

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – APRIL 19, 2017

Present: Abraham (alternate), Eick, Fenberg, Heldt, McLain – Birmingham  
 Borgon, Delaney (alternate, non-voting), Gugni, Maly– Village of Beverly Hills  
 Stakhiv - Franklin

Absent: Bozell, McAlear, Weller - Birmingham  
 Verdi-Hus– Village of Beverly Hills  
 Ettenson – Village of Bingham Farms

Also Present: White – Executive Director  
 Currier – Attorney for Cable Board  
 Rota – 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 March 15, 2017**

Motion by Borgon, seconded by Eick to approve the minutes of the Regular Cable Board Meeting on March 15, 2017, as presented.

Stakhiv corrected a typo and requested a change in wording on page 4 under **Personnel Committee**, 2<sup>nd</sup> sentence. It should read, “...*Committee consists of Verdi-Hus, Ettenson, McLain, and Stakhiv. Members available on March 11 met to review...*”

Motion by Borgon, seconded by Eick to approve the minutes of the Regular Cable Board Meeting on March 15, 2017, as amended.

Motion passed.

**PUBLIC COMMENTS**

None

**FY 2016-17 BUDGET AMENDMENT**

White addressed the Budget Amendment for FY2016-2017, as written in her memo titled, BUDGET AMENDMENT NEEDED FOR 2016-17. Based on the audit presented to the Board in November, 2016 the line item, “Administrative Grants”, needs to be revised to reflect the actual increased amount distributed,”\$237,182.58”. There was also a typo in the year on the 5<sup>th</sup> sentence. It should read, “... *November, 2016*,...”

Motion by Heldt, seconded by Borgon that the Birmingham Area Cable Board does hereby authorize the following amendment to the FY 2016-17 BACB Budget:  
Administrative Grants – Increase the annual amount from \$137,639.00 to \$237,182.58.

Motion passed (9-0)

**TREASURER’S REPORT**

Heldt passed out March 1- March 31, 2017 MBS Account statements to the Board Members. He had an update from March 31 concerning a Wells Fargo CD, scheduled to mature in April 2019,

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that was “called” and re-invested in a Wells Fargo CD at a higher interest rate that is scheduled to mature in April 2019. He noted the financial reports which White provided the Board.

Borgon requested that Heldt explain for the benefit of the new members the BACB’s investment policy governed by specific guidelines. The policy can be found in the new member manual. Fenberg inquired if BACB had investigated the “pooling” of monies with other municipal entities, as is done in the school district. In his 10 year involvement with BACB, Heldt has not investigated such an option. McLain made note and suggested this idea be discussed when going through the Budget process.

**COMMITTEE REPORTS****Cable Action Committee**

White reported that the committee and the two (2) new members met. The New Member manual was reviewed, questions were answered, the mission of the Cable Board was discussed and the budget and preliminary budget issues were discussed. The next meeting will be on Thursday, May 4, 2017 at 5:30 PM in the Baldwin Public Library in Birmingham. White will not be able to attend that meeting but McLain will be sending out a reminder email. Comments and questions are welcomed. McLain mentioned that Patti Bordman, a Municipal Representative (Birmingham) on the NEXT Board (Borgon, Delaney, and she are also on the Board) had noted that BACB was the only Board that has an orientation process. BACB should be very proud. White will be formalizing and continuing to develop the process so it can be shared with Birmingham.

**PEG Committee**

McAlear, Chairman, was unable to attend the meeting but McLain noted there would be a brief meeting immediately following this one.

**Personnel Committee**

Stakhiv, Chairman, stated that the posted Personnel Committee meeting was held April 8 and a performance appraisal was conducted with the Executive Director, Cathy White. All meetings are posted on the BACB website. Per the Open Meetings Act and Roberts Rules, any member of the Board may participate in the first part of the review meeting. The actual performance appraisal is a closed meeting. She thanked all the Board members who responded to the Board member Performance Appraisal Questionnaire. Stakhiv summarized the policy of the Personnel Committee. A follow-up Committee meeting will be held to address some concerns brought up by our Executive Director and some Board members. She will email the Board members with the specific date and time and it will be posted on the BACB website. One of the issues that will be actively addressed is streamlining the call-in process for residents with concerns regarding their cable providers. Another is the looking into the feasibility of establishing text communication as part of the streamlined process. She thanked White for her hard work and dedication that she has shown in performing her work responsibilities and the expertise she provides in the cable arena which far exceeds the requirements of her job description.

McLain informed the public the BACB has an old iphone 4 that still works but it does not accept all the updates that are appropriate. White is in the process of investigating this issue. In the meantime, continue to call the same number (248-336-9445).

**EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated April 13, 2017. There had been seven (7) complaints since the last meeting. One from a Beverly Hills resident was after the March wind storm and she was having difficulty getting the Comcast cable service restored. Once it was restored, she was given a credit on her bill for the interruption of service and was not charged a fee for the tech visit. The complaint is closed.

The second complaint was also from a Beverly Hills resident who on 3/15/17 wanted to switch her service from Comcast to AT&T but was told by Comcast that she could not cancel her service until 3/26/17 because she would lose her phone service. AT&T told her that her phone service had already been transferred. The customer is requesting a written confirmation from Comcast stating that all the Comcast services have been cancelled and there would not be any additional fees. White has asked for an update from Comcast. The complaint is still pending until she receives it.

A Beverly Hills resident had some dropped cable lines which needed to be moved to a new pole. White has received an update from Comcast stating the job had been completed on March 25. This complaint has been resolved.

The fourth complaint was in an email from a Birmingham resident explaining several issues with a man claiming to be a Comcast installer who had entered the resident's fenced and locked backyard. The resident does not have Comcast service. He has requested that Comcast remove any cables left by the installer that were not within the recorded utility easement and pay for the damage to his property caused by the installer. In addition, the resident requested that Comcast and its contractors refrain from ever entering his property without his express consent. Comcast has communicated with the resident, apologized, and will repair the damage in April, as requested by the homeowner. This complaint is pending.

The fifth complaint came from a Birmingham resident who was getting intermittent internet and phone service but the cable TV service was not affected. Comcast replaced the cable drop and the line feeding her modem. This complaint is closed.

The sixth complaint was from a Bingham Farms resident who was having problems sending or receiving email, as well as with her Comcast phone service. After speaking with five (5) different representatives to no avail, she was able to fix both email problems and phone service. She called and thanked White for providing assistance. This complaint is closed.

The seventh complaint was from a Franklin resident who had a wire down on his property. The resident was out-of-town but it was determined that it belonged to AT&T. AT&T removed the old line. The resident sent a very complimentary email to BACB which White read and will forward to Robert Jones, AT&T Representative, as he was very responsive as well. This complaint is closed.

(Eick left at 8:10 AM)

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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 months of February (when White was not at the meeting) and March, 2017.

White reported that she has had some very productive discussions with the Beverly Hills Treasurer, who handles some of the information that she needs every month. They have looked at streamlining the process so she can get the information quicker and thereby get it out to the Board Members a few days before the meeting instead of the night before. Feel free to contact her with any questions.

Since the last meeting White has written five (5) checks on behalf of the BACB including the largest one to BCTV for the filming of February sports events and the two (2) grants: PEG Grant to the Franklin Historical Society for internet costs for FY 2016-17 and the Municipal Support Services Grant to the Village of Bingham Farms for web hosting and hosting Village ordinances & minutes and search engine for FY 2016-17.

### Additional Notes

BACB received a letter from Comcast which will be sent to a limited number of subscribers in the middle of March asking them to upgrade their equipment to take advantage of new technology enhancements. The notice would list all the details. McLain suggested White contact Mazurek, Comcast representative, for more information and then put it on BACB's website.

The re-organization of Comcast's channel lineup into channel neighborhoods which had been scheduled for the end of March has been delayed and been changed to on or after April 25, 2017.

White provided the Board Members with a new roster that includes the several new members.

Referring to the complaint about the unidentified cable installer, Maly stated that he is very concerned because the providers are using sub-contractors and there needs to be a system for identification. McLain outlined the rules for all communities: there needs to be ID on the truck, there needs to be ID around the worker's neck, and, if working in the right of ways, they need to communicate with the residents. The worker is allowed to have reasonable access to the right of ways. McLain asked White to email all the providers and remind them of these rules.

Stakhiv followed up on the Franklin complaint. She wanted Franklin residents to know that she is always available and if need be she will get involved or at least take it directly to the Cable Board to get it resolved. McLain noted that all complaints are recorded so that the BACB can keep track of them. They are also tracked for the Michigan Public Service Commission.

### **PROVIDER RELATED TOPICS**

#### **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.

**BAPA/BAMA REPORT**

Steve Rota referred to his memo to BACB, dated April 12, 2017 and pointed out the seven (7) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, Multi Modal Board meeting, Advisory Board meeting, Parks and Rec Board meeting and two (2) Baldwin Public Library Board and Trust 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 and CAMERA WORKSHOPS**, 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. Residents can contact BCTV at 248-433-7790 to schedule a one-on-one appointment date and time. There is no fee for those living in one of the four BACB communities.

Rota extended an invitation to all new members to tour the facility. Just give him a call.

The filming of spring sports begins tomorrow with Girls Soccer (4/20), followed by Girls Water Polo (4/25) and Girls Lacrosse (4/28).

The filming of the spring sports is predicated on the weather conditions.

Following up on last month's activities, he was successful in going "live" through Web Stream Live but not with Comcast, WOW or AT&T. He purchased and installed a new fiber line which corrected the problem. Now everything is up and running "live". McLain complimented Rota on his efforts and expressed her thanks and appreciation for going above and beyond the call of duty. Delaney supported McLain's praise. Rota added that he had been in contact with a Beverly Hills resident who had been having some minor audio issues. After doing some research, he was able to solve the problem.

**OLD BUSINESS**

None

**NEW BUSINESS**

Currier advised the Board that there has been some activity occurring from contractors who are believed to be working on behalf of Verizon installing what is called "DAS antenna systems" throughout the right of ways in our communities. Bloomfield Township has recently taken the position that the contractors need permission from the Township. The Township Planning Commission is having a hearing on this issue on May 1 at 7 PM in the Bloomfield Township Hall, 4200 Telegraph Rd. This is an open meeting. Currier provided a brief background of the subject. He will keep the Board abreast of any and all activity and news.

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

There being no further business, the meeting was adjourned at 8:31 AM.