

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, October 17, 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 September 19, 2018-M
3. Public Comments
4. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
5. Executive Director's Report
6. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
7. BAPA/BAMA Report
8. Old Business
9. New Business
10. Public Comments
11. Board Comments
12. Adjourn

PEG Committee meeting immediately following BACB meeting

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 19, 2018

Present: Abraham, Eick, McLain - Birmingham  
 Bayer, Borgon, Delaney (non-voting liaison), Gugni – Beverly Hills  
 Stakhiv - Franklin

Absent: Ettenson – Bingham Farms  
 Fenberg, Heldt, Shand – Birmingham

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

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

McLain announced that Jeffrey Heldt has retired from the Board. She thanked him for his many years of service to the Cable Board.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD August 15, 2018.**

Motion by Bayer, seconded by Gugni to approve the minutes of the Regular Cable Board Meeting on August 15, 2018, as presented.

Motion Passed (7-0).

**PUBLIC COMMENTS**

None

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST - VILLAGE OF BEVERLY HILLS**

McLain reported that Ellen Marshall has now retired from her position as Village of Beverly Hills Clerk. Chris Wilson, Beverly Hills Village Manager, will discuss the request.

White had very positive comments about Marshall, including how supportive she was in making White's interactions with the Village very easy. Marshall will be greatly missed.

McLain mentioned she had personally expressed her "Thank You" to Marshall.

Wilson referred to the memo dated August 1, 2018 from Ellen Marshall regarding the web streaming services of the Birmingham Area Cable Board and Village of Beverly Hills Council meetings by Stream Dynamics. The requested grant would cover the amount of \$3,665.00 for the period of August 1, 2017-July 31, 2019 which includes \$2,465.00 for FY2017/18 and \$1,200.00 for FY2018/19. The cost reduction for the web streaming is due to the new website and the Village not needing Stream Dynamics' support package.

Motion by Stakhiv, seconded by Bayer to approve a Municipal Support Services Grant for web streaming for the Village of Beverly Hills for an amount not to exceed \$3,665.00 for FY2017/18 (August 1, 2017-July 31, 2018) and FY2018/19

(August 1, 2018-July 31, 2019).

Referring to the last paragraph of Marshall's memo, Stakhiv corrected the typo error in the year. It should read, "...for the period August 1, 2018-July 31, 2019".

Roll Call Vote:

Motion Passed (7-0).

### **ELECTION OF NEW TREASURER**

McLain reported that Heldt had been Treasurer for a very long time and had streamlined many of the Cable Board's services, assisted in budgeting, and in forecasting. He has worked closely with White and has helped guide the audit, as well. She wishes him the best.

McLain continued by saying the Cable Board is fortunate to have Michael Fenberg on the Board, who, if elected, will fill the position. He was a long time member of the Birmingham Board of Education, is active in the community, as well as being a finance professional. He was absent from this meeting but has given McLain his verbal acceptance to the position of Treasurer of the Cable Board. Still pending are the documents of compliance that his firm requires him to sign before taking on his new position as Treasurer. White will help accomplish that task.

McLain opened the floor for nominations.

Gugni nominated and Eick seconded the nomination of Michael Fenberg as Treasurer of the Birmingham Area Cable Board. There were no further nominations. Fenberg has accepted the nomination in absentia and was elected Treasurer by acclamation.

Fenberg and McLain have already talked about further forecasting and planning for the future, all of which are extremely important. She stated that she was very thankful that he has stepped up to do this. It's a big job and he will be working closely with White.

The Board expressed its special thanks to Heldt for his many years of service to the Cable Board and to the communities.

### **COMMITTEE REPORTS**

#### **Cable Action Committee**

Eick reported that the website is very close to completion. There had been a conference call with the committee members to discuss the specifics with Muniweb. Hopefully by the next meeting there will be final recommendations. McLain thanked all those on the committee, Eick for spearheading this task, Bayer for doing the details and Abraham for his analysis. McLain commented that not only will the new website do exactly what the Cable Board wants it to do which is be an outreach to the communities but also be more user friendly. She found this and the creativity to be very energizing.

White announced the next CAC meeting will be Thursday, October 4 at 4:30 PM at the Baldwin Public Library.

**PEG Committee**

Borgon, Chair, reported that the Baldwin Library issues are still pending. The Committee is still waiting for cost estimates from two (2) more vendors. Hopefully, he will have them for the next meeting. The purchase of a drone was discussed for the production of sporting events and parades. It was decided that since there are certified drone operators in the area who have their own drones and cameras, it might be prudent to explore using them for the sporting events. This, however, is on hold. Another subject discussed was the need for more recognition of the Cable Board, especially in a listing of credits at the end of a production. Rota suggested the creation of some signs indicating when and at what location these productions are being filmed. The cost would be less than \$1,000 and White could approve the cost before next meeting.

Date and time for the next meeting was undecided.

**EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated September 5, 2018. The complaint pending from last month involved a Beverly Hills resident who was not receiving the internet speed from WOW that he had been promised. This was due to a temporary line used for construction which has since been repaired and the speed is much better. This complaint is closed. There were three (3) new complaints since the August meeting. The first (1<sup>st</sup>) complaint was from the manager of the Williamsburg of Birmingham condominiums and was similar to the one filed with and resolved by Comcast. This particular complaint involved WOW lines which needed to be buried. WOW has addressed this matter and this complaint is now closed. The second (2<sup>nd</sup>) complaint came from a Beverly Hills resident concerning a Comcast wire down in the street near his house. Comcast has raised the wire. This complaint is closed. The third (3<sup>rd</sup>) complaint was from a Beverly Hills resident regarding on-going problems with her AT&T internet, cable and phone service. Originally she had been told that it would be a week before a technician could come to her house to fix the service. However, once a complaint was submitted to AT&T, an AT&T technician was able to go out to her house the next morning to do the repairs. This complaint is closed. White thought AT&T should be commended for its prompt response.

White reminded the Public that the Cable Board's primary mission is with cable issues, not internet- related issues. However, as a courtesy she tries to help people when she can.

The account balances for the MBS, BBCU and Beverly Hills accounts as of August 31, 2018 were provided to the Board. If a Board Member has a question about the reports, please let White know.

There is a large balance at Beverly Hills. Today she would be requesting a transfer of funds to the Credit Union. The timing of her receiving balance information was discussed.

Since the last meeting White has written four (4) checks on behalf of the BACB. She noted the quarterly contract payment to the Township of Bloomfield for BCTV. Other checks were for Municipal Support Services Grants written to Franklin-Bingham Farms Police Dept. and to the Village of Beverly Hills, both for on-going expenses related to internet costs.

Additional Notes

White reported on an article that says that NBCUniversal is readying the launch of a streaming service that pays viewers to watch its shows. The company intends to incentivize viewers with giving away redeemable points and gift certificates. Single episodes of a show will be shown with the hopes of enticing viewers to want to watch the entire season. As of August 10th this service has not yet been launched but more information would be available on WatchBack.com. The article also said that NBC has had a spotty track record in launching streaming services. However, that company does have a 30% stake in the streaming giant Hulu.

For the benefit of the public, White pointed out the reason for her reporting on articles about “streaming”. Local municipal governments do not receive any revenue from streaming services but they do from cable. The Board needs to watch the trends as they will impact its financial bottom line. Also of interest, the audit is scheduled for October 1-3, on-site at Beverly Hills. She will be interacting with the auditors. As usual, Board members will also be getting its yearly communication from them requesting information.

McLain reported that she had heard a conversation on the radio about those who were “pronouncing” cable dead. Watching on multiple screens and streaming was going to expand but those who are invested in television and broadcasting were not going to let it die. Therefore, BACB is more important than ever. Having just returned from the National NATOA Conference, she was very excited to give her report on such issues.

**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.

McLain commented that this month each provider had escalated a complaint. She pointed out that each complaint gets the same attention. Whether it involves a Board member or someone at home or even outside our community, if the Cable Board can refer them for escalation that is what the Board does. Also, Board members do not get any special preference when reporting a personal problem.

White referred to a discussion at last meeting month’s concerning how responsive the new WOW representative would be since she is based in Colorado. She reported that Leslie Bowman, the escalation representative, was very responsive to the latest WOW complaint.

McLain passed on a WOW complaint received from someone who was outside our four (4) communities. If there is a death in the family and the name on the cable bill needed to be changed, each provider has a different process. Generally, all of them request a death certificate;

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 19, 2018

either mail it, fax it, email it or physically take it to an office, which sometimes can be inconvenient. She personally has assisted with this. If a resident needs help, call White (248-336-9445).

### **BAPA/BAMA REPORT**

Rota referred to his memo to BACB dated September 5, 2018. He listed the completed **BAMA** Programs which were eight (8) regularly scheduled municipal meetings, the BACB Meeting, the Parks and Rec Board Meeting, the Multi Modal Meeting, the Zoning Board Meeting and two (2) Baldwin Public Library Board and Trust meetings.

For the **BAPA** Programs, from the BACB area individual producers and organizations, thirty-three (33) programs were taped. He listed all five (5) upcoming fall sports to be filmed: Boys' Soccer at Groves (9/29), Boys' Water Polo (10/1), Girls' Swim at Seaholm (10/11), Volleyball at Seaholm (10/18) and Football at Groves (10/19).

**PRODUCER WORKSHOPS and/or CAMERA WORKSHOPS-** BCTV is offering a one-on-one session for those who are interested in producing their own show and for those who want experience behind the scenes. Please call 248-433-7790 and BCTV will schedule a date and time for you.

McLain confirmed Borgon was going to review the policy and procedure manual and contract at an upcoming PEG meeting.

### **OLD BUSINESS**

Borgon wondered how the Board justifies giving grants to the Village of Beverly Hills and the Franklin-Bingham Farms Police Department for internet costs, if the Cable Board has an obligation for TV but not for internet. Currier explained that the grants also incorporate cable and internet costs as a package deal. Borgon requested that this point should be indicated and clarified. Currier added that internet also streams community meetings which allow communication with the citizens.

McLain reported on her NATOA National Conference in Philadelphia a few weeks ago. It was a very collaborative meeting and very different from the meetings she had attended the last couple of years. It was not all about the big picture, but also about what happens in the small communities and what they (we) are actually doing about planning for future revenue. The focus was on community activity. There was a whole different "track" for those involved in production which might be beneficial in the future. She, however, attended all the meetings about municipal government, sharing information, PEG funding and legislative changes. She found through her interactions with others from around the country, even Hawaii, the issues are very similar: governmental transparency, communication and funding. She met with some vendors and has information for Rota about "closed captioning". She feels that if the Cable Board is going to be compliant and forward thinking in how cable communicates, it might want to consider "closed captioning" as another important resource for reaching all members of the community. Also discussed was the collaboration and balance with the providers with regards to: "connectivity", location and aesthetics of small cells, uses of the public rights-of-way and technology. She will

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 19, 2018

be sharing all this information with Michigan NATOA at its next Board Meeting as she is on that Board. She was the only representative from Michigan, as it was thought that the sessions and workshops would not focus on what our communities do here. She thanked the Board for sending her to the meeting. She has been in communication with people who attended and has also joined the committee for FirstNet which is the First Responder Network which is her personal health and safety commitment. She will send everyone her report and post it on BACB's new website.

**NEW BUSINESS**

Currier had some comments on the small cell technology. There is legislation pending in Lansing regarding what a provider must do to install and maintain small cell technology and how much communities can charge for the various poles. "Pole pollution" is a concern.

Delaney and McLain attended the NEXT Board meeting and he reported that the Senior Services Committee would be coming back and bringing several different services to the communities. McLain added background information and program offerings of NEXT, which is the former BASCC. The future of NEXT was also discussed at the meeting.

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

McLain traveled to Sandusky, MI for work-related reasons and noticed that there was very little connectivity in the area. She is very concerned about the situation, especially for health and emergency services.

There being no further business, the meeting was adjourned at 8:29 AM

## MEMORANDUM

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

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### CUSTOMER COMPLAINTS

We have received two (2) complaints since the date of my last report. Complaint No.2018-31 was received from a Beverly Hills resident who had been experiencing numerous problems with his WOW cable service (pixilated video services, audio glitches and frequent loss of service including on-demand streaming of content). He has contacted the company and complained about these issues on nearly 10 separate occasions since moving to Beverly Hills in July of 2018. He has had four separate service appointments to inspect all home connections and exchange all video equipment. He was informed by the service team that this problem may be related to faulty service from the main cable lines. This last appointment occurred in August and there had been no further progress in resolving the problem. After this complaint was submitted to WOW, a service technician was dispatched to the home and he found a loose part at the tap and a bad ground. WOW sent someone out to change the tap which they indicated would resolve the subscriber's issues. This complaint is now closed.

Complaint No. 2018-32 was received from a Beverly Hills resident who was having problems with her AT&T service. When she called AT&T, they advised her that they could not send a technician for several days (she called on a Monday and was told a technician would not be at her home until Friday).This resident has experienced previous problems with her AT&T service and appeared at a previous BACB meeting to share her frustration. She felt that the delay was unacceptable. After submitting this complaint, AT&T sent a technician out the next day and after working all day on the issue, he was able to restore her service and the resident has confirmed that her service is now working 100% correctly. This complaint is now closed.

### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of September 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 three (3) checks as follows:

1. Advanced Lighting & Sound (truck equipment repair): \$76.00
2. Charter Township of Bloomfield (BCTV filming of two September sports events): \$5,000.00
3. Charter Township of Bloomfield (Comcast internet costs July-Sept 2018): \$419.55

## ADDITIONAL NOTES:

1. The Wall Street Journal has reported that cord cutters need to beware because streaming TV prices are marching higher.
2. TV Technology has indicated that AT&T has asked the US Appeals Court to uphold the approval of its acquisition of Time Warner.
3. The Michigan Chapter of NATOA has issued a press release setting forth their opposition to the most recent FCC rule making proceeding on cable franchising which negatively impacts government transparency, local authority and longstanding local revenue in exchange for use of taxpayer supported Rights of Way (ROW). The proposed rule would potentially allow cable/video service providers to claim the value of their PEG channels as a credit against franchise fees, which could exceed the franchise fees currently paid and thus could mean the end of either franchise fees or PEG channels. Franchise and PEG fees for Michigan communities currently stand at approximately \$100 million dollars annually. These fees are now at substantial risk. The proposed order, if adopted, will allow cable companies to decide what local benefits are now to be credited against franchise fees and deduct it from the percentage of gross revenues owed. Cable companies have now apparently convinced the FCC that they need the same cheap or free ROW access as the telecom industry has for wire lines (Metro Act) and are currently engaged in giving to the wireless industry under Michigan Senate Bill 637. Michigan NATOA is asking member communities and residents to contact their local and state representatives to urge them to VOTE NO on SB 637 and tell them you want to keep YOUR local channel and YOUR public ROW fees that support government transparency.



# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report September 11<sup>th</sup>, 2018 through October 17<sup>th</sup>, 2018

Date: October 11, 2018

Cc: Greg Kowalski; Cathy White; Elaine McLain

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### **BAMA Programs**

During this time period we've completed five regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board meeting, Multi Modal meeting, Zoning Board meeting, Advisory Parking Committee meeting, Baldwin Public Library Board and Trust meeting and a Special Birmingham Joint meeting.

### **BAPA Programs**

**From BACB area individual producers and organizations we've taped 24 programs. From individuals:**

- ❖ *Inside Birmingham City Hall* October Edition hosted by Joe Valentine.
- ❖ *Four Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ *Beyond the Box Score 2018 Seaholm Fall Edition* hosted by Brad Fedders.
- ❖ *Beyond the Box Score 2018 Groves Fall Edition* hosted by Brad Fedders.
- ❖ *Three Eye on Oakland* hosted by David Potts and Chuck Moss.
- ❖ *Four Tough Talk* hosted by Paul Taros.

**From BACB area organizations:**

- ❖ *TCH Women's Club Lectures.*
- ❖ *Birmingham Musicale.*
- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *BACB Sports 'Boys Soccer game 2.*
- ❖ *BACB Sports 'Boys Water Polo.*
- ❖ *BACB Sports 'Girls Swim and Dive.*
- ❖ *Birmingham Bloomfield Art Center '23<sup>rd</sup> Annual Cultural Arts Award.*
- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ *Two Women Officials Network Lectures.*

### **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.

### **BALDWIN UPGRADE**

We met with three vendors (AVI, ProVideo and Advanced Lighting and Sound) to discuss the Baldwin Library control room upgrade. Quotes are in.

### **DRONE COVERAGE**

I reached out to 5 drone operators and 3 of them are unable to fly commercially and the other two are interested, but I'm waiting for their quotes.

### **TRUCK CABLE REPAIRS**

I dropped off two truck triax cable ends and a BNC cable end for repaired at Advanced Lighting and Sound before the 9.29.18 soccer game.

### **UPCOMING FALL SPORTS SCHEDULE**

10/18 Volleyball @ Seaholm

10/19 Football @ Groves