

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 16, 2015

Present: Heldt, McLain, Eick – Birmingham  
 Stakhiv – Franklin  
 Ettenson – Bingham Farms  
 Burry, Heyman (arrived at 7:48 AM), Schneider, Verdi-Hus – Beverly Hills

Absent: McAlear

Also Present: White – Executive Director  
 Currier – Attorney for Cable Board  
 Rota – Bloomfield Community Television  
 Bob Borgon, Beverly Hills Alternate

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

**APPROVE MINUTES OF CABLE BOARD MEETING HELD November 18, 2015**

Motion by Ettenson, seconded by Heldt to approve the minutes of the Regular Cable Board Meeting on November 18, 2015.

Motion passed.

**PUBLIC COMMENTS**

None

**GRANT REQUESTS (2) – VILLAGE OF FRANKLIN**

Jim Creech, Village of Franklin Administrator, presented the first of two (2) requests. He referred to a letter dated November 24, 2015 that included support documentation for a grant of \$4000 to offset costs related to the website and Comcast service at the Village Hall (Broughton House) for 2015-2016.

Motion by Heldt, seconded by Ettenson to approve the grant in an amount not to exceed \$4000 to the Village of Franklin to offset costs related to the website and Village Hall Comcast related costs for 2015-2016.

McLain reminded the Board what it had done for the other communities and Franklin in the past.

Currier introduced David Eick who had been appointed to the Cable Board Monday night by the Birmingham City Commission. He took his seat at the dais.

Roll Call Vote:  
 Motion passed (8-0).  
 Mr. Eick abstained from voting.

Jim Creech, Village of Franklin Administrator, presented the second (2<sup>nd</sup>) request. He referred to a letter dated November 24, 2015 that included support documentation for a grant for \$2,300 to fund the Comcast services being provided at the Kreger House for community use. He explained that the Kreger House is a Community Center. It provides meeting space for many community organizations and is open to the public for use.

Ettenson inquired if any competitive bids had been solicited? Stakhiv stated that AT&T services only portions of Franklin and the Village center was not one of them.

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 16, 2015

Motion by Heldt, seconded by Ettenson to approve the grant in an amount not to exceed \$2,300 to the Village of Franklin for Comcast related costs to the Kreger House for community use.

Roll Call Vote:  
 Motion passed (8-0)  
 Mr. Eick abstained from voting.

### **COMMITTEE REPORTS**

#### **Cable Action Committee**

Verdi-Hus stated there was no meeting in December. The next meeting would be January 7, 2016 at 5:30 PM at the Baldwin Public Library. McLain stated that on the agenda would be the Budget and Administrative Grants.

#### **PEG Committee**

Rota remarked that the T-shirts and ponchos order had been placed and the lens was in for repair.

The PEG meeting which usually followed the Cable Board meeting was cancelled as there was nothing on the agenda.

### **EXECUTIVE DIRECTOR'S REPORT**

White summarized the three (3) complaints that she received since the last Board meeting. One (1) involved service and billing issues, one (1) related to a malfunctioning remote, and the third (3<sup>rd</sup>) complaint concerned a down cable line hanging over a resident's driveway. All have been resolved.

Copies of the account balance for the MBS, BBCU, and Beverly Hills accounts were provided at the meeting, in addition to budget to actual figures. This information had also been emailed to all Board members in advance of the meeting.

Since her last report White has written four (4) checks on behalf of BACB which were listed in her memo, two (2) to B & H Photo Video for the purchase of equipment pursuant to authorization by the Board and two (2) to Michigan Municipal Risk Management Authority for liability insurance payments.

Additional notes included her completion of a survey titled "Status of Competition for Video Services in Michigan" that the Michigan Public Service Commission conducts each year. A copy of her responses on behalf of BACB was attached to her written report. A list of the 2016 scheduled regular BACB meeting dates (third (3<sup>rd</sup>) Wednesday of the month) and the 2016 scheduled regular Cable Action Committee meeting dates (first (1<sup>st</sup>) Thursday of the month), were provided. Multichannel News reported on November 9, 2015 that the notion that the issue of millennials cutting the cable cord would erode the cable business has changed. The article stated that, in fact, cable was gaining share in relation to its teleco and satellite rivals. In the same report, Multichannel News reported that cable bundles were becoming increasingly more attractive alternatives to over-the-top video offerings like Sling TV, Sony's PlayStation Vue, and others. Comcast notified the Cable Board that new prices would apply to Select XFINITY TV services and equipment beginning January 1, 2016. She provided a list of the price changes and added that if the technician does not arrive on time, the customer would be credited \$20.00.

Ettenson inquired what "on time" meant? The interpretation of that phrase was nebulous.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 16, 2015

Referring to the chart White provided the Board, McLain itemized the “Schedule of video-related price changes; effective January 1, 2016” for those residents viewing the meeting, giving the “CURRENT PRICE” and the “NEW PRICE”. She also reminded the public that when calling for service to take detailed notes, including the name of the customer service rep. he/she is speaking with, clarify if there is going to be a charge if they are coming to your house, etc.

Responding to Ettenson’s query, White confirmed that each year she has filled out the Michigan Public Service Commission questionnaire but not necessarily given copies of her responses to the Board. According to McLain this has been done since 2007 when the Video Services Providers Act was enacted. Ettenson also questioned the listings in the “Current Provider” and “Other” spaces; if the order of the providers related to the percent of concentration within the area? The answer was negative. He also inquired of Currier if anyone in Lansing looked at this document? Currier and McLain replied that a summary of the report would be generated.

**PROVIDER RELATED TOPICS**

**a. Comcast**

Unfortunately, Fred Eaton, Comcast representative, was not present. On behalf of the Cable Board, McLain wanted to congratulate him on his retirement. She expressed the Cable Board’s appreciation for all his tireless work in trying to resolve complaints, implementing new ideas, and following up with details. Comcast will appoint someone else to step into his old position. The process with resident complaints and the escalation team, which she briefly detailed for the new Board Member, David Eick, would remain the same.

**b. AT&T/Uverse/Direct TV**

There was no representative present. The merger of AT&T and Direct TV went through. This is important because satellite providers do not pay franchise fees and PEG fees, which is how the Cable Board is funded.

**c. WOW**

There was no representative present and there were no notifications about any changes.

**BAPA/BAMA REPORT**

Steve Rota referred to his memo to BACB, dated 12/7/15, and pointed out the six (6) completed **BAMA** Programs were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, Advisory Board meeting, and the BACB meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations they taped twenty-five (25) programs. He listed all the programs.

The next volunteer Producer workshop has been scheduled for Tuesday, January 19, 2016 from 10AM to Noon or 6:30PM to 8:30PM. Call 248-433-7790 to sign up for a Producer Workshop or a Robotic Camera Workshop. To schedule a one-on-one session, call 248-433-7790.

The upcoming Sport Shoots will be Boys Basketball 1/8/16, Boys Swim and Dive 1/28/16, Unified Hockey 2/20/16, Boys Basketball 2/26/16.

He updated the BACB that crew shirts had been purchased and the truck camera lens was in for repair. He also had an update concerning the audio problems which he had reported on last month. He tried to troubleshoot the problem before notifying Comcast of the problem. In the end he believed that the problem originated with Comcast. Bob Borgon, Beverly Hills Council Member and BACB alternate,

**BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 16, 2015**

commented that during the audio outage, BCTV ran a crawl across the bottom of the screen offering a free CD of the meeting.

Rota wished everyone Happy Holidays! Happy New Year to Everyone!

**OLD BUSINESS**

None

**NEW BUSINESS**

McLain and White attended the Michigan NATOA Board meeting on Dec. 11 in Lansing. McLain is the at-large member. Issues that were discussed included Michigan NATOA's budget (if necessary there is funding for lobbying), cord-cutting experiences of some communities, and some of the Michigan House bills. There appeared to be nothing happening in Lansing or Washington, DC that was related to public communications and cable that would affect what BACB is currently doing. Currier affirmed that there was nothing pending that he saw on the horizon.

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

For the benefit of new member Eick and residents, McLain provided the Cable Board's phone number, 248-336-9445. The Executive Director has the phone and is available for a question, a problem, or a complaint. When White is unavailable, McLain is in charge of the phone. They have found that a majority of the calls were residents mistakenly trying to connect to cable providers to pay a bill or give a credit card number. She explained that the Cable Board was an independent governing body representing the consumers and the communities. In order to alleviate any confusion, McLain has recorded a lengthy, but necessary, message with the appropriate numbers. White will return all phone calls. Board members' patience is appreciated with this matter.

Happy Holidays to Everyone and to David Eick, welcome to the Birmingham Area Cable Board.

The meeting was adjourned at 8:15AM.