

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, September 19, 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 August 15, 2018-M
3. Public Comments
4. Municipal Support Services Grant Request- Village of Beverly Hills-M
5. Election of New Treasurer
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – August 15, 2018

Present: Abraham, Eick, Fenberg, Heldt, McLain - Birmingham
 Bayer, Borgon, Delaney (non-voting liaison), Gugni – Beverly Hills
 Ettenson – Bingham Farms

Absent: Shand – Birmingham
 Stakhiv - Franklin

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

McLain called the meeting to order at 7:49 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD July 18, 2018.

Motion by Ettenson, seconded by Eick and Borgon to approve the minutes of the Regular Cable Board Meeting on July 18, 2018, as presented.

Heldt inquired if someone had reviewed the tape of the June 20, 2018 meeting to determine who had seconded the original and amended motions of the **PROPOSED RESTATEMENT OF ADMINISTRATIVE GRANT POLICY**. There was no confirmation. The tape would be reviewed so a determination could be made at next meeting.

Motion Passed.

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM FRANKLIN-BINGHAM FARMS POLICE DEPARTMENT

White presented the request from the Franklin-Bingham Farms Police Department to cover internet connectivity costs through Comcast which is \$123.41 per month or \$1,480.92 for the Fiscal Year 2018/2019, starting July 1, 2018.

Motion by Ettenson, seconded by Heldt to approve a Municipal Support Grant Request for internet services for the Franklin-Bingham Farms Police Department in the amount not to exceed \$123.41/month for Fiscal Year 2018/2019 (July 1, 2018 through June 30, 2019) or \$1,480.92/year.

White confirmed this was a budget line item under Municipal Support Services.

Roll Call Vote:
 Motion Passed (9-0).

MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM THE VILLAGE OF BEVERLY HILLS

Ellen Marshall, Village Clerk of Beverly Hills, presented its annual request for internet services at the Beverly Hills office and the web streaming of the Village Council and BACB meetings. As referenced in her August 1, 2018 memo, the cost is \$110.75 per month or \$1,329.00 per year for the Fiscal Year 2018-2019.

Motion by Bayer, seconded by Gugini to approve a Municipal Support Services Grant for Internet Services for the Village of Beverly Hills for an amount not to exceed \$1,329.00/yr. or \$110.75/mo. for FY 2018/2019 (July 1, 2018 through June 30, 2019)

Roll Call Vote:
Motion Passed (9-0).

REQUEST FOR AUTHORIZATION FOR FILMING OF FALL SPORTS EVENTS BY BCTV

White stated that this request was for the filming of seven (7) Fall sporting events (Boys Tennis, 2 Boys Soccer games, Girls Swim, Volleyball, Football, and Boys Water Polo). The date of the seventh (7th) event (Boys Water Polo) was to be determined. Further details would be provided in Rota's BCTV monthly report. The cost is \$2,500.00/per event and would total \$17,500.00.

Motion by Borgon, seconded by Fenberg to approve the payment to BCTV in the amount not to exceed \$17,500.00 for broadcasting seven (7) Fall Sporting events (\$2,500.00 per event).

Roll Call Vote:
Motion Passed (9-0).

COMMITTEE REPORTS

Cable Action Committee

Eick reported that the committee has a meeting scheduled (per phone) on August 23 at 9:30 AM with Muniweb to review and finalize its recommendations for the new website. The next CAC meeting will be Sept. 6.

PEG Committee

Borgon, Chair, reported that there were no replies from the board members as to optional times for the PEG meeting. White will send out the pertinent information about next month's meeting. Regarding Baldwin Library, he gave an update on getting estimates and bids to upgrade the facility's equipment and noted that in September the Board would be presented with the estimates and recommendations. Also discussed was the subject of obtaining a drone in order to increase the quality and production of sporting events and parades. Rota will be securing an estimate for that. A rider on the insurance policy would also be needed which White would investigate. Bayer noted that training would be very important and McLain added the importance of compliance.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – August 15, 2018

Borgon had a question for Currier which BCTV had brought up at the meeting. At the end of a program he inquired whether it would be possible to give credit to those responsible for certain production support such as “Set design by _____.” or “Food supplied by _____.” Currier advised in the negative and explained the legality of the situation. McLain mentioned that she would like to discuss this at the NATOA meeting.

The renewal of BCTV’s contract was discussed briefly in the CAC meeting. Although not discussed at the committee level, Borgon had the idea of folding the filming of the sports events into the next contract. The final item discussed was the BCTV Policies and Procedures Manual which had been adopted 7-8 years ago. At the moment BCTV was working on revisions and updates and, when completed, BACB would need to adopt it.

Participating in the PEG meeting were Abraham, White, McLain and Borgon. Rota, Greg Kowalski and David Sommerfeld were also in attendance.

EXECUTIVE DIRECTOR’S REPORT

White referred to her monthly report dated August 7, 2018. The one complaint pending from last month which involved Comcast cable lines improperly attached to two units at Williamsburg of Birmingham condos has been resolved. This complaint is now closed. There were four (4) new complaints filed since her last report in July. The first (1st) complaint was from a Beverly Hills resident regarding a low hanging AT&T wire in her backyard. AT&T took care of it and this complaint is closed. The second (2nd) complaint was from a Birmingham resident who had been overcharged for years by WOW for a digital converter after the resident had switched to internet only service. He had problems with WOW honoring the original quoted price for the internet service. An escalation team representative offered him a lower rate which he accepted and a one-time credit for the overcharge for the converter. The complaint is closed. The third (3rd) complaint came from a Birmingham resident who was not happy that Comcast had changed its programming without prior notice which resulted in the CMT channel becoming a pay-for-view channel. The situation was discussed with an escalation team representative. The individual did not want to switch to a package that had the programming which he was missing because he merely wanted to see the last two (2) episodes of a particular program. Comcast accommodated the resident by waiving the cost of the two (2) episodes On Demand. This complaint is closed. The fourth (4th) complaint came from a Beverly Hills resident who said he had signed up for 1 gig internet service from WOW but was not receiving the promised speed. After several unsuccessful calls to WOW and scheduled service visits, he submitted his complaint on the BACB website. Since White wrote this report, a line has been repaired, the speed has been tested and the customer was satisfied. This complaint is closed.

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

Since the Beverly Hills balance was getting close to \$250,000, she would be requesting a transfer of funds to the Credit Union.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – August 15, 2018

Since the last meeting White has written five (5) checks on behalf of the BACB, several of which were for the grants awarded to Franklin-Bingham Farms Fire Department and Franklin Historical Society. The Historical Society sent BACB a very nice “Thank You” note.

Additional Notes

White stated that MMRMA (Michigan Municipal Risk Management Authority) disbursed \$969.00 (distribution of state pool excess assets) and \$1,793.00 (distribution of excess net assets) to BACB. These funds will offset the cost of insurance for the upcoming fiscal year.

Comcast has lost the right to carry beIN Sports and wanted to inform BACB and its subscribers that it would no longer be part of its channel lineup. Price was the issue.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present. However, White had been in touch with Mazurek, Comcast representative, who sent three (3) announcements from the company. 1) Comcast and Amazon have announced a partnership to launch Prime Video on Xfinity X1 later in the year. 2) The internet speeds in Michigan will be increased and some popular tiers are called “Blast” and “Extreme”, which she explained. As of now there does not appear to be an extra charge but residents should call the cable provider to verify that. 3) Comcast has reported they have been helping low income Americans cross the digital divide through its Internet Essentials Program which offers low-cost Internet service, discounted computer equipment and free digital literacy training to families with at least one child eligible to participate in the National School Lunch Program. Eligibility for this program has been extended to nearly 1 million veterans. Comcast has helped almost 6 million Americans with this program.

White provided some additional information regarding increasing internet speeds announced by Comcast. If residents wanted to upgrade to a faster speed, the modem would need to be restarted. Comcast would be sending out instructions for this. This particular program started in July and if an upgraded modem was needed, the subscriber could get one at no extra cost by contacting the company. McLain suggested this information be put on the BACB website.

McLain mentioned that BACB first met Kyle Mazurek about 8 to 10 years ago when he was the representative to roll out Internet Essentials Program. She stated that it was an amazing program.

Borgon clarified that according to a national news program he saw on TV, veterans need not be low income. The program was being offered to all veterans. Personal IDs were required but the special low income rate was available to them.

b. AT&T/Uverse/Direct TV

There was no representative present. Fiber rollout was continuing. McLain encouraged residents who have Uverse to contact their provider to check not only their speed but also the prices for the services.

c. WOW

There was no representative present.

White advised the Board that Ken Parson was no longer with the company. BACB's new representative is Leslie Bowman, who is located in Colorado. White will be sending each Board Member her contact information with the new roster. McLain added that WOW's Corporate Headquarters is in Colorado and inquired if Bowman was as responsive to BACB as was Parson. According to White, Bowman has asked that she be contacted when any and all things about WOW come up in BACB meetings but White has not had a WOW complaint since she has taken over.

Fenberg suggested that Bowman "Facetime" with BACB when necessary. Currier explained the Open Meeting policy regarding participating in a meeting by phone or internet.

BAPA/BAMA REPORT

Rota informed the Board members that earlier this meeting had not been web streaming live. However, about 20 minutes ago the problem was fixed and per usual the meeting could be seen in its entirety on TV.

Rota referred to his memo to BACB dated July 9, 2018. He listed the completed **BAMA** Programs which were five (5) regularly scheduled municipal meetings, the BACB Meeting, the Parks and Rec Board Meeting, the Multi Modal Meeting, the Zoning Board Meeting and the Old Woodward Ribbon Cutting Ceremony.

For the **BAPA** Programs, from the BACB area individual producers and organizations, nineteen (19) programs were taped. He listed all the programs.

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.

The SMON card for the Truck Camera was purchased last month and has been installed. Now all four (4) cameras are up and running in the truck.

The Program Development Committee met and has approved three (3) new shows: "The Collectors", "Breaking Bread" and "Elizabeth's Kind Café". He gave a short description of each.

With the upcoming election season in the BACB area, Fenberg inquired if BCTV had any plans to film the League of Women Voters Candidate Forums in the Fall. Rota replied that BCTV was amenable but it all depended upon the schedules.

OLD BUSINESS

McLain remarked that the Birmingham Schools would be more involved with the BACB now that the new school year was beginning.

NEW BUSINESS

McLain reminded the Board that she would be attending the national NATOA meeting in Philadelphia next week. She will be the only member of the Michigan NATOA Board attending. One issue she would be representing is the consideration of withdrawing from the national organization if it did not represent what some smaller communities and Cable Boards were currently doing. The rationale being that if the focus was only on broadband and not on revenue streams to communities in states which have the changes in the laws, Michigan may want to spend its money differently or possibly align with another organization that is more in keeping with local control. She stated that it was going to be a very interesting and frank conversation and she was very much looking forward to going to the meeting. Personally, she has found some communities throughout the U.S. which do not have any representation and are very frustrated. But most of all, the consumers are frustrated.

PUBLIC COMMENTS

None

BOARD COMMENTS

Ettenson announced that after 30 years, Kathy Hagaman, Village of Bingham Farms Clerk and was formerly the Executive Director of BACB, was retiring. He wanted to acknowledge her service to the Village and the Cable Board. Her successor will be announced next month.

White echoed the accolades for Kathy and added her own personal sentiments. Borgon provided historical background of Kathy's original involvement with BACB, which included his early years with Kathy when he began his work for the Cable Board.

McLain stated that Kathy was one her mentors, very creative, a lot of fun and also an automotive enthusiast, as is she. She wishes Kathy the best.

Delaney inquired as to the determining factor(s) for the awarding of Grants. Currier answered that there were two (2) different issues. Administrative Grants are given back to the communities pursuant to the interlocal agreement which is based on the subscriber numbers and percentages. The grants to support the Police and Fire are based on their requests and their numbers, not on population. Heldt added that the annual Administrative Grant is based on each community's revenue.

There being no further business, the meeting was adjourned at 8:40 AM

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Ellen Marshall, Village Clerk, Beverly Hills

Date: August 1, 2018

Re: Web Streaming Grant Request for Village of Beverly Hills

Since January 2008, the Village has been web streaming bi-monthly Village Council meetings and monthly Cable Board meetings. Stream Dynamics provided services in the amount of \$2,465 for the period August 1, 2017 to July 31, 2018. This included \$1,200 for them to provide data transfer and storage of our meetings, \$1,200.00 for technical support as well as \$65.00 to aid in our ability to manage live and on demand media. The monthly cost breaks down to \$205.42 per month.

We are in receipt of a proposal from Stream Dynamics to provide data transfer and storage for the period covering August 1, 2018 to July 31, 2019 in the amount of \$1,200.00 or \$100 per month. With the launch of our new website, we no longer need the support package from Stream Dynamics, so our costs for their services this year have reduced significantly.

The Village of Beverly Hills respectfully requests a grant in the amount of \$3,665; \$2,465 for the period August 1, 2017 – July 31, 2018 and \$1,200 for the period August 1, 2018 – July 31, 2018, to cover the costs associated with web streaming Birmingham Area Cable Board and Village of Beverly Hills Council meetings.

Thank you for your consideration.

MEMORANDUM

DATE: September 5, 2018

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

As I verbally reported at our last meeting, the one complaint that was still pending has been resolved. Complaint No. 2018-27 involved a Beverly Hills resident who was not receiving the level of internet speed that he had been promised from WOW. A temporary line that had been used due to construction in the home was repaired and the internet speed was much better. The subscriber is satisfied with the service and this complaint is now closed.

We have received three (3) complaints since the date of my last report. Complaint No.2018-28 was received from the property manager of the Williamsburg of Birmingham condominiums who had previously filed a complaint against Comcast regarding wires that needed to be buried. That complaint was resolved but she now had a similar issue involving lines belonging to WOW. I have received an update from her today that WOW is satisfactorily addressing her concerns and that this complaint can be closed.

Complaint No. 2018-29 was received from a Beverly Hills resident regarding a wire down in the street near his house. The line belonged to Comcast and they have raised the line so that it is no longer a concern. This complaint is now closed.

Complaint No. 2018-30 was submitted on behalf of a Beverly Hills resident who has had continuing problems with her AT&T service and was currently without her internet, cable and phone service. AT&T initially informed her that it would take approximately a week to send a technician to her home to fix her service which was not acceptable to her. Once this complaint was submitted, AT&T was able to get a technician out to her house the next morning. AT&T is to be commended for their prompt response and this complaint is now closed.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of August 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. Birmingham Bloomfield Credit Union (Visa- office supplies, conferences & truck equipment): \$2,558.41
2. Franklin-Bingham Farms Police Dept (Municipal Support Services Grant for internet costs): \$1,480.92
3. Charter Township of Bloomfield (quarterly contract payment): \$53,200.00
4. Village of Beverly Hills (Municipal Support Services Grant for internet costs): \$1,329.0

ADDITIONAL NOTES:

1. Multichannel News reported on August 10, 2018 that NBCUniversal is readying the launch of a streaming service that pays viewers to watch its shows. It plans to incentivize viewers to watch shows with redeemable points and gift certificates. It will offer single episodes of shows, enticing viewers to watch them and potentially get hooked. Information on this will eventually be available on WatchBack.com. NBCU has had a spotty track record in regard to launching streaming services, with some of them never really finding traction. NBCU does, however, have a 30% stake in SVOD giant Hulu.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report August 16th, 2018 through September 19th, 2018

Date: September 5, 2018

Cc: Greg Kowalski; Cathy White; Elaine McLain

BAMA Programs

During this time period we've completed eight regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board Meeting, Multi Modal Meeting, Zoning Board Meeting and Two Baldwin Public Library Board and Trust meetings.

BAPA Programs

From BACB area individual producers and organizations we've taped 33 programs. From individuals:

- ❖ *Inside Birmingham City Hall* September Edition hosted by Joe Valentine.
- ❖ *Six Managing Problems of Daily Living* hosted by Linda Sircus.
- ❖ *Four Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ *Three Making a Difference at the Community House* hosted by Bill Seklar.
- ❖ *Six Eye on Oakland* hosted by David Potts and Chuck Moss.
- ❖ *Eight Tough Talk* hosted by Paul Taros.

From BACB area organizations:

- ❖ Two TCH Women's Club Lectures.
- ❖ *Annual Village of Franklin Labor Day Parade*.
- ❖ *Birmingham Republican Women's Club* Lecture.
- ❖ BACB Sports 'Boys Soccer game 1.

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. I'm waiting for a quote.

UPCOMING FALL SPORTS SCHEDULE

9/29 Boys Soccer @ Groves
10/1 Boys Water Polo
10/11 Girls Swim @ Seaholm
10/18 Volleyball @ Seaholm
10/19 Football @ Groves