

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 20, 2016 at 7:45 am

\*\*\*Birmingham Public Schools' Education & Administration Center

Evergreen Room\*\*\*

31301 Evergreen Rd, Beverly Hills

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of June 15, 2016-M
3. PEG Grant Request-Franklin Public Library –M
4. Municipal Support Services Grant Request-Franklin-Bingham Fire Department-M
5. Municipal Support Services Grant Request- Franklin-Bingham Farms police Department-M
6. Public Comments
7. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
8. Executive Director's Report
9. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
10. BAPA/BAMA Report
11. Old Business
12. New Business
13. Public Comments
14. Board Comments
15. Adjourn

PEG Committee meeting immediately following BACB meeting

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 15, 2016

Present: Eick, Heldt, McLain, Bozell – Birmingham  
 Burry, Maly, Schneider, Verdi-Hus – Village of Beverly Hills  
 Ettenson – Village of Bingham Farms  
 Stakhiv – Village of Franklin

Absent: McAlear - Birmingham

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

McLain called the meeting to order at 7:45 AM in the Birmingham Public Schools' Education & Administration Center, Evergreen Room, 31301 Evergreen Road, Beverly Hills, MI.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD May 18, 2016**

Ettenson confirmed that he had seconded the Motion to approve the minutes of April 20, 2016 as presented, as well as the Motion to approve the minutes of April 20, 2016, as amended.

Motion by Heldt, seconded by Ettenson to approve the minutes of the Regular Cable Board Meeting on May 18, 2016, as amended.

Motion passed.

**PEG GRANT REQUEST – CITY OF BIRMINGHAM FOR COMPLETION OF THE OUTDOOR WIRELESS ACCESS AT THE BIRMINGHAM MUSEUM**

Leslie Pielack, Museum Director, referred to her Memo dated June 15, 2016, and presented an addendum request from the City of Birmingham for a grant in an amount of \$3,482.29 to complete the project (Phase 1 approved Oct. 16, 2013; Phases 2 and 3 approved August 19, 2015; Phase 4 approved Oct. 21, 2015). This request is to connect the system correctly by relocating the wiring around the park's spring fed pond. It would provide for the desired public wireless access while protecting the natural and historical resources in the park. She provided the Board with background information and copies of Change Order JCO 1, which was issued 3/9/2016, effective 5/12/2016.

Motion by Heldt, seconded by Burry to approve a grant in an amount not to exceed \$3,482.29 to the City of Birmingham for the completion of the outdoor public access at the Birmingham Museum (formerly Birmingham Historical Museum & Park).

Roll Call Vote:  
 Motion passed (10-0).

**PUBLIC COMMENTS**

None

**TREASURER'S REPORT**

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 15, 2016

Treasurer Heldt passed out a copy of the complete package of May 31, 2016 Brokerage Account Statement from Multi-Bank Securities, Inc. He noted that \$200,000 had been moved out of either or both the Credit Union and the Beverly Hills accounts and a CD which matures in September was bought. This was done in anticipation of a major Administrative Grant at the first of the year and those funds are in excess of our on-going operational needs from a cash-flow standpoint. Of course, the amount of the distribution funds will depend on the year-end audit.

## **COMMITTEE REPORTS**

### **Cable Action Committee**

Verdi-Hus stated that there was no meeting last month due to the Memorial Day holiday. There were no agenda items that needed immediate action. The next meeting is scheduled for Thursday, July 7, at 5:30 PM, upstairs in the Baldwin Library. The meeting is open to the public.

### **PEG Committee**

McAlear, Chairman, was not present. However, McLain stated there would be a PEG meeting following the BACB meeting this morning.

## **EXECUTIVE DIRECTOR'S REPORT**

White referred to her report dated June 9, 2016. Since her last report she has received three (3) complaints and all three (3) are now resolved and closed. One was submitted by a Birmingham resident who, due to equipment not working, received a new box which also did not work. Comcast technical support was subsequently able to get the old DVR working. The subscriber was told his DVR service had been cancelled 9 months ago (without notification) when he had adjusted his rate. When asked for compensation, he was denied and notified that his rate would increase \$10/month because the DVR service had been restored. The Comcast Escalation Team has been attempting to contact him but as of late, to no avail. It was acknowledged that the resident would pursue this matter. The second complaint was a misidentification of the ownership of the box outside the Beverly Hills offices during its construction project. The box did, in fact, belong to WOW, who removed it. The third involved a loose Comcast wire reported by a resident. After being informed there would be no charge for the repair he was charged a \$50.00 service charge. The resident asked that the Escalation Team confirm that Comcast would refund the charge. This complaint is closed.

The account balances for the MBS, BBCU, and Beverly Hills accounts were provided to the Board. Since her last report, White has written one check on behalf of the BACB to Bloomfield Township in the amount of \$10,000.00 for BCTV filming four (4) May sports events.

Frank Maly, BACB member, forwarded to her an interesting Wall Street Journal article about whether consumers should "...Be Permitted to Provide Their Own Set-Top Cable and Satellite Boxes?" She has provided copies to the members at the meeting.

## **PROVIDER RELATED TOPICS**

### **a. Comcast**

There was no representative present and there were no new announcements.

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 15, 2016

McLain stated that while White was away she had responsibility for the “cable phone” and took some of the complaints that White had reported. She recommended that when calling a complaint consumers should write down the name of the person to whom they are speaking, time of the call, plus a caller ID. These details are for future references. She also noted that one provider could even send a subscriber a transcript of a conversation, if desired. Most importantly, she advised resident to read the monthly provider bills, taking note of any and all service changes and charges. When speaking with a Service Representative about making service arrangements, it is important that consumers know if there would be a charge. Remember to make notes for their records of all conversations.

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

There was no representative present.

**c. WOW**

There was no representative present.

**BAPA/BAMA REPORT**

In Steve Rota’s absence, Greg Black, BCTV, gave the report. He referred to Rota’s Memo to BACB, dated 6/8/16, and pointed out the six (6) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, Birmingham Advisory Board Meeting, and the BACB meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, fifteen (15) programs were taped. He listed all the programs.

Regarding the **PRODUCER WORKSHOP**, Black 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 experience the “behind the scenes” process. 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 communities. If you would like to contact him personally, his email is: [GBlack@Bloomfieldtp.org](mailto:GBlack@Bloomfieldtp.org).

**OLD BUSINESS**

None

**NEW BUSINESS**

Currier referred to a question which was brought up at the last meeting regarding Southfield Township’s inquiry about obtaining a grant from BACB for Comcast internet service. The Township is not a member of BACB. There is no statutory provision (such as that for schools for which BACB provides educational support funding) that would allow for grants to non-members or non-educational groups, plus the Township is larger than our entire four communities. He recommended that the Township contact Comcast directly. If BACB did award a grant to the Township, it might set a precedent for other communities in the future. It was his opinion that the request be denied at this time.

**BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 15, 2016**

Sharon Tischler, Southfield Township Clerk was unable to attend the meeting. However, McLain has been in contact with her and directed her to speak with Kyle Mazurek, who is BACB's Escalation Contact from Comcast. Kyle is aware of the ramifications of this issue and will work with the Township.

Currier also mentioned that yesterday the U.S. Court of Appeals for the District of Columbia issued an opinion upholding "net neutrality". "Net Neutrality" means that the internet provider cannot give faster service to someone who pays for it. According to a Washington Post article written by Brian Fung and posted on the internet of June 14, 2016, "The 2-1 court ruling forces Internet providers to obey federal regulations that ban the blocking or slowing of Internet traffic to consumers. The regulations from the FCC also forbid carriers from selectively speeding up websites that agree to pay the providers a fee..." It is anticipated that AT&T and other providers will appeal the ruling to the U.S. Supreme Court.

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

McLain thanked Greg Burry for all of his experience and coming back to BACB. This is his last meeting. Burry expressed his thanks to the Board and noted that the municipalities should be very thankful that this great Board takes care of business for them.

Mira Stakhiv complimented Comcast on its handling of the closing of her Dad's account. They were extremely helpful and made the process very easy for her.

McLain pointed out the PEG meeting would be immediately following this meeting.

The meeting was adjourned at 8:15 AM.

1 February 2016

Birmingham Area Cable Board  
Ms. Elaine McLain, Executive Director  
P.O. Box 165  
Birmingham, MI 48012

Re: Grant Request for Internet Access Consideration for FY2016-2017

Dear Director McLain,

The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station internet access, and Verizon Wireless for scene-based EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive a static IP address, so that we can host our public website as well as communicate with our personnel, via secure web connection.

While our department does not rely on county based systems, due to cost, we remain reliant on internet connectivity, in that we may be able to communicate effectively during normal times as well as when involved or as a result of emergency situations, including:

- 
- Access to the State of Michigan WebEOC system
  - Access to the State of Michigan Health Alert Network System
  - Access to the State of Michigan mandated EMS report system
  - Access to the US Fire Administration records site to upload our fire reports
  - Access to multiple US DHS response and intelligence networks
  - Access to NOAA severe weather services

While our department, like many others, relies on access to the internet, we are also faced with many of the same increasing costs of doing business. As a result, it is becoming more and more difficult to cost effectively meet our current obligations. With this in mind, I am writing to you to request any available grant assistance to the department to cover our internet connectivity costs of \$109.85 per month for Comcast fire-station internet service and \$79.99 per month for Verizon Wireless internet access. For the fiscal year starting July 1<sup>st</sup>, this would total \$2,278.08. Your support, if approved, would help us out that much more in providing our services to the public, by allowing us to maintain a level of service commensurate with our obligations.

Thank you for any and all consideration and assistance and please feel free to contact me at 248.626.9862 with any questions, comments, or other information needs you may have.

Tony Averbuch, Fire Chief

## MEMORANDUM

DATE: July 12, 2016  
TO: Board Members  
FROM: Cathy White  
Re: Monthly Report

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### CUSTOMER COMPLAINTS

We have received three (3) complaints since the date of my last report. Complaint No. 2016-14 was received from a Franklin resident who was having problems with her Comcast phone service which was not connecting callers to her phone line. Somehow her calls were getting routed to Google Voice. This issue has been resolved and the complaint is now closed.

Complaint No. 2016-15 was submitted directly to our website by a Birmingham resident regarding a low guy wire belonging to WOW. The issue was causing a safety hazard. This has been fixed by WOW and this complaint is therefore closed.

Complaint No. 2016-16 was received from a Birmingham resident who had contacted Comcast numerous times trying to get them to bury their line that was draped across the sidewalk. The escalation team arranged for this work to be completed and the customer is now satisfied. This complaint is closed.

### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts will be provided via hard copies at the meeting, in addition to budget to actual figures. This information will also be e-mailed to all Board members in advance of the meeting.

### CHECK DISBURSEMENT

I have written three (3) checks since the date of our last meeting as follows:

1. Birmingham Bloomfield Credit Union (Visa- truck equipment repair) \$769.00
2. Bloomfield Sports Shop (uniforms-ponchos) \$158.00
3. City of Birmingham (PEG Grant) \$3,482.29

#### ADDITIONAL NOTES:

1. I have prepared a new roster which is attached hereto. Please note that the Beier Howlett law firm moved their office so there is a new address for Tim Currier.
2. We have received notice from the Michigan Public Service Commission that effective July 1, 2016, they have received interim funding and will resume handling and/or processing video/cable franchise entity, provider and customer complaints. You may recall that this activity ceased at the end of 2015 due to a lack of funding. Our website will be updated to reflect this new development.
3. Some officials dealing with PEG access do not believe that the FCC's proposed change to the set-top box rules is beneficial to local communities. The Executive Director of Fairfax County, Virginia Public Access, for example, argues that the innovations surrounding Comcast's X-1 box have been a great success and have made customers less likely to cancel their service. He claims that allowing third-party vendors to offer set-top boxes directly to cable providers' subscribers would jeopardize their current ability to create enhanced customer experiences through new, innovative set-top boxes and damage the cable industry as a whole (thereby negatively impacting PEG revenues as well). It is clear that this issue is generating a lot of debate within the cable industry and among federal and local officials.
4. Comcast has notified us that effective June 21, 2016, the following channels will move from Digital Preferred service to Digital Starter service: NFL Network, NFL Network HD, TV One and TV One HD. In addition, Centric (channel 174) will no longer be available in the Sports and Entertainment Package as of July 28, 2016. Centric will continue to be available on the Digital Preferred service.

**BIRMINGHAM AREA CABLE BOARD MEMBERS  
JULY, 2016**

**CITY OF BIRMINGHAM 48009**

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VACANT 3/30/17

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VACANT

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**BIRMINGHAM SCHOOLS**

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# Memo



To: BACB  
From: Steve Rota  
cc: Greg Kowalski, Cathy White & Elaine McLain  
Date: 7/14/16  
Re: Report June 16<sup>th</sup>, 2016 through July 20th, 2016.

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## **BAMA Programs**

During this time period we've completed eight regularly scheduled municipal meetings, Board of Zoning Appeals meeting, Birmingham Advisory Board Meeting, Multi Modal Transportation Board Meeting, the BACB meeting, two Baldwin Public Library Board meetings and a Special Birmingham Commission and Planning Board Workshop Session.

## **BAPA Programs**

From BACB area individual producers and organizations we've taped 22 programs. From individuals:

- ❖ *Managing the Problems of Daily Living* hosted by Linda Sircus.
- ❖ Two *Self-Talks* hosted by Danco Sotirovski
- ❖ Two *Making a Difference at TCH* hosted by Bill Seklar.
- ❖ Three *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Six *Eye on Oaklands* hosted by David Potts and Chuck Moss.

From BACB area organizations:

- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ *League of Women Voters 'Candidates for Oakland County Commissioner.*
- ❖ *Battle of the Bands in Shain Park.*
- ❖ *Five In the Park Concerts.*

## **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.