

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 15, 2020 at 7:45 am

****This meeting will be held remotely via ZOOM****

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of June 17, 2020-M
3. Public Comments
4. Treasurer's Report
5. Annual Election of Officers-M
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

PEG Committee Meeting Immediately Following the Regular Meeting

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Present: Abraham, Eick, Fenberg, McLain, Shand - Birmingham
 Burry, Delaney, Gugni, Henry – Beverly Hills
 Mydloski – Franklin

Also Present: White - BACB Executive Director
 Currier – Attorney for Cable Board
 Mazurek - Comcast
 Rota – Bloomfield Community Television
 Brunk – IT Manager, City of Birmingham

McLain called the meeting to order at 7:49 AM via Remote Zoom.us meeting with closed captioning.

APPROVE MINUTES OF CABLE BOARD MEETING HELD May 20, 2020.

Motion by Gugni, seconded by Eick to approve the minutes of the Cable Board Meeting on May 20, 2020, as presented.

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Shand	Aye
Burry	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Motion Passed. (8-0).

PUBLIC COMMENTS

There were no public comments at this time.

ADOPTION OF BACB FISCAL YEAR 2020-21 BUDGET

White referred to the revised version of the Budget she had sent to the members. She explained the differences between the one in the packet with highlights and the revised one; the revised document used the total amount of PEG revenues as opposed to separating out the revenues for each community in 2020. However, the Franchise Fees were separated to calculate the Administrative Grants. She explained the proposed 2021 Franchise Fees income was low due to the expectation of an increase of “the cutting of the cord” and/or because of budgetary concerns associated with COVID-19 (residents might not subscribe to cable T.V.). The revenue totals were not significantly lower. Under Board Expenses some categories were reduced: Administrative Grants reduced to what was originally budgeted for last year (after the audit the actual number would be inserted), Advertising (Birmingham Bloomfield Chamber events),

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Conferences (NATOA would not be having a physical conference this year), Insurance, mileage, telephone (a new telephone was purchased), website (last year's high amount was due to the implementation of a new website and issues related to it), Municipal Support Services, MBS Gains, Equipment Purchases (equipment for the studio or for the communities which were not PEG grants), Production Truck and program expenses (paid to BCTV to film sports which would be determined in the fall). PEG Revenues have been reduced for the same reason as the Franchise Fees.

White confirmed that Board members and members of the Cable Action Committee had asked questions and reviewed the projections.

Motion by Burry, seconded by Fenberg to approve the Birmingham Area Cable Board Budget for Fiscal Year 2020-2021, as presented.

Mydloski clarified that BACB had memberships in the National NATOA, Michigan NATOA and the Chamber of Commerce.

Answering Delany's question about the amount assigned to the Administrative Grants, Fenberg explained that the amount assigned was merely a "place holder" as the actual amount would be determined when the June 30, 2020 Audit Report was received which would be in November. The numbers would be updated at that time. Regarding the amount of PEG Grants, he also inquired and was assured that the proposed Birmingham request was included. According to White, if need be, there would be a budget amendment and funds would be drawn from the PEG fund balance. McLain added that the PEG fund balance was very large in case of an emergency such as the telecommunications emergency that was unfolding. Fenberg stated that as of the May report there was over a million-dollar restricted fund balance for PEG items.

Roll Call Vote

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Shand	Aye
Burry	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Motion Passed. (10-0).

COMMITTEE REPORTS

Cable Action Committee

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Abraham reported there had been a Zoom meeting on June 4 with McLain, White, Fenberg, Eick, Burry, Henry and himself in attendance. White and Fenberg presented the Budget and questions were addressed.

The next meeting is scheduled for Thursday, July 2 at 4:30 PM via Zoom.

PEG Committee

Mydloski apologized for not being in last month's meeting. In the meantime, she has spoken with the Birmingham Executive Director of Technology. There would be a PEG meeting following this meeting.

Personnel Committee

Gugni noted there had been a meeting to evaluate the Executive Director. He thanked everyone for following up with the evaluation forms which were very positive. He thanked White for her incredible job.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated June 10, 2020. There had been three (3) complaints since her last report. The first complaint was from a Franklin resident who was no longer getting his Comcast emails due to the account being in his deceased wife's name who had died 10 years ago. After faxing Comcast her death certificate, speaking with some tech people and with BACB's assistance, his problems were resolved and his email was restored. Comcast gave him a \$20.00 credit on his account. This complaint was closed. The second complaint was also from a Franklin resident who had lost some services, i.e., movie channels, and had been charged 20% more. Comcast explained his promotional package had expired and what he had desired was not in the everyday pricing. His account was credited \$34.00 but Comcast would not restore the movie channels, etc. Comcast stands by its decision. This complaint was closed. A Beverly Hills resident had a low hanging wire in her backyard. Comcast sent out a crew and it was determined that it was not theirs. White contacted WOW and AT&T about this matter and it was anticipated that the provider would take care of it by either removing it or repairing it. This complaint was closed.

FINANCIAL

Financial information for MBS, BBCU and Beverly Hills accounts as of May 31, 2020 was emailed to all Board members.

Since the last Board meeting White has written four (4) checks on behalf of the BACB, including the PEG Grant to the Franklin Historical Society for internet costs FY 2020-21. Apart from the check to Clearview Captioning for the closed captioning for last month's Zoom meeting, the remaining were standard bills.

ADDITIONAL NOTES:

In her report White included safeguards consumers could use to keep their internet connection safe and secure. On June 11, 2020, the Detroit Free Press published an online map furnished by the State of Michigan showing more than 300 free Wi-Fi hotspots in the state for those residents

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who lack home internet access. Detailed instructions of how to accomplish this was on the website.

PROVIDER RELATED TOPICS**a. Comcast**

Kyle Mazurek from Comcast was present. He had previously shared a link with White which covers Comcast's comprehensive response to COVID-19. He will reshare it after the meeting. It covers such things as network performance, waving data caps, late fees, payment arrangements, the Internet Essentials Program for low income families and more. He shared that last week the Comcast CEO announced a hundred-million-dollar multi-year commitment to social injustice and inequity initiatives.

Referencing Mazurek's comments about the COVID-19, Mydloski commented that one Franklin resident was frustrated because he experienced a rate increase within the parameters of the COVID-19 disruption when some businesses had halted rate increases. Mazurek was not directly involved; however, he acknowledged and sympathized with that frustration and thanked Mydloski for bringing up this concern.

McLain clarified there was a difference between a rate increase and an expiration of a special promotional package. She advised residents that it was a shared responsibility: all three providers communicate in their bills and emails when prices were going to change and the responsibility of the consumers to know when a promotional package was going to expire. Residents need to talk with the providers before the expiration date to find out what was available, not afterwards.

Conversation about wires hanging in the backyard has become common, as was the case with the Beverly Hills resident. McLain inquired if there was a way to identify which wire belongs to which provider? Mazurek stated that Comcast wires were usually the highest communication lines and close to the power line and would typically have a tag. However, the provider of a standard cable drop into a home was less distinguishable.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

White did not have any communication or updates from AT&T or WOW,

BAPA/BAMA REPORT

Rota referred to his June 11, 2020 report and apologized for not mentioning the phone number (248-433-7790) for those who would like to set up a future appointment to have a one on one session to learn how to produce his/her own show and for those who want to volunteer their time and experience behind the scenes. They will also be taking names of those who would be interested in attending one of the volunteer workshops once the social distancing restrictions are lifted.

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For the **BAMA** programs he listed all the regularly scheduled municipal meetings that were covered, the BACB meeting, Zoning Board meeting, the Multi-Modal meeting, Bingham Farms Council meeting and the Baldwin Public Library meeting. These can be watched on the website.

For the **BAPA** Programs, the producers have used Zoom to complete 18 programs, all of which he listed. He hoped that in July or August the studio would be open for business. He will keep BACB updated. There were no recordings on location from the BACB area organizations due to the pandemic and social distancing. However, in the meantime, for those interested in doing a show, go to the Birmingham Area Cable Board website and/or go the Bloomfield Township at Bloomfieldtp.org, click on “cable forms”, fill out a program proposal and send it in.

OLD BUSINESS and NEW BUSINESS

McLain stated that this item was also part of **NEW BUSINESS**.

McLain noted that the Birmingham City Commission would be reappointing herself and Shand to the Cable Board at its Zoom meeting on June 23 at 7:30 PM, as their terms were expiring.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

Delaney stated he looked forward to getting back to public meetings. He wondered if there had been any discussions about when there would be a change. Currier answered that the Governor’s Orders were to expire June 30. There was no indication it would be extended.

Mydolski acknowledged receipt of a Thank You letter from the Franklin Historical Society for the grant BACB gave them. She added that one of their major projects for the internet service was the scanning of their archived documents in order for them to be accessible to the public. The note was sent by Ann Lamott, President.

McLain reminded the Board that a PEG meeting would be following this meeting and invited those who were interested to attend.

There being no further business, the meeting was adjourned at 8:33 AM.

MEMORANDUM

DATE: July 7, 2020
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINT

We have received one (1) complaint since the date of my last report. Complaint No. 2020-11 was received from a Beverly Hills resident who had Comcast come to his home to change out all the cables to his house mostly on the outside. After he finished, the internet and cable service were both working well. However, when the homeowner went outside to look at what the technician had done in the back, he observed old cables that were not removed from the house and they were sagging next to the new ones all on the overhang. He describes it as a jumble and a mess. The new cable by his back fence is in a huge multiloop hanging seven feet from the ground. After several days of trying, he finally got someone on the phone who promised that someone from Comcast would take a look at it on June 5, 2020. Nothing has happened and he has planned to have the house trim painted but that cannot be done until the existing mess is taken care of. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of June 30, 2020 will be e-mailed to all Board members, as well as BACB financial reports for the month of June,2020.

CHECK DISBURSEMENT

One (1) check has been written since the date of our last meeting as follows:

1. Clearview Captioning (Closed Captioning for Zoom meeting): \$150.00

ADDITIONAL NOTES:

1. Comcast has notified us of certain changes to Xfinity TV services. Effective June 9, 2020 AMC Premiere (a subscription VOD product) has rebranded as AMC+ and SVOD subscribers also receive access to a new linear AMC+ channel. Also on June 9, 2020, Urban Movie Channel (a subscription VOD product) is to be rebranded as WEtv+. In addition, effective June 16, 2020, Investigation Discovery is now part of the Entertainment genre pack. GSN and Travel Channel are moving from Preferred to the Entertainment genre pack.
2. Comcast has also informed us that they were notified by Showtime that on July 15, 2020, they plan to cease providing SHO Beyond and will be launching SHO x BET. Like SHO Beyond, SHO x BET will be a secondary multiplex channel of the primary Showtime service and will replace SHO Beyond wherever it is currently offered. In addition, on or about July 28, 2020, Comcast will be adding Recipe.TV, Justice Central and Comedy.TV to the Digital Starter level of service. Customers will need an IP-capable device (e.g., Xfinity X1) in order to view these new channels.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report June 18th, 2020 through July 15th, 2020

Date: July 7th, 2020

Cc: Greg Kowalski; Cathy White; Elaine McLain; Heather Mydloski

BAMA Programs

During this time period we've completed all regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting, the Multi-Modal Board meeting. Bingham Farms Council Meeting and the Baldwin Public Library Board Meeting.

BAPA Programs

From BACB area individual producers and organizations, we've taped 18 program. From individuals:

- ❖ Two *Boomer Health at Home* hosted by Greg Jamian
- ❖ Two *Health Talk* hosted by Dr. Niru Prasad.
- ❖ Two *Managing Problems with Daily Living* hosted by Linda Sircus.
- ❖ Four *Gracefully Greying* hosted by Henry Gorenbein.
- ❖ Four *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Four *Michigan Planning Today* hosted by Bob Gibbs.

From BACB area organizations:

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.

PLAYBACK EQUIPMENT HAS BEEN INSTALLED