

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, June 20, 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 May 16, 2018-M
3. Public Comments
4. PEG Grant Request- Franklin Bingham Fire Department-M
5. Treasurer's Report
6. Authorize Purchase of New Transmitter/Receiver for BH Control Room (PEG)-M
7. Request to Approve FY 2017-18 Final Budget Amendments-M
8. Request to Approve Proposed FY 2018-19 BACB Budget-M
9. Proposed Restatement of Administrative Grant Policy -M
10. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
11. Executive Director's Report-M
12. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
13. BAPA/BAMA Report
14. Old Business
15. New Business
16. Public Comments
17. Board Comments
18. Adjourn

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 (2nd) 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 (2nd) 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 (3rd) 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.

**BIRMINGHAM AREA CABLE BOARD MEMBERS
MAY, 2018**

CITY OF BIRMINGHAM 48009

JEFFREY HELDT, TREASURER
1415 Lakeside
(248) 646-4678 (h)
jheldt@kotzsangster.com
3/30/19 (3/22/07)

VACANT

ELAINE MCLAIN, CHAIRMAN
425 N. Eton #302
(248) 225-9903
ekmclain@gmail.com
3/30/20 (01/09/06)

DAVID EICK
559 Greenwood St.
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eickhouse@comcast.net
3/30/20 (12/14/15)

DONOVAN SHAND
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dgshand@gmail.com
3/30/20 (12-04-17)

MICHAEL FENBERG
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3/30/20 (3/13/17)

GEORGE ABRAHAM
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3/30/19 (3/13/17)

VILLAGE OF BEVERLY HILLS 48025

ROSEMARY BAYER
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6/30/20 (7/1/17)

VACANT

GILBERT GUGNI
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ggugni@gmhlaw.com
6/30/19 (8/2/16)

BOB BORGON
32340 Drury Lane
(248) 388-1191
rjborgon@gmail.com
6/30/19 (11/15/16)

VILLAGE OF BINGHAM FARMS

MEL ETTENSON
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**VILLAGE OF BEVERLY HILLS
LIAISON**

JAMES DELANEY
18129 Riverside

melettenson@gmail.com
9/30/19 (4/25/01)

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VILLAGE OF FRANKLIN

MIRA STAKHIV, VICE CHAIRMAN
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(248) 855-3263
miramls@hotmail.com
11/30/20

BIRMINGHAM SCHOOLS

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OTHER CONTACTS

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PEG ACCESS (MLAC15)
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CITY OF BIRMINGHAM

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VILLAGE OF BINGHAM FARMS

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VILLAGE OF BEVERLY HILLS

ELLEN MARSHALL – Asst. Manager/Clerk

VILLAGE OF FRANKLIN 48025

EILEEN PULKER – Clerk

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COMCAST CABLE COMMUNICATIONS

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WIDE OPEN WEST

CELESTE SEIDLER, Supervisor
Exec Customer Advocacy Tech Ops
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Celeste.Seidler@wowinc.com



Franklin-Bingham Fire Department

12 June 2018

Birmingham Area Cable Board
Ms. Kathy White, Executive Director
P.O. Box 165
Birmingham, MI 48012

Re: Fire Department Replacement Server Grant Request

Dear Executive Director White,

Since 2004, the Franklin-Bingham Fire Department has owned and operated its own computer server. This critical piece of equipment has allowed us to benefit our personnel and the community by means of providing:

- A dedicated public website for the community to learn about and communicate with us, and
- The ability for our Franklin residents to obtain residential burn permits (dedicated server based program), with follow on access by both fire and police personnel, and
- The ability to store vital fire department records, photographs, and reports in the amounts of terabytes, and
- A platform from which fire department computer software for incident reports can be entered, stored, and retrieved, and
- Hosting of the department email server, and
- The ability of fire department personnel to have access to needed department records, equipment out of service lists, policies/procedures, response information, training schedules/documents/reference materials, SDS sheets, and internal communications, among other things

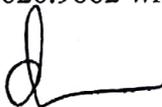
As a result of issues related to the age, use, and capabilities of the equipment and software used, the department has experienced problems with hardware failures in recent weeks. These have

resulting in the need to replace our server and its associated software/licenses to more modern available technologies. With respect to software, I have been informed that all software currently on the server is out of date and no longer supported by Microsoft.

In order to replace the current server due to these hardware and software issues mentioned, the department has conducted research with several vendors for the necessary items to replace our existing server. Results of this research include the following items and costs:

Software	Best Price	Notes
VMware vSphere Essentials Kit, 3 year support term	\$ 655.56	VMware Store - \$666.60 / Trusted Tech Team \$655.56 SKU: VS6-ESSL-KIT-C
Windows Server Standard 2016 Server License	\$ 544.99	Trusted Tech Team \$544.99 SKU: P73-07113 / CDW - \$735.99 MFG#: P73-07113 CDW#: 4342665
Windows Server Standard 2016 Client Access License	\$ 1,574.65	35 CALs - Trusted Tech Team \$44.99ea SKU: R18-05225 / CDW \$44.99ea MFG#: R18-05225 CDW#: 4373619
Microsoft Exchange Server Standard 2016 Server License	\$ 639.87	Trusted Tech Team \$639.87 SKU: 312-04349 / CDW \$673.99 MFG#: 312-04349 CDW#: 3847579
Microsoft Exchange Server Standard 2016 Client Access License	\$ 2,841.65	35 CALs - Trusted Tech Team \$81.19ea SKU: 381-04398 / CDW \$88.99ea MFG#: 381-04398 CDW#: 3847581
Microsoft SharePoint Server 2016 Standard - License	\$ 6,111.07	Trusted Tech Team \$6111.07 SKU: 76P-01876 / CDW \$6337.99 MFG#: 76P-01875 CDW#: 4113210
Microsoft SharePoint Server 2016 Standard - Client Access License	\$ 3,744.65	35 CALs - CDW \$106.99ea MFG#: 76N-03786 CDW#: 4113209 / Trusted Tech Team \$111.99ea SKU: 76M-01518
Server (Hardware)	\$2,000.00	Server constructed by department IT staff with use of existing tower and added on components
Labor for install, set up and transfer of data	\$1,500.00	Work to be conducted by current IT contractor to the department
Project Total:		
	<u>\$19,612.44</u>	

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 informational needs you may have.



Tony Averbuch, Fire Chief



Advanced Lighting & Sound

Phone: 248-817-2092
 Fax: 248-817-2093
 1026 Maplelawn Drive
 Troy, MI 48084

Quote

No.: **11549**
 Date: 6/4/2018

Prepared for:
 Steve Rota (586) 322-9112
 Bloomfield Community Television
 4200 Telegraph
 Bloomfield Hills, MI 48303 USA

Prepared by: Shawn Watts
 Account No.: 4034
 Phone: (248) 433-7790

Qty	Manuf	Item ID	Description	Sell	Total
1		S-1SDI-3G-TxRx-RM	Singlemode 3G SDI to fiber Tx and RX pair	\$1,450.00	\$1,450.00
1	Decim	Decimator 2	3G/HD/SD-SDI to HDMI Converter w/ built-in NTSC/PAL Downscaler	\$375.00	\$375.00
2	Campl	FOA-ST-ST-DS-MF	ST to ST Fiber Optic Coupler Singlemode Duplex - Metal with Zirconia Sleeve	\$7.50	\$15.00
2	Campl	SMD9-ST-SC-001	1-Meter 9u/125u Fiber Optic Patch Cable Singlemode Duplex ST to SC - Yellow	\$16.00	\$32.00

Your Price:
\$1,872.00

Total:
\$1,872.00

Prices are firm until 7/4/2018 Terms: Net 15

Prepared by: Shawn Watts, shawnw@go-als.com

Date: 6/4/2018

Accepted by: _____

Date: _____

Disclaimer

All prices quoted are valid for 30 business days. Please fax signed quote to 248-817-2093 or email to sales@go-als.com so that your order can be placed. Thank you for your business.

MEMORANDUM DATED June 9, 2018

TO: BOARD MEMBERS

FROM: CATHY WHITE, EXECUTIVE DIRECTOR

SUBJECT: FINAL BUDGET AMENDMENTS NEEDED FOR FY 2017-18

As we near the close of our fiscal year, it is necessary to make some final budget amendments where expenditures have exceeded budgeted amounts. As you know, the Board determined to make two Administrative Grants to each of the communities this year. The total amount returned to the communities was \$522,497.00, much more than originally budgeted. We also awarded more PEG Grants than originally anticipated and this line-item was amended to \$195,000.00 at our February meeting. Expenditures to date in this category are somewhat higher than the amended amount , requiring another amendment for this line-item. Finally, the upgrades to the production truck equipment necessitate an increase in the amount originally budgeted for the truck.

Based on the foregoing, it is respectfully requested that the following final amendments to the FY 2017-18 BACB Budget be authorized:

1. Increase the line-item budget amount for Administrative Grants from \$140,061.00 to \$522,497.00.
2. Increase the line-item budget amount for PEG Grants from \$195,000.00 to \$200,500.00.
3. Increase the line-item budget amount for Production Truck from \$70,000 to \$88,000.00.

Thank you for your consideration in approving these budget amendments for Fiscal Year 2017-18.

**BIRMINGHAM AREA CABLE BOARD
ANNUAL PROPOSED BUDGET**

FY2019

July 1, 2018 through June 30, 2019

Income

FY 2017-18 BUDGET

Franchise Fee

Beverly Hills Franchise Fee	51,000.00	57,000.00
Bingham Farms Franchise Fee	9,000.00	10,000.00
Birmingham Franchise Fee	185,000.00	205,000.00
Franklin Franchise Fee	20,000.00	23,000.00
Total Franchise Fee	265,000.00	295,000.00

Expense

Board Expenses

Accounting Expense	2,400.00		
Administrative Grants	102,061.00	140,061.00	original budget; 522,497 amended budget
Advertising/Promotion	3,000.00	700.00	original budget; 3,000.00 amended budget
Bank Service Charges	61.00		
Conferences	3,200.00	1,000.00	original budget; 3,200.00 amended budget
Contract Labor	2,000.00		
Executive Director	40,000.00		
HR Services	1,000.00		
Insurance	5,000.00		
MILEAGE	2,000.00		
Memberships	1,500.00		
Operating Expense			
Office Expense	6,500.00	3,000.00	
Telephone	1,700.00		
Website	3,500.00	3,500.00	original budget; 18,500.00 amended budget
Total Operating Expense	11,700.00	8,200.00	
Professional Fees			
Auditing	9,000.00		
Legal Fees	30,000.00		

**BIRMINGHAM AREA CABLE BOARD
ANNUAL PROPOSED BUDGET**

FY2019

July 1, 2018 through June 30, 2019

Expense (cont.)

Board Expenses

Tech. Support/Consult	1,078.00	
Total Professional Fees	40,078.00	

Total Board Expenses	214,000.00	244,000.00
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Municipal Support Services	51,000.00	
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Total Franchise Fee Expenses	265,000.00	295,000.00
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NET FRANCHISE FEE INCOME	-	
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Income

PEG REVENUE

Beverly Hills PEG	115,000.00	120,000.00
Bingham Farms PEG	17,000.00	18,000.00
Birmingham PEG	285,000.00	315,000.00
Franklin PEG	29,000.00	32,000.00
PEG Interest		
MBS Gains/Losses	6,200.00	

Total PEG Revenue	452,200.00	491,200.00
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Other Income

Interest Income	25.00	
Other Income	1,000.00	5,000.00
Total Other Income	1,025.00	5,025.00

Total PEG Income	453,225.00	496,225.00
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**BIRMINGHAM AREA CABLE BOARD
ANNUAL PROPOSED BUDGET**

FY2019

July 1, 2018 through June 30, 2019

Expense

PEG Operations			
Cable Contractor	245,800.00	239,725.00	original budget; 245,800.00 amended budget
Communications Expense	2,500.00		
Equipment Purchase	10,000.00		
Grant	101,000.00	120,000.00	original budget; 200,500.00 amended budget
Production Truck	40,000.00	70,000.00	original budget; 88,000.00 amended budget
Production Crew Uniforms	1,000.00		
Program Expense	52,925.00	53,000.00	
PEG Expenses	453,225.00	496,225.00	
 Other Expense			
Capital Reserve	-		
 Total PEG Expenses			
	453,225.00	496,225.00	
 NET PEG INCOME			
	-	-	
 NET INCOME			
NET FRANCHISE FEE INCOME	-	-	
NET PEG INCOME	-	-	
 TOTAL NET INCOME			
	-	-	

MEMORANDUM

DATE: June 11, 2018
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

We have received eight (8) complaints since the date of my last report. Complaint Nos. 2018-12 & 2018-13 were received from the two Beverly Hills neighbors who attended our last meeting. As you know, they had been without AT&T service for many days and had trouble getting AT&T to restore their service. On the afternoon of our meeting date, AT&T technicians came to their homes and worked for several hours. They were able to restore the service that same day and these complaints are now closed.

Complaint No. 2018-14 was submitted by a Beverly Hills resident who requested assistance in getting AT&T to remove a big cable spool and several tree branches they left in his backyard after installing a new line. Although AT&T did send out a worker after the complaint was filed, the homeowner had already removed the debris. This complaint is closed.

Complaint No. 2018-15 was received from a Birmingham resident who wanted a bundle of cable hanging from the pole behind his garage cleaned up. Although he originally believed that it belonged to WOW, they sent a technician out who informed him that it belonged to Comcast. I contacted the resident to follow up on this matter who indicated that the Comcast technician (a new employee) who subsequently came to the home informed him that they could not remove it due to the number of homes served by the line. The original WOW complaint has been closed but I have submitted a subsequent complaint to Comcast (see below).

Complaint No. 2018-16 was submitted on behalf of a Birmingham resident who needed removal of a Comcast cable line that had come down in his backyard. This work has been completed by Comcast and the complaint is now closed.

Complaint No. 2018-17 was received from one of our Cable Board members who was having difficulty getting Comcast to schedule a service call to her home. Her TVs in her home were all pixelating and some channels were not working at all. They finally fixed the service issues but left her with an unacceptably noisy replacement DVR and an outside cable line that needed to

be buried. The unacceptable customer service issues and numerous contacts with Comcast representatives will be detailed by our Board Member at the next meeting. This complaint is still pending.

Complaint No. 2018-18 was received from a Beverly Hills resident who would like a low-hanging wire raised that runs along her backyard as well as her neighbors' yards. The cable is believed to belong to Comcast and since she is not a Comcast subscriber, she has requested assistance in getting a Comcast crew out to address this situation. This complaint is pending.

Complaint No. 2018-19 has been submitted to Comcast after the first complaint (Complaint No. 2018-15) was submitted to WOW. This Birmingham resident would like a bundle of cable hanging from a pole behind his garage cleaned up and Comcast cable on the ground along his driveway removed. When he contacted Comcast, they sent a technician out who was not helpful. I have requested that the escalation team send another technician to the home to reevaluate and hopefully resolve this situation. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of May 31, 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 five (5) checks as follows:

1. BBCU (Visa- Norton anti-virus software renewal): \$111.29
2. Bluewater (truck equipment): \$86,398.04
3. Muniweb (payment #1 for website redesign project): \$2,370.00
4. Charter Township of Bloomfield (quarterly contract payment): \$53,200.00
5. Charter Township of Bloomfield (BCTV filming of sports event): \$2,500.00

ADDITIONAL NOTES:

1. The Birmingham Bloomfield Chamber of Commerce has provided us with a quote to place a BACB ad in their Membership Directory and Community Guide again this year. The cost would be the same as last year (which includes a 30% discount) and would be \$1,046.00. It is respectfully requested that the Board authorize this purchase.
2. The Village of Bingham Farms has requested that the BACB cover the cost of its membership in PROTEC this year in the amount of \$138.00. PROTEC is a governmental organization formed

over 20 years ago to protect the rights of way from encroachments by telecommunications providers. It has provided a municipal voice in this area to enhance the limited resources of the Michigan Municipal League. The BACB has paid these dues in the past and it is respectfully requested that the Board authorize this payment in the amount of \$138.00.

3. In an effort to increase attendance by the cable providers' representatives at our meetings, I have mailed letters to all three companies. I have informed them that the Board is requesting that they attend meetings on at least a quarterly basis.

4. Comcast has notified us of certain upcoming programming changes. As of July 1, 2018, Tru TV will be available as part of the Digital Starter service and NFL Network will move from Digital Starter to Digital Preferred.

5. WSJ.com reported on June 12, 2018 that a federal district court has ruled against the Justice Department in its attempt to block the merger of AT&T and Time Warner. The Wall Street Journal also pointed out that the merger was not really about dominating the market for cable television. In fact, AT&T-Time Warner is more interested in gaining a piece of the growing market for subscription streaming services rather than the shrinking cable television market. Between 2013 and 2017, the number of streaming-only households in the U.S. tripled.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report May 17th, 2018 through June 20th, 2018.

Date: June 12th, 2018

Cc: Greg Kowalski; Cathy White; Elaine McLain

BAMA Programs

During this time period we've completed seven regularly scheduled municipal meetings, the BACB meeting, the Parks and Rec Board Meeting, Advisory Board Meeting, Multi Modal Meeting, the Zoning Board Meeting, Birmingham Special Joint Meeting and two Baldwin Library Board and Trust Meetings.

BAPA Programs

From BACB area individual producers and organizations we've taped 38 programs. From individuals:

- ❖ *Inside Birmingham City Hall* hosted by Joe Valentine.
- ❖ *Two Making a Difference at TCH* hosted by William Seklar.
- ❖ *Three Michigan Entrepreneurs* hosted by Tara Kachaturoff.
- ❖ *Six Eye on Oakland* hosted by David Potts and Chuck Moss.
- ❖ *Eight Tough Talks* hosted By Paul Taros.

From BACB area organizations:

- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *Birmingham Bloomfield Republican Club Candidates Forum.*
- ❖ *First Presbyterian Dessert and Discussion.*
- ❖ *First Presbyterian Church 'Lunch and Learn' Lecture.*
- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ *Birmingham Bloomfield Community Coalition 'Youth Action Board 5k walk'*
- ❖ *Birmingham Bloomfield Community Coalition 'Band Jam'*
- ❖ *TCH Women's Club Lecture.*
- ❖ *Two BACB Sports Baseball Games.*
- ❖ *Two Birmingham Concert Band Concerts.*
- ❖ *Celebrate Birmingham Parade.*
- ❖ *Birmingham Memorial Day Services in Shain Park.*
- ❖ *The Village of Beverly Hills Annual Memorial Day Parade and Carnival.*
- ❖ *Spectrum Orchestra.*
- ❖ *Beyond the Box Score 'Groves Spring Edition'.*
- ❖ *Beyond the Box Score 'Seaholm Spring Edition'.*

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.

EQUIPMENT

New Transmitter and Receiver for Beverly Hills control room (this allows the meeting to go Live on Television) Not to exceed \$2,200.