

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, January 18, 2017 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 December 21,2017-M
3. Public Comments
4. Annual Election of Officers-M
5. Authorization to Purchase Replacement DAC Output Board-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 BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 21, 2016

Present: Eick, Heldt, McAlear, McLain, Weller – Birmingham  
 Borgon, Maly, Verdi-Hus – Village of Beverly Hills  
 Ettenson – Village of Bingham Farms

Absent: Bozell – Birmingham  
 Gugni – Village of Beverly Hills  
 Stakhiv – Village of Franklin

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

McLain called the meeting to order at 7:49 AM in the Birmingham Public Schools' Education & Administration Center, Evergreen Room, 31301 Evergreen Road, Beverly Hills, MI.

McLain welcomed Scott Weller, a new BACB member from Birmingham.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD November 16, 2016**

Motion by Ettenson, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on November 16, 2016, as presented.

Motion passed.

**PUBLIC COMMENTS**

None

**PEG GRANT REQUEST - Beverly Hills**

Ellen Marshall, Beverly Hills Assistant Manager/Clerk, was unable to attend the meeting. Borgon headed the discussion and began by updating the Board regarding the remodeling of the Beverly Hills Municipal Building, adding that the control room and equipment in the Council Room was originally installed in 2001. However, he noted that the control room equipment had been updated on a regular basis. He provided the Board with photographs of the control room wiring, showing the old wiring that had been removed from the ceiling and the deck which currently was in the lunch room and would be re-installed in the control room. Partnering with BCTV, the Village of Beverly Hills is requesting a grant in the amount not to exceed \$15,000 to cover the costs associated with reconnecting and upgrading the CATV equipment in the Beverly Hills Municipal Building, upgrading the audio system in the Council Room, and installing a new television in the Council Room and one in the lobby. The Board was provided with a quote from Advanced Lighting & Sound which had originally installed the equipment. Because of its familiarity with the situation it was decided not to go out for competitive bids. The quote includes the audio and the re-installation of all the equipment and cable wires. Shawn Watts who is with Advanced Lighting would be in charge of the project. Steve Rota has looked at and was comfortable with the submitted financial numbers.

McLain thanked Borgon for becoming involved with the project and Rota and Black for their invaluable help on such short notice to disassemble everything and carefully move the equipment;

**BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 21, 2016**

none of which was included in the Board's contract with BCTV. Being professionals they wanted to make the system work and supported and assisted us in this endeavor. She applauded Rota and Black for going above and beyond and expressed how much they are appreciated.

Rota clarified some information about the robotic cameras which had been purchased a few years ago.

There was a question and discussion regarding the obtaining of multiple bids on a project.

Motion by McAlear, seconded by Maly to approve the PEG Grant request in an amount not to exceed \$15,000 to the Village of Beverly Hills to cover the costs associated with reconnecting and upgrading CATV equipment in the Beverly Hills municipal building.

Roll Call Vote:  
Motion Passed (9-0)

Borgon noted that with the target date for complete installation of the equipment being January 15, 2017, it was possible that the next BACB meeting could be in the Council room. White will keep the Board informed of any and all updates.

**TREASURER'S REPORT**

Treasurer Heldt passed out a copy of the complete package of November 30, 2016 Brokerage Account Statement from Multi-Bank Securities, Inc. The Portfolio consists of Certificates of Deposits, all federally insured and held until their maturity dates.

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

Verdi-Hus stated that there was no meeting last month since there were no carryover items from the meeting in November. The next Cable Action meeting is scheduled for Thursday, January 5, 2017 at 5:30 PM in the Baldwin Library.

**PEG Committee**

McAlear, Chairman, reported that a camera went down recently. He would have a full report next meeting.

There will be a PEG meeting following the Board meeting.

**EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated December 14, 2016. There had been two complaints from the previous month which she classified as "pending": one had been closed but then re-opened after the resident had received a letter saying the Comcast Escalation Team had tried several times to reach him but was unsuccessful. After several back and forth attempts to connect with each other, an escalation team representative spoke with the resident advising him that the service had been cancelled and his account would reflect the credit. A letter of apology was sent to the customer for the poor customer service he had experienced. (The complaint is now

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 21, 2016

closed). A couple from Beverly Hills who have Comcast internet service received a bill which incorrectly included Comcast cable TV service. The escalation team was unable to locate a cancellation request for that service but applied a credit to their account as a compromise. (This complaint is closed).

Since the last meeting there have been three (3) complaints: a Beverly Hills Board member experienced problems with his Wi-Fi service after WOW had installed new equipment for him. A WOW technician was able to resolve the problem. Borgon detailed his experience and thanked White for intervening and helping on his behalf. McLain advised the public that when a technician is servicing one thing in the house, it invariably affects another service (ie. phone, WiFi, TV). Before signing off on the work performed, residents should check all of their services. (This case is now closed); a complaint which had been previously closed was reopened because the resident had questions concerning the increase in his bill. He also had an issue with a downed wire on his property. The wire was repaired and the complaint was resolved. (The complaint about the wire was closed). Concerning his bill, the resident has been given a new agreement and package and a written confirmation of the term agreement. (The billing issue has been resolved).

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 month of November, 2016.

Since her last report, White has written one (1) check on behalf of the BACB for the PEG Grant to NEXT in the amount of \$9,257.47 for upgraded audio/visual equipment. Some funds are in the process of being transferred. Once that is completed, Administrative grants can be dispersed.

Additional Notes:

The Wall Street Journal reported on November 11, 2016 that the FCC has sent a letter to AT&T expressing their concerns over the company's practice of exempting its own streaming video services from data-usage caps for its wireless customers.

Comcast has notified us of some price changes beginning January 1, 2017. The monthly cost of its Digital Starter and Digital packages will increase by \$1.00 per month. The Broadcast TV Fee will increase \$.50 per month and the Regional Sports Network Fee will increase \$2.00 per month.

McLain advised residents to check their bills for these increases. If they want to discuss price increases or a contract or negotiate a price, this would be an opportune time to do it, since it is right before the holidays and they want to keep your business.

Comcast has also notified BACB that its right to continue carrying Fox College Sports Atlantic Fox College Sports Central and Fox College Sports Pacific will expire on December 31, 2016. These signals will be removed from the program lineup on January 1, 2017.

McLain explained the process if a resident calls BACB with a complaint. Whites escalates it and someone from Comcast would call them back within 8-10 hours; if not, definitely within 24 hours. Comcast will make three (3) attempts to contact the resident and if unsuccessful after the

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third try it will send a letter informing the resident that the complaint has been resolved. When calling in with a complaint, please leave all possible contact phone numbers. Concerning wires, we are now in the season when they can no longer be buried.

### **PROVIDER RELATED TOPICS**

#### **a. Comcast**

There was no representative present but White received the information about the price increases and that Mazurek would not be able to attend this month's meeting.

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

There was no representative present nor has White received any communication from them.

#### **c. WOW**

There was no representative present nor has White received any communication from them.

White will reach out to the providers and encourage their communicating with the residents.

### **BAPA/BAMA REPORT**

Steve Rota referred to his memo to BACB, dated December 14, 2016, and pointed out the six (6) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the Birmingham Advisory Board meeting, two (2) Multi Modal Transportation meetings, the BACB meeting, and two (2) Baldwin Public Library Board 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 WORKSHOP**, 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. This change in format seems to be working out better. 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 BACB communities. Eick confirmed with Rota that the workshop ran about an hour. He was inquiring because schools might want to send some students.

There are five (5) BACB Winter Sports Events on the upcoming schedule: Hockey, two (2) Boys Basketball, Boys Swimming, and Girls Water Polo (TBA).

Ettenson inquired if all the public meetings of the four (4) communities are televised on a regular monthly basis. Rota replied that Bingham Farms is the exception as its meetings are not covered. McLain continued the conversation about community coverage by suggesting that in 2017 BACB might want to reach out to Bingham Farms to see if, with the assistance of a PEG Grant, it would consider producing and broadcasting its meetings. This will be discussed in the PEG meeting.

### **OLD BUSINESS**

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – December 21, 2016

Regarding last month's conversation about the fluctuation of NEXT's cable bill, Borgon stated that there were two (2) reasons: a channel upgrade in August/September and in June there was a service call for \$99.95. McLain suggested NEXT follow up: call Comcast directly to discuss the service charge.

**NEW BUSINESS**

None

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

Borgon thanked the Birmingham Public Schools, Dr. Nerad, Marcia Wilkinson, and Dan Parente for allowing BACB to use this facility for such a long time.

McLain thanked all the Board Members for their participation.

The meeting was adjourned at 8:17 AM.



**Greg Black**  
 Bloomfield Community Television  
 4200 Telegraph Rd  
 48303 Bloomfield Hills  
 USA

Proposal Number: **000000 - SRBSQ1503**  
 Proposal Date: **Thursday, January 05, 2017**  
 Proposal Expires: **Saturday, February 04, 2017**  
 Proposal Currency: **US Dollar (USD)**

NOTE: This specific proposal is subject to Grass Valley's standard terms & conditions of sale.  
[www.grassvalley.com/about/terms\\_conditions](http://www.grassvalley.com/about/terms_conditions)

**USD \$ 766.20**

Line	Qty	Model/Part Number	Description	Unit Amount	Total Amount
Case 00563292					
1	Exchange		Exchange for 3922 406 53051 DAC OUTPUT BOARD	\$736.20	\$736.20
1	Exchange		Freight- FedEx Overnight 3pm	\$30.00	\$30.00
				<b>Grand Total</b>	<b>\$ 766.20</b>
				<b>Currency USD</b>	

The minimum order value is \$150 USD. Should the quote be lower than the minimum charge, you will be invoiced for the minimum charge.

Please note that in order to proceed with orders we will require the following information:

- Purchase Order Number/Reference
- Billing Address
- Shipping Address
- Total Amount
- Our Quotation Reference

**For and on behalf of Grass Valley**

Stephanie Schaut

**Payment Terms:** All terms are subject to credit approval. Net 30 days from date of invoice -- Over \$250K might require down payment at time of order.

**Valid Until:** Saturday, February 04, 2017

**Delivery Terms:** CPT - Carriage Paid To Best Way, Air

**Exchange Rate:**

## MEMORANDUM

DATE: January 9, 2017

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 our last meeting. Complaint No. 2016-37 was received from a Birmingham resident who moved from her apartment at the end of November and was informed by Comcast at the end of the month that her service was being disconnected as she requested and that she would only owe for two more days of service. When she received the next bill, she was incorrectly billed for another month of service instead of two days of service. The escalation team representative spoke with this resident and informed her that the account would be credited appropriately and that she only owed \$2.00. The resident is satisfied and this complaint is closed.

Complaint No. 2017-1 was received from a Birmingham resident who was handling the financial affairs of his deceased mother and was having a great deal of difficulty getting Comcast to correct certain billing errors. The company was not recognizing appropriate credits existing on the account and also incorrectly applied a late fee on one of the subsequent bills. He made several calls to Comcast and received either conflicting information or was told he could not be provided with what his new bill total should be. After ultimately requesting to talk to a supervisor, he was put on hold and then disconnected. When he finally was connected with a supervisor after calling back, she did not want to help him at all. He requested our assistance in order to have the Comcast escalation team confirm the proper amount owed so that he could pay the bill. This resident has advised me that he has been contacted and that Comcast appears to have resolved this billing issue. This complaint is now 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 eight (8) checks since the date of our last meeting as follows:

1. Village of Beverly Hills (PEG Grant) - \$15,000.00
2. PROTEC (Bingham Farms Dues) - \$138.88
3. NATOA (2017 Membership Dues) - \$715.00
4. City of Birmingham (Administrative Grant) - \$143,401.68
5. Village of Beverly Hills (Administrative Grant) - \$57,693.06
6. Village of Franklin (Administrative Grant) - \$24,929.10
7. Village of Bingham Farms (Administrative Grant) - \$11,158.74
8. State of Michigan (Truck License Plate Renewal) - \$590.00

## ADDITIONAL NOTES:

1. Comcast has notified us that a change to the channel line-up which was originally scheduled to take place on November 17, 2016 has been delayed. Viceland and FYI Network will instead move to the Digital Preferred tier on or about January 24, 2017.
2. Pursuant to P.A. 480 of 2006, Section 9 (4), Comcast Cable's local operating entity has reported to us that Comcast does not deny access to services to any group of potential subscribers because of the race or income of the residents in the local area. This information is also filed with the Michigan Public Service Commission.
3. I have prepared a new roster to reflect changes in Board Members and other contacts. A copy of the new roster is attached to this report.

**BIRMINGHAM AREA CABLE BOARD MEMBERS  
JANUARY, 2017**

**CITY OF BIRMINGHAM 48009**

JEFFREY HELDT, TREASURER  
1415 Lakeside  
(248) 646-4678 (h)  
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3/30/18 (3/22/07)

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3/30/18 (2/22/16)

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3/30/17 (1/09/06)

MATT McALEAR  
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3/30/18 (2/25/13)

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3/30/18 (12/14/15)

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3/30/17 (12/12/16)

**VILLAGE OF BEVERLY HILLS 48025**

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6/30/17 (12/04)

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6/30/17

GILBERT GUGNI  
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6/30/19 (8/2/16)

BOB BORGON  
32340 Drury Lane  
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6/30/19 (11/15/16)

**VILLAGE OF BINGHAM FARMS**

MEL ETTENSON  
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9/30/19

**VILLAGE OF BEVERLY HILLS  
ALTERNATE MEMBER**

JAMES DELANEY  
18129 Riverside  
(248) 723-5869  
[j2delaney@comcast.net](mailto:j2delaney@comcast.net)

**VILLAGE OF FRANKLIN**

MIRA STAKHIV, VICE CHAIRMAN  
26750 Crestwood 48025  
(248) 855-3263  
[miramls@hotmail.com](mailto:miramls@hotmail.com)

11/30/17

**BIRMINGHAM SCHOOLS**

DR. JOSEPH L. HOFFMAN  
Assistant Superintendent for Teaching and Learning  
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**CABLE ATTORNEY**

TIM CURRIER  
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**DWIGHT LEVENS**

Executive Director of Technology  
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**OTHER CONTACTS**

**EXECUTIVE DIRECTOR**

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**PEG ACCESS (MLAC15)**

GREG KOWALSKI BCTV  
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**CITY OF BIRMINGHAM**

CHERYL ARFT – Acting City Clerk  
151 Martin Street 48009  
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**VILLAGE OF BINGHAM FARMS**

KATHRYN HAGAMAN – Clerk  
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**VILLAGE OF BEVERLY HILLS**

ELLEN MARSHALL – Asst. Manager/Clerk  
18500 W. Thirteen Mile Rd 48025  
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**VILLAGE OF FRANKLIN 48025**

EILEEN PULKER – Clerk  
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**COMCAST CABLE COMMUNICATIONS**

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**WIDE OPEN WEST**

KEN PARSON  
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**AT&T**

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# Memo



To: BACB  
From: Steve Rota  
cc: Greg Kowalski, Cathy White & Elaine McLain  
Date: 1/9/17  
Re: Report December 22nd, 2016 through January 18<sup>th</sup>, 2017.

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## **BAMA Programs**

During this time period we've completed five regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting and Baldwin Public Library Board Meetings.

## **BAPA Programs**

From BACB area individual producers and organizations we've taped 19 programs. From individuals:

- ❖ Four *Managing the Problems of Daily Living* hosted by Linda Sircus.
- ❖ Four *Tough Talk* hosted by Paul Taros.
- ❖ Three *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Three Making a Difference at TCH hosted by William Seklar.

From BACB area organizations:

- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ Birmingham Bloomfield Chamber *Forecast Lecture.*
- ❖ BACB Sports *Boys Basketball.*
- ❖ *Women Officials Network Lecture.*
- ❖ Race Relations & Diversity Task Force *25th Annual Dr. Martin Luther King, Jr. Celebration Breakfast.*

## **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.

## **TRUCK EQUIPMENT**

We purchased a DAC board for the truck camera. The cost was \$766.20.

## **BACB UPCOMING WINTER SPORTS SCHEDULE (5 Events)**

Boys Swimming 2/9 Groves.

Boys Basketball 2/14 Seaholm.

Hockey 2/25 B'ham Ice Arena

## **HAPPY NEW YEAR!**