

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – May 16, 2018

Present: Abraham, Eick, Heldt, McLain, Shand – Birmingham  
 Borgon – Beverly Hills  
 Ettenson – Bingham Farms  
 Stakhiv - Franklin

Absent: Fenberg - Birmingham  
 Bayer, Gugni – Beverly Hills  
 Delaney (non-voting) – Beverly Hills

Also Present: Currier – Attorney for Cable Board  
 Rota – Bloomfield Community Television

McLain called the meeting to order at 7:47 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD April 25, 2018.**

Motion by Eick, seconded by Heldt to approve the minutes of the Regular Cable Board Meeting on April 25, 2018.

Motion Passed.

**PUBLIC COMMENTS**

Pat Bennie and Cathy Maines, residents of Georgetown South subdivision, stated that at the beginning of the month an AT&T pole had been hit causing intermittent outages of the internet, cable and telephone services. Several calls had been made to AT&T, speaking with agents and even wasting an hour and a half conversation with a supervisor, but to no avail. There appeared to be confusion as to the source and responsibility for the problems and no explanation was offered as to what the problem actually was. Health and safety issues were major concerns.

Borgon added more details to the scenario of that particular subdivision and conjectured that it might have had something to do with AT&T's work of switching over to fiber optics. He acknowledged the residents' frustration and McLain affirmed that the residents wanted correct information and for the appropriate people to be accountable.

On behalf of the two residents, White would speak with Robert Jones, AT&T representative, about the situation and at McLain's suggestion, if the women would like, White could make a three-way call with the AT&T representative. McLain offered to be included in the call.

Unfortunately, because of the change in the law in 2006 and 2007, the representatives were not obligated to attend the Cable Board meetings. McLain explained that one of the purposes of the Cable Board for the four (4) communities was to intercede when situations such as this arose. She stated that the Board takes all problems very seriously. While the meeting continued, White and the women stepped out and spoke privately. Stakhiv requested that the Board be kept abreast of further developments in this matter.

## **COMMITTEE REPORTS**

### **Cable Action Committee**

Eick reported that the Committee was working with Muniweb on the redesign of the new website and had been talking with its marketing individual to define what the Cable Board's needs were. Meetings over the phone have been scheduled with various Cable Board representatives (White, McLain, Abraham, Bayer) and the Muniweb representative to go over the questions for the surveys which would be sent out to the stakeholders.

The next Cable Action Committee will be Thursday, June, 7, 2018 at 4:30 PM at the Baldwin Public Library. McLain suggested that the website progress and updates be discussed at the meeting.

### **PEG Committee**

Borgon, new Chairman, would like to set up a regularly scheduled meeting time and place for the PEG Committee.

Discussion ensued about the meeting schedule with a decision being the second (2<sup>nd</sup>) Tuesday of the month. White will send an email to Board members asking for participation on the committee and the most convenient time for the meeting. There were options as to locations; however, it was tentatively scheduled for the BCTV building.

Stakhiv was in favor of having a core of permanent Board members on the committee.

The next meeting will be Tuesday, June 12, location and time TBA.

## **PROPOSED BACB FISCAL YEAR 2018-19 BUDGET**

Referring to the Annual Proposed Budget which White had provided, she explained that the budget needed to be approved next month and by giving them the figures in advance the Board members would have time to review them. This, however, was a work in progress. She further explained the format, pointing out the yellow highlighted figures in the left hand column which meant they were a change from this year's budget. If not highlighted, they were the same as this year's current fiscal budget. White also pointed out the increase in Office Expenses due to an anticipated purchase of a new updated laptop. The current Website funds were increased this year for the redesign but next year would revert back to the normal amount for maintenance. Because the Production Truck had been updated this year, the dollar amount would be reduced to the comparable amount of the prior years' budget. Franchise Fee numbers will increase based on what she had seen so far this year. She did not do the same with PEG Income as the percentage for this coming year will be reduced from 2.25% to 2%.

McLain requested that the Budget be added to the CAC agenda for the June 12 meeting.

Ettenson had questions as to the most recent years' changes in the Franchise Fees due to "cord cutting". Heldt explained that the measure of "cord cutting" was the number of homes served

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – May 16, 2018

which was not the same as the percentage of the different bills. Bottom line, as of yet, the BACB budget has not been affected.

### **Personnel Committee**

Stakhiv reported that the committee (McLain, Ettenson and herself) met twice this past month and thanked the seven (7) Board Members for their input. She explained the process used in assessing the Executive Director's performance evaluation and appraisal, which included extensive research on Stakhiv's part, and read the committee's opinion stating that the Executive Director "...excelled in her responsibilities."

Motion by Stakhiv, seconded by Ettenson and Heldt, to increase the annual salary of the Executive Director by 2.6% (\$940.00 per year), effective immediately for a total annual salary of \$36,990.00.

Ettenson inquired about the nature of the responding Board members' comments. Stakhiv responded that they were positive, favorable and above average, with most of them addressing the absence of the three (3) providers at the BACB meetings on a periodic basis. It was suggested that letters will be sent out to those providers reminding them about the meetings but the Cable Board could not force attendance. Ettenson noted that this particular meeting would have benefited from the appearance of a representative. McLain affirmed Ettenson's comments.

#### Roll Call Vote:

Heldt	-yes
McLain	-yes
Shand	-yes
Stakhiv	-yes
Borgon	-no
Abraham	-yes
Eick	-yes
Ettenson	-yes

Motion Passed (7-1).

Stakhiv stated that the Personnel Committee can be contacted throughout the year with concerns.

### **EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated May 10, 2018. There were three (3) new complaints filed since her last report in April. The complaint which was presented to the Board this morning from the ladies would be included in next month's report, hopefully along with a resolution. One (1) complaint came from a Beverly Hills couple who has a Comcast wire running across their patio. Because of the numerous underground lines in that area, the couple wanted to personally speak with the escalation team member advising her/him of the situation before a resolution could be proposed. In addition, there was a long-standing billing issue regarding Comcast boxes which had been removed some time ago. A credit on their bill had been promised, as was a redesigned cable package; however, the Comcast representative had not returned their calls and

**BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – May 16, 2018**

as a result neither had been resolved. This complaint is pending. The second (2<sup>nd</sup>) complaint was submitted by a Beverly Hills resident regarding some wires which were in need of repair due to the ice storm. Comcast technicians were at the house several times to not only repair the wires from the original complaint but also correct a cable line left lying on her lawn and back patio. Damage to the homeowner's personal property was also reported but Comcast was not responding to her calls. A technician finally came to assess the damage and submitted an insurance claim. This complaint is closed. The third (3<sup>rd</sup>) complaint came from a Beverly Hills resident who had cancelled her AT&T service in Feb. 2018, returned the equipment and her bill showed a "credit balance". Because she currently does not have the AT&T service she would like a check issued to her for said balance. This complaint is pending.

The account balances for the MBS, BBCU and Beverly Hills accounts as of April 30, 2018 were provided to the Board. If a Board Member has a question about the reports, please let White know.

Since the last meeting White has written four (4) checks on behalf of the BACB, with the one for Worker's Compensation insurance being noteworthy and one to Venture Michigan, LLC for the BACB advertisement.

**Additional Notes**

An article in the Motley Fool appeared on May 7, 2018 citing a new problem for the Cable TV industry. An increasing number of people are changing the way they watch TV and giving up TV would not be much of a hardship for the younger generation.

Comcast provided information that it would be launching up to 42 international channels and up to 31 international packages to its Xfinity TV offerings. Access to these new offerings will require the necessary equipment, such as X1 or the Xfinity Beta App on Roku. White complimented Comcast on its constant channel updating.

McLain requested that those Board Members who subscribe to Comcast check their bills for any information about channel changes and updates. This subject has been one of the most asked question from the public.

Ettenson inquired what would be White's follow up on the billing issues, especially the credit balance issue with AT&T which she reported on today. White explained the normal procedure and that she would be contacting Robert Jones. The time frame for a resolution of a billing issue was unpredictable.

**PROVIDER RELATED TOPICS**

As discussed and noted, there were no representatives from AT&T, Comcast and WOW at the meeting today. However, McLain reiterated the Board's desire to take a more active role in requesting their attendance to the BACB meetings at least once a quarter. White will create a letter to be sent to the provider representatives requesting their presence at the next meeting.

**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.

**BAPA/BAMA REPORT**

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

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty (20) 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 can schedule a date and time for you.

**CAREER DAY** – BCTV teamed up with International Technology Academy for Career Day with four (4) eighth grade girls who toured the studio and had a chance to be part of a crew on two studio shows.

**UPCOMING SPRING SPORTS COVERAGE** – One girls' Softball and doubleheader boys' Baseball games are scheduled this month, which will complete Spring Sports.

As McLain had mentioned earlier in this meeting, the meeting was not “live” this morning but was “live web streaming” through the Beverly Hills website. This meeting and the Beverly Hills meeting from last night would be rebroadcast. Rota explained the recent technology problem that had occurred, as well as that of a few months ago, resulting in the purchase of a refurbished modulator part. After this meeting he will contact Advance Lighting and Sound about a quote for a refurbished transmission part. Hopefully, this will fix the problem and a meeting in two weeks would go “live”. If the price is under \$1,000.00, he will contact White for approval. He will keep everyone posted.

Parades are scheduled, including the Birmingham Parade this Sunday, Beverly Hills Parade and Carnival (Memorial Day) and the Labor Day Parade in Franklin.

**OLD BUSINESS**

None

**NEW BUSINESS**

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – May 16, 2018

McLain inquired about the follow-up plan for the two (2) Beverly Hills ladies. White will be calling our Escalation Team representative (Robert Jones) from AT&T to ask if the technician who was coming out to one of the houses could also check on the neighbors' house today.

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

Ettenson requested that a current/updated roster of the BACB be printed and sent out or emailed to the Board Members. Borgon suggested that it be included in next month's packet.

There being no further business, the meeting was adjourned at 8:45 AM.