

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 21, 2016

Present: Eick, Heldt, McAlear, McLain, Weller – Birmingham
 Borgon, Maly, Verdi-Hus – Village of Beverly Hills
 Ettenson – Village of Bingham Farms

Absent: Bozell – Birmingham
 Gugni – Village of Beverly Hills
 Stakhiv – Village of Franklin

Also Present: White – Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television
 Black – Bloomfield Community Television

McLain called the meeting to order at 7:49 AM in the Birmingham Public Schools' Education & Administration Center, Evergreen Room, 31301 Evergreen Road, Beverly Hills, MI.

McLain welcomed Scott Weller, a new BACB member from Birmingham.

APPROVE MINUTES OF CABLE BOARD MEETING HELD November 16, 2016

Motion by Ettenson, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on November 16, 2016, as presented.

Motion passed.

PUBLIC COMMENTS

None

PEG GRANT REQUEST - Beverly Hills

Ellen Marshall, Beverly Hills Assistant Manager/Clerk, was unable to attend the meeting. Borgon headed the discussion and began by updating the Board regarding the remodeling of the Beverly Hills Municipal Building, adding that the control room and equipment in the Council Room was originally installed in 2001. However, he noted that the control room equipment had been updated on a regular basis. He provided the Board with photographs of the control room wiring, showing the old wiring that had been removed from the ceiling and the deck which currently was in the lunch room and would be re-installed in the control room. Partnering with BCTV, the Village of Beverly Hills is requesting a grant in the amount not to exceed \$15,000 to cover the costs associated with reconnecting and upgrading the CATV equipment in the Beverly Hills Municipal Building, upgrading the audio system in the Council Room, and installing a new television in the Council Room and one in the lobby. The Board was provided with a quote from Advanced Lighting & Sound which had originally installed the equipment. Because of its familiarity with the situation it was decided not to go out for competitive bids. The quote includes the audio and the re-installation of all the equipment and cable wires. Shawn Watts who is with Advanced Lighting would be in charge of the project. Steve Rota has looked at and was comfortable with the submitted financial numbers.

McLain thanked Borgon for becoming involved with the project and Rota and Black for their invaluable help on such short notice to disassemble everything and carefully move the equipment;

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none of which was included in the Board's contract with BCTV. Being professionals they wanted to make the system work and supported and assisted us in this endeavor. She applauded Rota and Black for going above and beyond and expressed how much they are appreciated.

Rota clarified some information about the robotic cameras which had been purchased a few years ago.

There was a question and discussion regarding the obtaining of multiple bids on a project.

Motion by McAlear, seconded by Maly to approve the PEG Grant request in an amount not to exceed \$15,000 to the Village of Beverly Hills to cover the costs associated with reconnecting and upgrading CATV equipment in the Beverly Hills municipal building.

Roll Call Vote:
Motion Passed (9-0)

Borgon noted that with the target date for complete installation of the equipment being January 15, 2017, it was possible that the next BACB meeting could be in the Council room. White will keep the Board informed of any and all updates.

TREASURER'S REPORT

Treasurer Heldt passed out a copy of the complete package of November 30, 2016 Brokerage Account Statement from Multi-Bank Securities, Inc. The Portfolio consists of Certificates of Deposits, all federally insured and held until their maturity dates.

COMMITTEE REPORTS

Cable Action Committee

Verdi-Hus stated that there was no meeting last month since there were no carryover items from the meeting in November. The next Cable Action meeting is scheduled for Thursday, January 5, 2017 at 5:30 PM in the Baldwin Library.

PEG Committee

McAlear, Chairman, reported that a camera went down recently. He would have a full report next meeting.

There will be a PEG meeting following the Board meeting.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated December 14, 2016. There had been two complaints from the previous month which she classified as "pending": one had been closed but then re-opened after the resident had received a letter saying the Comcast Escalation Team had tried several times to reach him but was unsuccessful. After several back and forth attempts to connect with each other, an escalation team representative spoke with the resident advising him that the service had been cancelled and his account would reflect the credit. A letter of apology was sent to the customer for the poor customer service he had experienced. (The complaint is now

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closed). A couple from Beverly Hills who have Comcast internet service received a bill which incorrectly included Comcast cable TV service. The escalation team was unable to locate a cancellation request for that service but applied a credit to their account as a compromise. (This complaint is closed).

Since the last meeting there have been three (3) complaints: a Beverly Hills Board member experienced problems with his Wi-Fi service after WOW had installed new equipment for him. A WOW technician was able to resolve the problem. Borgon detailed his experience and thanked White for intervening and helping on his behalf. McLain advised the public that when a technician is servicing one thing in the house, it invariably affects another service (ie. phone, WiFi, TV). Before signing off on the work performed, residents should check all of their services. (This case is now closed); a complaint which had been previously closed was reopened because the resident had questions concerning the increase in his bill. He also had an issue with a downed wire on his property. The wire was repaired and the complaint was resolved. (The complaint about the wire was closed). Concerning his bill, the resident has been given a new agreement and package and a written confirmation of the term agreement. (The billing issue has been resolved).

The account balances for the MBS, BBCU, and Beverly Hills accounts were provided to the Board, in addition to the Revenue and Expense Budget reports for the month of November, 2016.

Since her last report, White has written one (1) check on behalf of the BACB for the PEG Grant to NEXT in the amount of \$9,257.47 for upgraded audio/visual equipment. Some funds are in the process of being transferred. Once that is completed, Administrative grants can be dispersed.

Additional Notes:

The Wall Street Journal reported on November 11, 2016 that the FCC has sent a letter to AT&T expressing their concerns over the company's practice of exempting its own streaming video services from data-usage caps for its wireless customers.

Comcast has notified us of some price changes beginning January 1, 2017. The monthly cost of its Digital Starter and Digital packages will increase by \$1.00 per month. The Broadcast TV Fee will increase \$.50 per month and the Regional Sports Network Fee will increase \$2.00 per month.

McLain advised residents to check their bills for these increases. If they want to discuss price increases or a contract or negotiate a price, this would be an opportune time to do it, since it is right before the holidays and they want to keep your business.

Comcast has also notified BACB that its right to continue carrying Fox College Sports Atlantic Fox College Sports Central and Fox College Sports Pacific will expire on December 31, 2016. These signals will be removed from the program lineup on January 1, 2017.

McLain explained the process if a resident calls BACB with a complaint. Whites escalates it and someone from Comcast would call them back within 8-10 hours; if not, definitely within 24 hours. Comcast will make three (3) attempts to contact the resident and if unsuccessful after the

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third try it will send a letter informing the resident that the complaint has been resolved. When calling in with a complaint, please leave all possible contact phone numbers. Concerning wires, we are now in the season when they can no longer be buried.

PROVIDER RELATED TOPICS**a. Comcast**

There was no representative present but White received the information about the price increases and that Mazurek would not be able to attend this month's meeting.

b. AT&T/Uverse/Direct TV

There was no representative present nor has White received any communication from them.

c. WOW

There was no representative present nor has White received any communication from them.

White will reach out to the providers and encourage their communicating with the residents.

BAPA/BAMA REPORT

Steve Rota referred to his memo to BACB, dated December 14, 2016, and pointed out the six (6) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the Birmingham Advisory Board meeting, two (2) Multi Modal Transportation meetings, the BACB meeting, and two (2) Baldwin Public Library Board meetings.

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

Regarding the **PRODUCER WORKSHOP**, Rota reminded the Board that one-on-one sessions are offered for those who are interested in producing their own show and to those who want to learn how to run the equipment. This change in format seems to be working out better. Residents can contact BCTV at 248-433-7790 to schedule an appointment date and time. There is no fee for those living in one of the four BACB communities. Eick confirmed with Rota that the workshop ran about an hour. He was inquiring because schools might want to send some students.

There are five (5) BACB Winter Sports Events on the upcoming schedule: Hockey, two (2) Boys Basketball, Boys Swimming, and Girls Water Polo (TBA).

Ettenson inquired if all the public meetings of the four (4) communities are televised on a regular monthly basis. Rota replied that Bingham Farms is the exception as its meetings are not covered. McLain continued the conversation about community coverage by suggesting that in 2017 BACB might want to reach out to Bingham Farms to see if, with the assistance of a PEG Grant, it would consider producing and broadcasting its meetings. This will be discussed in the PEG meeting.

OLD BUSINESS

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Regarding last month's conversation about the fluctuation of NEXT's cable bill, Borgon stated that there were two (2) reasons: a channel upgrade in August/September and in June there was a service call for \$99.95. McLain suggested NEXT follow up: call Comcast directly to discuss the service charge.

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

Borgon thanked the Birmingham Public Schools, Dr. Nerad, Marcia Wilkinson, and Dan Parente for allowing BACB to use this facility for such a long time.

McLain thanked all the Board Members for their participation.

The meeting was adjourned at 8:17 AM.