

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, May 16, 2018 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 April 25, 2018-M
3. Public Comments
4. Proposed BACB Fiscal Year 2018-19 Budget
5. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel Committee
6. Executive Director's Report
7. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
8. BAPA/BAMA Report
9. Old Business
10. New Business
11. Public Comments
12. Board Comments
13. Adjourn

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – April 25, 2018

Present: Abraham (alternate), Eick, Fenberg, Heldt, McLain – Birmingham
 Bayer, Borgon, Gugni, Maly – Beverly Hills
 Stakhiv - Franklin

Absent: Ettenson – Bingham Farms
 Shand – Birmingham
 Delaney (non-voting) – Beverly Hills

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

McLain called the meeting to order at 7:46 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD March 21, 2018.

Motion by Borgon, seconded by Stakhiv to approve the minutes of the Regular Cable Board Meeting on March 21, 2018.

Motion Passed.

(Delaney arrived)

PUBLIC COMMENTS

John Mooney, Beverly Hills, on behalf of the residents of Beverly Hills and all those in the area served by the Cable Board, thanked Frank Maly for his service on the Cable Board as he is moving away. He wished Maly all the best in the future. The entire Cable Board gave Maly a round of applause and McLain personally thanked him.

Nancy Maxwell, Beverly Hills, commented that not being tech savvy, she would need to call Comcast at least once a month to be re-booted. What makes this chore even more frustrating and more difficult was not being able to understand the person on the other end of the phone. Yes, the Comcast employee apologizes but this only makes it worse. She questioned if the Channel Lineup which she brought with her was still valid. McLain remarked that unfortunately the Comcast representative was not present at the meeting; however, the most up-to-date lineup could be found on Comcast's website. She, personally, would pull it up on her phone and email her the newest line-up. Maxwell asked for assistance with finding out which Tier she has and, therefore, how she could locate a channel which recently had been deleted from the regular line-up. McLain suggested that she speak with White who could submit a complaint to Comcast on her behalf detailing all the issues. Responding to Abraham's query of whether the channel line-up could be put on the Cable Board's website, McLain advised there was a link on the website for each provider. From Borgon's understanding the providers no longer print and/or send out the line-ups; these could be accessed online at each provider's website. Heldt mentioned there used to be a Comcast Xfinity store near the Walmart Supercenter on W. Maple Rd. east of Coolidge Hwy in Troy. He, personally, has been there several times with equipment issues and they had been very helpful. It was thought Maxwell could pick up a copy of the latest Channel Lineup there. Maxwell also reported having a low hanging cable wire in her yard. White will

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follow up with the escalation team. McLain offered her assistance if, at any time, a three-way call was necessary.

Currier introduced a new member of his firm who was present at the meeting at his request.

PEG GRANT REQUEST – FRANKLIN HISTORICAL SOCIETY

Stakhiv presented the annual formal request from the Franklin Historical Society to continue funding the one year internet subscription from Comcast for the Franklin Historical Museum. One of the major current projects is the scanning of many archival documents that will be accessible to the public. The internet cost would be \$1, 018.80.

Motion by Borgon, seconded by Bayer to approve a PEG Grant request in an amount not to exceed \$1,018.80/yr. to the Franklin Historical Society for internet service at the Franklin Historical Museum for FY 2017-2018.

Heldt commented that technically it has been a tradition that approvals have been only for the current fiscal year. Therefore, approval should be for \$84.80/ mo. through June 30, 2018 and the Society would need to return for approval for the following fiscal year.

Motion by Borgon, seconded by Bayer to approve a PEG Grant request in an amount not to exceed \$84.80/mo. or a total of \$254.40 to the Franklin Historical Society for internet service at the Franklin Historical Museum through June 30, 2018.

Stakhiv clarified that the Historical Society would come back in July for a PEG Grant for the remainder of 2018.

Roll Call Vote:
Motion Passed (10-0).

COMMITTEE REPORTS

Cable Action Committee

Eick, Chair of the Committee, commented that since the CAC's recommendation and the approval of Muniweb's contract for the redesign of the BACB website, there hasn't been much activity. McLain updated the BACB that, as of today, the contract has been signed. With the assistance of Muniweb's marketing consultant, a Google document has been created for Board members to share ideas on several important issues, i.e. clarify the stakeholders and what to expect for the new website, etc.

The next Cable Action Committee will be Thursday, May 3, 2018 at 4:30 PM at the Baldwin Public Library.

PEG Committee

Due to the Chair vacancy, Borgon volunteered to chair the Committee, with the proviso that meetings would not be immediately following the BACB meetings. He will send an email to the Board with new options for time and place, taking into consideration the BCTV schedule.

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McLain acknowledged Borgon's experience working with BCTV and production and thanked him for stepping up and taking on this responsibility.

Personnel Committee

Stakhiv reported that due to scheduling issues many of the pertinent parties were unable to meet last month. However, the plan was to meet this coming month, followed by the performance appraisal. She added that she had received input from about 60% of the Board and invited anyone to send comments to her.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated April 12, 2018. There were four (4) new complaints filed since her last report in March. One (1) complaint came from a Beverly Hills resident stating that WOW had given him only a one (1) week notice that his bill would be increasing by \$5.00/mo., effective April 1, 2018. According to WOW, customers had been given more than a one-week notice; nevertheless, the local resident's monthly bill was lowered. This complaint is now closed. The second complaint came from a Franklin resident who reported a wire down on his property. Two days after he submitted the complaint, a Comcast technician raised the drop. White complimented Comcast on its quick response. This complaint is now closed. The third complaint, also from a Beverly Hills resident, involved Comcast billing him for four (4) cable boxes and two (2) modems for a period of many years when, in fact, he only had three (3) cable boxes and one (1) modem. The resident discovered these errors in January, 2018. The resident had made several unsuccessful calls to Comcast and at the beginning of April, 2018, the provider offered the resident a credit of \$24.96, informing him that bill corrections could only be calculated and reimbursed for the previous four (4) months. When the resident was not satisfied, the Comcast escalation team representative informed him that the equipment in question had been removed from his account and offered him a credit for the cost of the equipment for a period of 12 months. An alternative offer of re-packaging the subscriber's account with a new 24-month promotion was extended to the resident who declined both offers but would contact the escalation team representative at a later date with his decision. This complaint is now closed. The fourth complaint was submitted online by a Beverly Hills resident concerning the extension of his WOW cable service to his newly constructed home. WOW has assured him this would be done when the house was completed. White will be monitoring this situation until it has been accomplished.

The account balances for the MBS, BBCU and Beverly Hills accounts as of March 31, 2018 were provided to the Board, in addition to the monthly Revenue and Expense Budget Reports. There is a large balance at Beverly Hills. Some of those funds will be transferred into the BBCU account this month to cover the 2nd Administrative Grants which would be distributed.

Since the last meeting White has written seven (7) checks on behalf of the BACB. Three checks were to the Charter Township of Bloomfield, two (2) of which were for the BCTV filming of sporting events and the third was for Comcast internet fees. The four (4) 2nd Administrative Grant checks to the four (4) communities were written but as of yet have not been sent out.

Additional Notes

The FCC reported that Sprint and Mobilitie have agreed to pay a settlement of \$11.6 million for building wireless structures without the required review.

In USA Today, April 10, 2018, there was an article about the current status of “cord cutting”, stating that the 2017 biggest losers in the pay-television business were AT&T’s DirecTV and Dish Network. However, those cable companies which sell broadband have covered their losses by adding those customers who prefer the cheaper internet streaming services, such as DirecTV Now and Sling TV. This shift may be an indicator of where pay television is going. The article indicated that cable companies might have to create their own “skinny bundle packages” which offer fewer channels for less money in order to combat customers dropping cable. From the article White compiled statistics from Leichtman Research Group showing the gains and losses of both Pay-TV and Internet. It was noted that the communities don’t receive Franchise Fees and PEG Fees on internet revenues. This is something which will be a concern for BACB.

McLain added that she had heard an interview on NPR with the former FCC Chairman Tom Wheeler who had been associated with one of the big three (3) Cable and Telecom networks. He commented on the new European rules on data and security, similar to the things Mark Zuckerberg had been quizzed about in the U.S. and noted that Europe was already taking action. There are differences between Europe and the U.S. and anticipated more would be coming to this country. In her opinion, this will keep our legal consultants very busy.

PROVIDER RELATED TOPICS

On provider topics, Delaney inquired if McLain was aware that AT&T was stringing cable throughout Beverly Hills for its fiber optic internet service. Currier updated the Board on provider activities on the DAS antennas, including the new poles erected in Birmingham without permits and no owner identifications. Borgon provided information concerning the installation of the fiber optic cables and his personal interaction with these workers, some of whom did not have any identification. McLain stated that anyone who works in the right-of-ways which belong to the Village (Beverly Hills) must have proper identification on themselves and on the truck. Currier added that workers in the right-of-way need Village approval. However, if they are in the easement of a resident’s property, no permit from the municipality was necessary. For health and security reasons, Currier advised residents to call the police if unidentified workers are on their property. Stakhiv suggested that all municipalities call AT&T advising them that all employees need identification. White will contact Robert Jones, AT&T Director of External Affairs and AT&T’s representative for all four (4) communities, and pass on this feedback. Currier passed on some good business practices for the cable companies: notify municipalities that workers would be in the area and put hang tags on the doors before work is done in the area. Currier also clarified that providers were not obligated to take down abandoned lines. Fenberg suggested that it would be worthwhile to notify all providers about this issue with all contractors being in the right-of-ways and easements. At the same time, the police departments need to be alerted that there are these issues and they might be contacted by residents. In addition, the Cable Board strongly supported the request that contractors have the proper identification.

Currier informed the Board that there were start-up companies coming through this area putting up fiber. As of now “Light Speed” is in Huntington Woods and Oak Park and is strictly internet.

a. Comcast

There was no representative present.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

McLain explained for the public that the Cable Board has an escalation team to deal with complaints and most of the providers periodically send a representative to the Cable Board meeting. The representative comes to update the Board and the public on new products and services or to make announcements about community activity within the company. White always has access to the provider representatives and most issues can be corrected within 24 hours.

BAPA/BAMA REPORT

Greg Kowlaski referred to Steve Rota's memo to BACB dated April 18, 2018. He listed the completed **BAMA** Programs which were the eight (8) regularly scheduled municipal meetings, the BACB Meeting, Parks and Rec Board Meeting, Advisory Board Meeting, Multi Modal Meeting, Zoning Board Meeting and the Baldwin Public Library Board Meeting.

(Heldt left the meeting)

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-seven (27) programs were taped. He listed all the programs.

PRODUCER WORKSHOPS - BCTV is 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 they can schedule a date and time with you.

TRUCK INSTALL – The truck has been updated and is working great. Staff had truck training last week to make sure everything is working properly. The staff is very satisfied with how it turned out and the hard work and customer service Bluewater provided them.

SPRING SPORTS SCHEDULE – The schedule was provided to the Board members.

Regarding Rota's absence for the 2nd month in a row, Kowalski noted that he had a scheduling problem and was not able to be at the meeting. He also noted that he personally likes attending these meetings to keep in touch.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

McLain gave an update on the Birmingham parking situation, emphasizing that all the infrastructure needed to be updated, including technology.

Delaney shared Mr. Mooney's sentiments and thanked Frank Maly for his service to the Village of Beverly Hills. McLain answered his question about the Board's ability of having the channel line-up on the website. She said a link to each provider could be found on the website. Bayer mentioned the possibility of making it easier to use the link and hopefully the new website would be a little more navigable. Delaney also asked if there was a schedule and/or times of year for the distribution of the Administrative Grants to the municipalities. In Heldt's absence, McLain outlined the time frame: after the audit in September and the final audit report, calculations are done and in January or February the Administration Grants are distributed. Delaney thanked the Board for the policy, to which McLain added her thanks to White, Fenberg and Heldt for working on such a complicated policy.

McLain thanked Frank Maly who was leaving the Board.

There being no further business, the meeting was adjourned at 8:43 AM.

MEMORANDUM

DATE: May 10, 2018
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

We have received three (3) complaints since the date of my last report. Complaint No. 2018-9 was received from a Beverly Hills couple who have a Comcast wire running across their patio which they wanted taken care of after they first had a chance to discuss the situation with a member of the escalation team. They were concerned because they have a lot of underground lines in that area and they did not want those disturbed if Comcast technicians would be coming out to bury the cable. They also have a long-standing billing issue since they are being charged for boxes that Comcast removed quite some time ago. They were promised a credit and a redesigned cable package but now the Comcast representative is not returning their calls. This complaint is pending.

Complaint No. 2018-10 was submitted by a Beverly Hills resident who needed some wires repaired after the ice storm. When a Comcast crew came out to her property to repair the wires, they damaged her hammock. They also came out again to repair the wires and left a cable running from the box at the pole and laying on her lawn and back patio. Comcast was not responding to her calls to fix the situation and to compensate her for the damage to her property. Comcast has since

sent a technician to her home to assess the damage and a claim was referred to Liberty Mutual on April 28, 2018 (Claim # P505428930). The aerial drop was raised by the Comcast technician on April 28, 2018 and this complaint is now closed.

Complaint No. 2018-11 was received from a Beverly Hills resident who cancelled her AT&T service at the end of February, 2018 and her bill shows a "credit balance" of \$234.63. Since she no longer has the service and has returned the equipment, she would like a check to be issued to her. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of April 30, 2018 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 four (4) checks as follows:

1. United States Postal Service (annual post office box fee): \$82.00
2. BBCU (Visa- membership dues & worker's comp insurance): \$529.00
3. Venture Michigan, LLC (BACB advertisement): \$800.00
4. Advanced Lighting & Sound (Birmingham PEG- additional piece of equipment for Commission Chambers): \$49.00

ADDITIONAL NOTES:

1. In an article dated May 7, 2018, the Motley Fool reported that "the Cable TV industry has a new problem." Studies are showing that an increasing number of people would be comfortable giving up their TV. They still want television-style programming but they are increasingly willing to consume their entertainment on smart phones, tablets and laptops. Only 31% of Americans said it would be very hard to give up their TV, down from 44% in 2006, according to a study by Pew Research Center. Over half of all US adults (55%) said it would be at least somewhat hard to give up their television with only 16% of those ages 18-29 feeling that giving up TV would be very hard.

2. By letter dated April 26, 2018, Comcast has informed us that the company is making another enhancement to its Xfinity TV offerings. Beginning on May 30, 2018, Comcast will launch up to 42 international channels and up to 31 international packages. This launch will give customers access to more international content such as Bollywood movies, Brazilian telenovelas and Chinese news, to name a few. Xfinity customers who would like to purchase these new international offerings will need the necessary equipment to access this cable programming such as X1 or the Xfinity Beta App on Roku.

Also, effective June 1, 2018, MGM HD, FSN Prime Ticket OOM and FSN Sun OOM will no longer be carried on Xfinity TV.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report April 26th, 2018 through May 16th, 2018.

Date: May 9th, 2018

Cc: Greg Kowalski; Cathy White; Elaine McLain

BAMA Programs

During this time period we've completed five regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board Meeting, Advisory Board Meeting, Multi Modal Meeting and the Zoning Board Meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 20 programs. From individuals:

- ❖ Three *Making a Difference at TCH* hosted by William Seklar.
- ❖ Three *Managing Problems of Daily Living* hosted by Linda Sircus.
- ❖ Five *Michigan Entrepreneurs* hosted by Tara Kachaturoff.

From BACB area organizations:

- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *Republican Club Candidates Forum.*
- ❖ TCH Race Relations and Diversity Task Force *Annual Diversity Champions Honor Roll.*
- ❖ Baldwin Public Library and Birmingham Museum *Looking Back at Birmingham Lecture.*
- ❖ First Presbyterian *Dessert and Discussion.*
- ❖ BACB Sports *Girls Soccer.*
- ❖ BACB Sports *Girls Lacrosse.*
- ❖ BACB Sports *Girls Water Polo.*
- ❖ BACB Sports *Boys Lacrosse.*

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.

CAREER DAY

BCTV teamed up with the International Technology Academy for career day. There were Four 8th graders (Sheryl Anne, Nyia, Sidney and Melanie) who toured the studio and had they had a chance to crew on two studio shows (Michigan Entrepreneur). These young ladies received hands on training during their time at the studio. They were able to run camera, control audio, type graphics and push buttons as the Technical direct. These girls were interested in broadcasting and wanted to tour our station to see if this is the career path they might choose in the future. They seemed to enjoy themselves and it was a great opportunity for all.

UPCOMING SPRING SPORTS COVERAGE

5/21 Girls Softball DH @ Seaholm

5/23 Boys Baseball Doubleheader @ Groves