
6. PEG Grant Request- Baldwin Public Library- M
7. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
8. Executive Director's Report
9. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
10. BAPA/BAMA Report
11. Old Business
12. New Business
13. Public Comments
14. Board Comments
15. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – November 15, 2017

Present: Abraham (alternate), Bozell, Eick, Heldt, McAlear, McLain –
 Birmingham
 Bayer, Borgon, Gugni, Maly, Delaney (alternate) – Beverly Hills
 Ettenson – Bingham Farms
 Stakhiv - Franklin

Absent: Fenberg – Birmingham

Also Present: Currier – Attorney for Cable Board
 Black – Bloomfield Community Television

McLain called the meeting to order at 7:50 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD October 18, 2017

Motion by Borgon, seconded by Eick to approve the minutes of the Regular Cable Board Meeting on October 18, 2017, as presented.

Motion Passed.

PUBLIC COMMENTS

None

TREASURER’S REPORT – REQUEST TO APPROVE UPDATED INVESTMENT POLICY

Heldt distributed the Multi-Bank Securities (MBS) Statement as of October 31, 2017 and explained some of the investment holdings.

The second item was a “red line” version of the Cable Board Investment Policy To Comply With PA 20 of 1943, as amended, which was adopted sometime in the past. The current policy which was in the Board packet was amended and restated, November 15, 2017. All changes were on the first page and highlighted. The Auditors pointed out to him that the Cable Board did not have a sufficient limitation on how it invests its money. The Cable Board has always had an unofficial policy but now it needed to be officially stated in the Investment Policy. Thus, the addition of the third (3rd) bullet point in red under **CREDIT RISK** – which should read, “Assuring that investments in any one issuer shall not exceed the maximum available federal insurance coverage.”

Motion by Heldt, seconded by Borgon to approve the amended and restated BACB Investment Policy, dated November 15, 2017.

Ettenson inquired if BACB had ever considered alternative investment firms other than MBS. Heldt replied that there were lots of investment firms which would be glad to manage BACB’s money but nobody like MBS that specializes in municipal investments, which are significantly constrained.

Roll Call Vote:
Motion Passed (12-0).

REQUEST TO RATIFY EMERGENCY PURCHASE OF MODULATOR & COST TO PLACE AD IN 2ND PUBLICATION

Greg Black, Senior Production Specialist and Equipment Coordinator, BCTV, provided a short explanation as to what a “modulator” was, the events leading up to the failures and the immediate need for two (2) new ones. Steve Rota noted that both had been installed at the same time. Rota contacted Advanced Lighting & Sound and purchased two (2) refurbished units.

Motion by Borgon, seconded by Bozell to ratify the purchase of two (2) refurbished modulators from Advanced Lighting & Sound in the amount not to exceed \$744.00, which included freight costs.

Bozell inquired if there were other modulators which should be purchased at the same time. Black answered in the affirmative as there were some refurbished ones which were no longer manufactured. Thus, if the same issues arise again in the future, new units may need to be purchased in order for a program to “go live”. New units may cost around \$6,000.00.

Questions were asked if there had been any interruption in the ability to send a signal in those meetings when the failures occurred. Steve Rota, Operations Manager, joined the meeting and gave details of the events leading up to the two (2) failures and subsequent events leading up to the replacements of the two (2) refurbished modulators. McLain educated the public on the double safety nets and systems in place when such an event happens.

Roll Call Vote:
Motion Passed (12-0).

REQUEST TO RATIFY THE COST TO PLACE AD IN 2ND PUBLICATION

White informed the Board that through the initiative of Eick, the BACB ad was placed in the upcoming Holiday issue of Venture Michigan magazine. The Board had given her the authority to approve expenditures up to \$1,000.00 which was the cost of the ad. Because it was time-sensitive, she gave her approval. Eick, Chair of Cable Action Committee, explained that this subject had been discussed a number of times at the meetings. He provided information on the magazine itself, its circulation numbers and included details on the process of choosing this particular magazine. Eick added that a banner would be on the magazine’s website for the next three (3) months. McLain explained the need for the placement of the ad, which summarizes the BACB’s mission, and its timeliness, as the website was now being redesigned. One of the main issues was that some people in the community were not aware that BACB even existed and could assist the public with problems and complaints with the providers. The Cable Board was also a good vehicle for sharing information. Eick explained his former relationship with Venture and

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pointed out that he did not get any compensation for the placement of the ad. He provided the actual ad that would be placed in the magazine. McLain explained that it was the same ad that was in the other publication. The goal was to choose a publication which covered the four (4) communities BACB serves. Borgon requested that the Board members be provided copies of Venture magazine with the ad, as well as the Birmingham-Bloomfield Chamber of Commerce booklet where the ad had been previously placed.

Ettenson mentioned that in the past the different carriers would include the Cable Board's name in their statements. There was a discussion concerning its placement on the bill. White will reach out to all three of the BACB's partners to inquire about the possibility of bringing back that practice. McLain gave a short history involving Uniform Video Services Local Franchise Act, Act 480 of 2006.

Motion by Heldt, seconded by McAlear to ratify the purchase of an ad in the Holiday issue of Venture Michigan at the amount not to exceed \$1,000.00.

Roll Call Vote:
Motion Passed (12-0).

McLain thanked all those on the Cable Action Committee who worked diligently on this time sensitive issue.

REQUEST TO PURCHASE EQUIPMENT TO UPGRADE BACB PRODUCTION TRUCK

Recapping that this item had been tabled from last month's meeting, Black explained the recent activities as presented in his emailed letter to the Cable Board, dated November 9, 2017. AVI Systems dropped out of the bidding and the other two submitted more details on their bids with their quotes remaining approximately the same. Included in the Board's packets was some additional information for its review. Bluewater remained his recommendation for the project.

Motion by Heldt, seconded by Ettenson to approve the request from BCTV to purchase Equipment from Bluewater in the amount not to exceed \$87,000.00 to upgrade the Birmingham Area Cable Board Production Truck.

Bayer confirmed the reasons for Black's preference of Bluewater as stated in his letter to the Board. Verbally, Black gave even more supportive details. Responding to Gugni's inquiry, Black stated that BCTV had not worked with Bluewater before but he had followed up with businesses and communities who had good experiences with them and had high praises for their finalized work.

Discussion ensued centered on the pros and cons of each company. Bozell noted that the main difference was the cost of labor. Rota gave a history of events, key points leading up to and following the submission of the bids and supportive reasons for the particular vendor selection. Bayer supported the concept of seeking out and retaining competitive bidders.

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McLain noted that BACB needed to be responsible and very careful about spending money and setting precedent. It also must have an open dialogue and understanding of the changing technology and in the law. Nothing can be rubber-stamped.

After expressing her opinion about the large monetary difference between the two companies, Stakhiv stated that in good conscience she would have a hard time awarding Bluewater this contract which, even though it was for the same equipment, was much more expensive. She felt it was not being fiscally responsible to the member communities.

Black clarified that the price difference between the two also included shipping and materials. If the Board would prefer the lower number, he and Rota would support that decision. Ettenson explained that his second to the motion was based on the professional recommendation of Black and Rota. Responding to a question by Ettenson, Black stated that he had spoken with Bluewater about a possible reduction in its bid but its number remained the same.

Bayer reiterated the reasons for voting positively for awarding Bluewater the contract, among them: responsiveness of the company to our needs in this community, BACB would have additional suppliers available to it going forward which might become an issue if BACB only worked with one supplier and the message BACB would send to the supplier community that customer service was just as important as price.

Roll Call Vote:

Heldt	- yes
McAlear	- recuse, full disclosure. Since last month's meeting, a former colleague of his wife who was now working for Bluewater contacted her and asked if she might be interested in an employment position with that company. She accepted the offer and will start in January. He, however, does not know and has not met anyone who works at the company, not even his wife's friend.
Borgon	- no
Gugni	- no
Maly	- no
Bayer	- yes
Ettenson	- yes
Stakhiv	- no
Abraham	- yes
McLain	- yes
Bozell	- no
Eick	- yes

Motion Passed (6-5, 1 Recuse).

Motion by Heldt, seconded by Maly to amend the Agenda to add one (1) item:
APPROVAL OF ADMINISTRATIVE GRANTS.

Motion Passed. (12-0)

APPROVAL OF ADMINISTRATIVE GRANTS

Referring to her memo, Approval of Administrative Grants, dated November 14, 2017, White explained the process for determining the amount of the grants to be returned to each community. She further noted that the calculations were based on numbers which the Auditors had provided her the day before. A list and exact dollar amounts were included in her memo. All were based on the percentages of total revenues of each community.

Motion by Ettenson, seconded by Gugni to pay Administrative Grants to: Birmingham in the amount of \$137,695, Beverly Hills in the amount of \$45,604, Franklin in the amount of \$22,485 and Bingham Farms in the amount of \$6,713.

For the benefit of the new members of the Board, McLain expounded on White's comments emphasizing that this was part of the Interlocal Agreement between the communities. Also, as she had previously stated, the BACB's goal was to continue the revenue stream and to return funds to the community that the BACB did not spend. Franchise fees can go back to the communities and placed into their General Funds to be used in any way. PEG fees cannot be returned in the same fashion because they are restricted and designated funds which can only be used on equipment for PEG production. Currier clarified that PEG fees, under federal law, can only be used for the purchase of capital equipment, whereas the PEG fees, under state law, can be used for the services of personnel to provide PEG production and capital.

Delaney asked White for a brief idea of what expenses were taken out of the Franchise Fees. She answered that all were the operational expenses of the Board and listed: accounting expenses paid monthly to Beverly Hills, advertising promotions, conferences, cost for the transcription of the meeting minutes, her own salary, human relations services from Payroll One, insurance, memberships, telephone and website plus municipal support services. His next question dealt with the theory of supporting the 75% formula? White explained that, as set by policy, the Board wanted to have some working capital in reserve. Heldt confirmed White's comments, however, taking several things into consideration he would like to recommend the Board consider amending the Administrative Grant Franchise Fee formula and distribute about 90%, not 75%. The accumulative effect of several years of retaining 25% of excess Franchise Fees was merely building a bigger and bigger balance. BACB already had a big balance and it was more than enough working capital. Even after this year's grants are distributed, the Board would have more than enough Franchise Fees on hand. He would like to see this year's Administrative Grants be re-calculated at 90%, not at 75%. There was discussion of using a blanket percentage vs. a year-to-year "floating" percentage. Currier reminded the Board that PEG fees would be going down by 1/3 because of the change in the Franchise Agreement. Because of this there might be a time when Franchise fees, which have been used for anything, might have to take up the slack and be used for some capital equipment expenditures. This should be taken into consideration when discussing the percentages and BACB should speak with the Auditors before making a decision.

Motion by Borgon, seconded by Stakhiv to table the payment of Administrative Grants to the four communities, until after the Cable Action Committee has met to discuss alternative percentages.

There was a short discussion of the advantages and disadvantages of making more than one payment to the communities if, in fact, it was decided that the percentage should and could be increased.

(Stakhiv withdrew her second for the motion to table.)

Roll Call Vote:
Motion Passed (12-0).

Motion by Stakhiv, seconded by Maly to add an item to the agenda of the Cable Action Committee meeting to be held on December 7, 2017: **Discussion to amend the Administrative Franchise Fee formula.**

Roll Call Vote:
Motion Passed (12-0)

COMMITTEE REPORTS

Cable Action Committee – Request to Authorize Budget Amendment

Eick, Chairman, reported that after a lot of discussion, research and comparing of other local websites, it has become apparent the BACB website needed to be updated. Bayer wrote up a strategy plan which included among other things, the hiring of someone to help with the writing of an RFP, identifying what the needs were and retaining that company or another to redesign a website. The committee was requesting a \$15,000 increase in the website's current budget of \$3,500 to cover the expenses for the update.

(Heldt left the meeting at 9:04 AM)

Motion by Eick, seconded by Stakhiv that the Birmingham Cable Board does hereby authorize the following amendment to the BACB Budget Fiscal Year 2017-18: Increase the existing line-item for the BACB website by \$15,000.00, for a total amount of \$18,500.00

Bayer commented on the background work the committee had done on the subject and the different requirements for which it was striving. It was disclosed that she had previously built a business doing this line of work for a living and was considered a specialist but she personally was not involved with any of the contracts nor would she be bidding on this project.

Eick requested that if Board members had any suggestions as to whom to talk with regarding possible bids to let the committee know.

(Borgon temporarily left the meeting)

Roll Call Vote:
Motion Passed (10-0)

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PEG Committee – Request to Authorize Costs to Film 8 Sports Events

McAlear discussed the upcoming Winter Sports Production Schedule for a total of eight (8) scheduled events.

(Borgon returned to the meeting.)

Motion by McAlear, seconded by Borgon to approve the payment to BCTV in the amount not to exceed \$20,000 for broadcasting eight (8) sporting events (\$2,500 per event) from December 2017 to February, 2018.

Roll Call Vote:

Motion Passed (11-0)

There would be a short PEG meeting following this meeting.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated November 5, 2017. This month there were five (5) complaints since the date of her last report.

The first one was submitted by the President of Williamsburg of Birmingham Condominiums who has had an ongoing issue with WOW cables in the complex, which needed to be buried. WOW has sent out a representative to the site and was working on the issue. This complaint was pending. The second complaint came from a Birmingham resident who had handed in her Comcast equipment after cancelling the service but was still being charged for it. The Escalation Team waived the remaining balance and the complaint was closed. The third complaint came from a Franklin resident who last month had resolved the issue of keeping his long-time phone number with Comcast. However, he needed to call Comcast to inquire why there was an increase in his bill when, in fact, the monthly service had remained the same. It was discovered that HBO had been inadvertently added to his account. This complaint was now closed. The fourth complaint was from a Beverly Hills resident who had switched from WOW to a bundled package from AT&T. Her bill did not reflect the same price as was quoted her by AT&T. This complaint was pending. The fifth complaint came from a Beverly Hills resident who had contacted Comcast for clarification regarding his bill and was told that they could not speak with him about this matter because the last four digits of his Social Security number did not match their records. (White stated that she has heard this from more than one resident.) The resident had never had this problem before. The initial complaint which was a request for a paper lineup to be mailed to him had been resolved but the resident had been advised to update his Social Security number at a local Comcast service center.

McLain commented that she, personally, dealt with a case a few days ago which also involved the last four (4) digits of the resident's Social Security number. It was believed that someone at the company entered the incorrect numbers in the company's records. This was very frustrating for the consumer. Yesterday, during a very difficult escalation, McLain even insisted on staying on the phone for a three-way call. The citizen was a senior citizen who uses a walker and was not able to drive in the bad weather to the nearest service center with her Social Security card, ID and photo to confirm that she was who she claimed to be. Yesterday, the Comcast Customer Service Representative, Faye, repeatedly said, "We are committed at Comcast to resolving issues

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and representing our services better than ever before. In fact, I will stay on the line with you until we have come to an agreement and make this work.” Not only did she stay on the line, she made it work. McLain will never forget this experience because Faye took personal responsibility. In this case, she was able to get something accomplished that the Escalation Team could not. McLain reminded citizens that if they are unable to resolve issues over the phone with a customer representative, let White know the situation and, if need be, McLain will do it with you. Keep in mind that because of all the identity theft, etc., the company needs to verify identification before service is rendered. This is their policy but there are people who will go above and beyond to assist the customer.

The account balances for the MBS, BBCU and Beverly Hills accounts were provided to the Board, in addition to the monthly Revenue and Expense Budget Reports, as of October 31, 2017.

Since the last meeting White has written five (5) checks on behalf of the BACB, including the PEG Grant to the Village of Beverly Hills for Website Redesign and the Quarterly Contract payment to the Charter Township of Bloomfield.

Additional Notes

Every year the MPSC does a Franchise Entities Survey and she has completed one on behalf of the four (4) communities. They were interested in looking at the status of competition for video services in the state of Michigan. In the Comment section, BACB pointed out that the MPSC should ask for more transparency from providers with the packages they offer and require a written confirmation between the customer and company regarding any package that was agreed upon. It was pointed out that the complaint process through the MPSC was not friendly for consumers. It tended to be expensive, especially if hiring an attorney was involved.

Comcast announced that on November 2, 2017 there would be an increase in speeds for various internet tiers at no added cost. The upgrades would impact about 80% of Comcast’s Michigan customers. Customers would be notified.

A list of 2018 regular meeting dates for the BACB and the Cable Action Committee was included in the packet.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present.

McLain noted that she was going to escalate her very, very positive comments and experience she had with the Customer Service Representative from Comcast yesterday. It was beyond exceptional. Even though she personally did not record the conversation, she was confident that Comcast had done so for training purposes.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

BAPA/BAMA REPORT

Greg Black referred to his memo to BACB dated November 8, 2017. He listed the completed **BAMA** Programs which were the six (6) regularly scheduled municipal meetings, the Board of Zoning and Appeals Meeting, the BACB Meeting, the Parks and Rec Board Meeting, the Advisory Board Meeting and two (2) Multi Modal Meetings.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-three (23) programs were taped. He listed all the programs.

Regarding **PRODUCER WORKSHOPS**, they are offering a one-on-one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 to schedule a date and time for you or email Black at: GBlack@BloomfieldTwp.org.

The **PROGRAM DEVELOPMENT COMMITTEE** met last week to discuss a new show idea.

EQUIPMENT (refurbished modulator receiver) was discussed earlier in the meeting but Black invited any more questions.

The **WINTER SPORTS VIDEO COVERAGE** Schedule was provided.

Borgon, as the BACB representative on the Program Committee, commented that McLain came to the meeting and presented her idea for a new program. She gave a brief synopsis of her program which would highlight the non-profit organizations in the community and any references to support all sorts of community outreach. McLain stated that she was open to feature any and all non-profits and would appreciate any volunteers to help and any and all ideas. The scheduling for the new program has yet to be set. The public can send her an email through Cathy White, the Executive Director of BACB, using the BACB website. She also has the idea of going out within the community highlighting the different community services.

Stakhiv wanted to complement Franklin's Fire Chief Tony Averbuch who, as a member of the Federal Medical Response Team, had been down in Orlando helping with the recovery from Hurricane Irma and twice has been in Puerto Rico helping with its recovery relief from a hurricane.

OLD BUSINESS

None

NEW BUSINESS

White announced that the BACB will have lunch with BCTV at their studio on December 6, 2017 at noon. All are invited to come and also tour the studio.

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Borgon pointed out that Rota had turned on the monitor in the corner of the room for this meeting and wondered if people noticed it and/or was it a distraction. Comments were positive.

PUBLIC COMMENTS

None

BOARD COMMENTS

None

There being no further business, the meeting was adjourned at 9:24 AM.

Beverly Hills Public Safety Department

Memo

To: Cathy White J. D., Executive Director of Birmingham Cable Board.
From: Director Richard Torongeau
Date: November 27, 2017.
Re: Grant for TV monitor.

The Patrol Division Supervisors Office is in need of a new TV monitor. The age of the current TV monitor does not support the ability to monitor the closed-circuit building cameras. We have found a TV monitor that would support the ability to monitor building cameras and function as a TV.

Officers also monitor breaking news and weather alerts often during the 24/7 coverage. We have identified a Samsung TV monitor offered by Micro Center at a cost of \$249.99. This TV monitor would meet our needs and is reasonably priced.

We respectfully request the cable board to consider purchasing the TV monitor at this time. We also thank you for your consideration too.



Your Place to Stay Active & Connected

Cris Braun
Executive Director
CBraun@birmingham.k12.mi.us
248.203.5270

Proudly serving the 50+ population of Birmingham, Bingham Farms, Beverly Hills, Franklin, and surrounding areas.

November 9, 2017

Ms. Cathy White
Birmingham Area Cable Board
P.O. Box 165
Birmingham, MI 48012

Dear Ms. White and the Birmingham Area Cable Board,

Next, Your Place to Stay Active & Connected, is a nonprofit organization proudly serving 50 plus residents in Birmingham, Beverly Hills, Bingham Farms, Franklin and many surrounding communities. Next receives very little municipal funding and relies on a diverse revenue stream, which includes strong community partners like the Birmingham Area Cable Board, in order to provide crucial services to our area residents.

Over the past few years, Next has seen a large shift in our community, understanding the 50 plus residents are the fastest growing demographic. We are committed to meet and exceed the needs of our growing 50 plus population, and have done so by increasing the depth and breadth of programming, increased our hours of operation including transportation, and expanded our Support Services, all while providing greater accessibility to our members and community.

Consideration: Next would like to respectfully ask for financial support to help defray expenses associated with continued costs to maintain our internet, cable and registration software for the center. In the 2016-2017 fiscal year, our expenses totaled \$4,725.42. Please see the attached budget.

Next is grateful for the opportunity to submit a grant request for \$4,725.42 to the Birmingham Area Cable Board. We believe supporting Next, and the communities we serve, aligns directly with Cable Board's goals. By providing cable and internet access to the entire community regardless of income level, and computer lessons to help keep seniors current with quickly changing technology, is important in order to adequately serve 50 plus residents. Next is not only a warm and welcoming place to gather, learn and explore, but Next also provides comprehensive resources to keeps residents active and connected.

Thank you for your consideration,

Cris Braun



NEXT - Your Place to Stay Active and Connected
Birmingham Area Cable Board Grant Expenditure Report
 July 2016 through June 2017

Type	Date	Name	Num	Memo	Amount
FACILITIES & OVERHEAD					
5009 · Technology					
Bill	07/01/2016	Comcast Cable	7/9/16-8/8/16	7/9/16-8/8/16 Acct No. 09589-316937-01-7 (channel Upgrade)	169.13
Bill	07/06/2016	Faronics Technologies USA Inc.	Inv. INUS0160055	12 Deep Freeze STD NA Perpetual Licences + Maint. for 1 Yr.	511.20
Bill	08/05/2016	Comcast Cable	8/9/16-9/8/16	8/9/16-9/8/16 Acct No. 09589-316937-01-7 (channel Upgrade)	169.13
Bill	09/01/2016	Comcast Cable	9/9/16-10/8/16	9/9/16-10/8/16 Acct No. 09589-316937-01-7 (channel Upgrade)	169.14
Bill	09/29/2016	Dreamhost	DH-Fee	Website fee	15.00
Bill	10/01/2016	Comcast Cable	10/9/16-11/8/16	10/9/16-11/8/16 Acct No. 09589-316937-01-7 (channel Upgrade)	169.14
Bill	11/01/2016	Comcast Cable	11/9/16-12/8/16	11/9/16-12/8/16 Acct No. 09589-316937-01-7 (channel Upgrade)	169.14
Bill	12/09/2016	Comcast Cable	12/9/16-1/8/17	12/9/16-1/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	169.14
Bill	12/18/2016	Xavus Solutions, LLC	Inv. 9092	My Senior Center Annual upgrades, Maintenance & Support	1,500.00
Bill	12/31/2016	BPS-001-Supplies	July-Dec. orders	HP O5X Black Toner Cartridge - Computer Lab	242.15
Bill	01/09/2017	Comcast Cable	1/9/17-2/8/17	1/9/17-2/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Bill	01/26/2017	Ruseckas, Peter	Reimbursement	Reimbursement for Wireless adapter-MicroCenter	31.79
Bill	02/03/2017	Comcast Cable	2/9/17-3/8/17	2/9/17-3/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Bill	03/01/2017	Tech Soup Global	Request#1827328	Norton Small business 1 Year Subscription for 10 devices	24.00
Bill	03/09/2017	Comcast Cable	3/9/17-4/8/17	3/9/17-4/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Bill	03/09/2017	Beyer TV	TV Repair	Repair Samsung Television	70.00
Bill	03/13/2017	Rady, John - reimb.	Reimbursement	Reimbursement for 7 new mice for Tech. Room	31.73
Bill	03/31/2017	BPS-001-Supplies	Inv. 24231	HP O5X Toner for technology room (2-Paci)	254.47
Bill	04/03/2017	Comcast Cable	4/9/17-5/8/17	4/9/17-5/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Bill	05/01/2017	Comcast Cable	5/9/17-6/8/17	5/9/17-6/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Bill	06/01/2017	Comcast Cable	6/9/17-7/8/17	6/9/17-7/8/17 Acct No. 09589-316937-01-7 (channel Upgrade)	171.71
Total 5009 · Technology					4,725.42
Total FACILITIES & OVERHEAD					4,725.42
TOTAL					4,725.42

MEMORANDUM

DATE: December 13, 2017

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2017-38, which was pending on the date of our last meeting, has been resolved. This complaint was received from a Beverly Hills resident who had switched from WOW to AT&T and felt that AT&T was not honoring the rate that they had initially quoted to her. She has received a large credit on her bill and has had extensive discussion with AT&T's representative. This complaint is now closed.

There have been four (4) complaints filed since the date of my last report. Complaint No. 2017-40 involved a Beverly Hills resident who was having frequent problems with her Wi-Fi service. Comcast advised her that there was a signal issue in her area and a member of the escalation team spoke with her on November 13, 2017. At that time, the resident was having no further issues. The escalation team representative provided her with her name and contact information so that she could contact her if the issue reappears. This complaint is now closed.

Complaint No 2017-41 was received from a Birmingham resident who tried to upgrade her service with Comcast but was advised that they could not speak with her because the last four digits of her Social Security number did not match their records. They told her that she would have to appear personally at a Comcast service center with a photo ID and her Social Security card. She was unwilling to do so due to medical issues. The escalation team representative then offered to have her send copies of her photo ID and Social Security card with the first four digits blacked out but she stated that she did not have the ability to fax or scan the information. Our BACB Chairperson offered to do this for her and this complaint is now closed.

Complaint No.2017-42 was submitted by a Beverly Hills resident who was having problems with her Comcast phone service and felt that she had to wait too long for a technician to come out. She believed that this was unacceptable for seniors/handicapped individuals who rely on their phone service in the event of a medical emergency. Her technical issues have been fixed and she received a credit for the time she was without service. The direct contact information of the

escalation team representative was provided to her if she needed additional assistance in the future. This complaint is now closed.

Complaint No. 2017-43 was received from a Birmingham resident as a follow-up to an earlier complaint that had been resolved. She was having continuing billing issues with Comcast and received charges for information calls that were allegedly not disclosed (\$1.99 for every 411 information call). Comcast has applied a credit of \$99.60 to her account and sent a follow-up letter explaining the credit and the Directory Assistance charges and providing additional information to help prevent such occurrences in the future. This complaint is now closed.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of November 30, 2017 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

Since the date of our last meeting, I have written eleven (11) checks as follows:

1. Birmingham Bloomfield Credit Union (Visa- conference costs): \$28.82
2. Charter Township of Bloomfield (filming October sports events): \$10,000.00
3. CDW Government (3 checks for equipment for the Birmingham Control Room): \$291.72, \$1,660.85 and \$1,850.40
4. City of Birmingham (Administrative Grant): \$137,695.00
5. Village of Beverly Hills (Administrative Grant): \$45,604.00
6. Village of Franklin (Administrative Grant): \$22,485.00
7. Village of Bingham Farms (Administrative Grant): \$6,713.00
8. Birmingham Bloomfield Credit Union (Visa- equipment, office supplies, conference costs): \$772.59
9. Venture Michigan (BACB advertisement): \$1,000.00

ADDITIONAL NOTES:

1. On December 11, 2017, the FCC announced that it was launching a new On-Line Dashboard to provide more transparency to the public. Now available on fcc.gov, the dashboard allows consumers to access reports and graphics on FCC workloads, pending actions, petitions, complaints and license renewals, as well as access Freedom of information Act materials.
2. On November 5, 2017, the Free Press reported that cable companies might spike broadband prices due to lost revenue from cord-cutting. To address cord-cutting, the companies have been

encouraging subscribers to bundle video service with one of their other services. They are offering big discounts to subscribers who add a television package of some sort. Increasing broadband-only prices is seen as a way to offset the margin pressure from aggressive bundling.

3. On November 13, 2017, Comcast notified us that beginning January 1, 2018, prices for certain services and fees will be increased, including the Broadcast TV Fee and Regional Sports Fee. Based on the schedule of rates they have provided, monthly rates for all of their packages will increase by approximately \$5.00.

4. The Motley Fool reported on October 20, 2017 that Amazon Prime has nearly as many subscribers as cable companies. Consumer Intelligence Research Partners (CIRP) data shows that 63% of the online retailer's customers join Prime, which gives members free two-day shipping and other perks. With respect to Prime alone, Amazon has roughly doubled its audience from September 2015 to September 2017. Prime now has 90 million members in the United States. If current trends hold, it will not be long before Amazon Prime has more customers than the largest pay-television providers.

5. TV Technology reported on November 28, 2017 that Comcast has hinted at plans for paid fast lanes after the net neutrality rules are repealed. Under its new Chairman, the FCC has announced plans to roll back net neutrality. Immediately after this announcement, Comcast dropped its promise about not instituting paid prioritization. Instead, Comcast now vaguely says that it "won't discriminate against lawful content" or impose "anti-competitive paid prioritization." This leaves open the possibility that Comcast may offer paid fast lanes to websites or other online services, such as video streaming providers. A Comcast spokesperson said that it still has "no plans" to enter into paid prioritization agreements. But the company's public Open Internet Commitment says only that "We do not block, slow down or discriminate against lawful content," without making any statement about whether it will engage in paid prioritization.

6. Comcast has notified us that it is making an enhancement to its Xfinity TV offerings. Comcast will launch up to 42 international channels and up to 30 new international packages beginning on or around December 6, 2017. This launch will give its customers access to more international content such as Bollywood movies, Brazilian telenovelas, Chinese news, etc.

7. Comcast has made a change to its channel lineup. On or around December 12, 2017, ESPN Classic on channels 725 and 1211 will no longer be available.

8. I have prepared a new Board Member Roster, a copy of which is attached hereto.

**BIRMINGHAM AREA CABLE BOARD MEMBERS
DECEMBER, 2017**

CITY OF BIRMINGHAM 48009

JEFFREY HELDT, TREASURER
1415 Lakeside
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3/30/19 (3/22/07)

ELAINE MCLAIN, CHAIRMAN
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3/30/20 (1/09/06)

DAVID EICK
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3/30/18 (12/14/15)

MICHAEL FENBERG
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3/30/20 (3/13/17)

VILLAGE OF BEVERLY HILLS 48025

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6/30/20 (7/1/17)

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6/30/19 (8/2/16)

VILLAGE OF BINGHAM FARMS

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3/30/18 (2/25/13)

VACANT

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3/30/19 (3/13/17)

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6/30/20 (3/15/16)

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6/30/19 (11/15/16)

**VILLAGE OF BEVERLY HILLS
ALTERNATE MEMBER**

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9/30/19 (4/25/01)

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VILLAGE OF FRANKLIN

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11/30/20

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CITY OF BIRMINGHAM

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VILLAGE OF BINGHAM FARMS

KATHRYN HAGAMAN – Clerk
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VILLAGE OF BEVERLY HILLS

ELLEN MARSHALL – Asst. Manager/Clerk

VILLAGE OF FRANKLIN 48025

EILEEN PULKER – Clerk

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WIDE OPEN WEST

KEN PARSON
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Memo



To: BACB
From: Greg Black
cc: Greg Kowalski, Steve Rota, Cathy White & Elaine McLain
Date: 12/11/17
Re: Report November 16th, 2017 through December 20th, 2017.

BAMA Programs

During this time period we've completed eight regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board Meeting, Advisory Board Meeting, Multi Modal Meeting and Two Baldwin Public Library Board Meetings.

BAPA Programs

From BACB area individual producers and organizations we've taped 35 programs. From individuals:

- ❖ *Inside Birmingham City Hall* December Edition hosted by City Manager, Joe Valentine.
- ❖ *Seven Tough Talk's* hosted by Paul Taros.
- ❖ *Nine Michigan Entrepreneur's* hosted by Tara Kachaturoff.
- ❖ *Two Managing Problems of Daily Living* hosted by Linda Sircus.
- ❖ *Two Eye on Oakland* hosted by Chuck Moss and David Potts.

From BACB area organizations:

- ❖ *Senior Men's Club Lectures.*
- ❖ *Senior Men's Club Concert.*
- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *Lunch and Learn Lecture.*
- ❖ *Birmingham Musicale.*
- ❖ *Women's Club Lecture.*
- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ *Spectrum Orchestra.*
- ❖ *Birmingham Concert Band.*
- ❖ *Birmingham Historical Museum Walking tour.*
- ❖ *Berkshire Middle School Improve Show.*
- ❖ *Daughters of the American Revolution Annual Essay Contest.*
- ❖ *BACB Sports Boys Hockey'*
- ❖ *BACB Sports Wrestling.*

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

EQUIPMENT

The City of Birmingham Commission room equipment has been installed and is up and running. We will use the equipment for the first time on Wednesday, January 3rd, 2018 Advisory Parking Committee.

UPCOMING WINTER SPORTS VIDEO COVERAGE

Girls Basketball 12/21/17 @ Seaholm
Boys Basketball 1/12/18 @ Seaholm
Girls Hockey 1/26/18 @ Southfield
Girls Basketball 2/2/18 @ Groves
Boys Swim and Dive 2/7/18 @ Seaholm
Boys Basketball 2/13/18 @ Groves