

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, March 16, 2016 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 January 20, 2015-M
3. Public Comments
4. Treasurer's Report
5. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee-M
 - c. Personnel Committee
6. Executive Director's Report-M
7. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
8. BAPA/BAMA Report
9. Old Business
10. New Business
11. Public Comments
12. Board Comments
13. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – January 20, 2016

Present: Heldt (arrived at 7:48 AM), McLain, Eick, McAlear – Birmingham
Ettenson – Bingham Farms
Burry, Schneider, Borgon (alternate) – Beverly Hills

Absent: Stakhiv, Verdi-Hus, Heyman

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

McLain called the meeting to order at 7:45 AM in the Village of Beverly Hills municipal building at 18500 W. Thirteen Mile Road.

Motion by Ettenson, second by Borgon to amend the agenda to add item Public Comments 3a, “Choose a new BACB Secretary”.

Motion passed.

APPROVE MINUTES OF CABLE BOARD MEETING HELD December 16, 2015

Motion by Ettenson seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on December 16, 2015.

Motion passed.

PUBLIC COMMENTS

Choose a new BACB Secretary

McLain explained that due to Alan Heyman’s relocation the Board needed to elect a new Secretary. She summarized the Secretary’s duties and responsibilities.

Motion Borgon, seconded by Ettenson to nominate Greg Burry for the position of Secretary of the Birmingham Area Cable Board.

Motion passed.

COMMITTEE REPORTS

Cable Action Committee

In Verdi-Hus’s absence, White reported that there was a meeting on January 7, 2016 with David Eick, the newest member of the Board in attendance. The new Board Member manual was given to him and discussed for his benefit. The draft of the Annual Report was reviewed, as was the 6 month projection of Revenues and Expenses which had been prepared by the Treasurer, with White’s input. Last year’s Franchise Fee Revenues attributed to each community pursuant to the Audit, as well as Franchise Fee expenses, were also reviewed. The next meeting would be February 4, 2016 at 5:30 PM at the Baldwin Public Library.

PEG Committee

McAlear had no comment at this time but noted that there would be a meeting following the BACB meeting.

Personnel Committee

Stakhiv, Chairman, was not in attendance. McLain noted that the committee, consisting of herself, Ettenson, Verdi-Hus, and Stakhiv would be meeting in the Kreger House, Franklin, next Wednesday, January 27 at 5:30 PM for the purpose of the Personnel Review. McLain requested that each Board Member fill out the provided evaluation sheet for the Executive Director and return them to her after the meeting or send it via email.

EXECUTIVE DIRECTOR'S REPORT

White referred to her report dated January 14, 2016. One (1) complaint from last month which was thought to have been resolved was reopened. It has now been closed. Another complaint involved a low hanging wire which Comcast has repaired. White summarized the (3) complaints that she received since the last Board meeting. One (1) involved a Comcast internet service issue which has been resolved. One (1) complaint dealt with the construction of a residential home addition which might encroach into an existing easement, thus infringing on the location of Comcast lines. The builder is requesting that Comcast move the lines to a new location at his (the builder's) expense. This issue is pending. The third (3rd) complaint is a Comcast billing issue and is pending.

Copies of the account balance for the MBS, BBCU, and Beverly Hills accounts were provided at the meeting, in addition to budget to actual figures. This information had also been emailed to all Board members in advance of the meeting.

Since her last report White has written four (4) checks on behalf of BACB which were listed in her memo: One (1) to KTM LOGO Gear, LLC for the purchase of the BCTV uniforms. The only other check of note is to the Charter Township of Bloomfield for the BCTV filming of sports events.

Additional notes included her completion of the Annual Report for FY 2014-2015, a copy of which was provided to each Board Member. It included updates on the proposed mergers in 2015 between Comcast and Time Warner Cable which did not take place, but the one between AT&T and DirecTV did. It also included information about the expiration of funding of MPSC used for cable oversight. She expanded on the details and the importance of that issue. With regards to the last point, McLain noted that it was beneficial that BACB retained its "Complaint Department" whereas other Cable Boards gave up that responsibility. Discussion ensued centered around the subscribers'/communities' recourse in dispute resolution.

White provided a new Cable Board Member Roster which included updated Board Member information, as well as the addition of the new Comcast Representative, Kyle Mazurek. Her report also included a list of the Administrative Grants which had been calculated for FY 2014-2015. These are Franchise Fees to be returned back to the communities.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – January 20, 2016

Motion by Burry, seconded by Heldt that the Birmingham Cable Board authorize the Executive Director to issue payment in these amounts to the four communities, which funds constitute a return of franchise fees as of June 30, 2015.

Birmingham	\$122,613.00
Beverly Hills	\$51,418.38
Franklin	\$15,821.04
Bingham Farms	\$7,910.52

Roll Call Vote:
Motion passed (8-0)

White informed the Board of several Comcast channel changes.

PROVIDER RELATED TOPICS

a. Comcast

Kyle Mazurek, Comcast Representative, introduced himself to the Board and gave a brief personal and professional background. He is replacing Fred Eaton who has retired after 19 years with Comcast. White asked for a definition of the term “on time guarantee” with regards to an appointment with a service technician. Mazurek explained that if the technician is even one (1) second late for an appointment within a two (12) hour window there would be a \$20 automatic credit applied directly to the bill.

b. AT&T/Uverse/Direct TV

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

c. WOW

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

BAPA/BAMA REPORT

Steve Rota referred to his memo to BACB, dated 1/13/16, and pointed out the six (6) completed **BAMA** Programs were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, two (2) Baldwin Library Board and Trust meetings, and the BACB meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, eighteen (18) programs were taped. He listed all the programs.

Two (2) residents attended the January 19 producer workshop. Those residents are interested in producing a program. In the next two (2) weeks the Program Development Committee will meet, after which the Board will be requested to approve the show and, hopefully, it will be put on the air. The workshop format has been changed to “one-on-one sessions”. They are for those who are interested in producing their own show and for those who want experience “behind the scenes”. Please call 248-433-7790 to schedule an appointment date and time. Hopefully, the change from scheduled workshops every three (3) months to the new format will be more conducive to those interested in producing and/or volunteering in production.

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The upcoming Sport Shoots will be Boys Swim and Dive 1/28/16, Unified Hockey 2/20/16, and Boys Basketball 2/26/16.

The BACTV crew shirts have been delivered and were passed out to the volunteers, full and part time staff. He was wearing one. The repair on the truck camera lens has been completed and was working perfectly. He stated that he would have other items to discuss at the PEG Committee meeting following the BACB.

Borgon broached the subject of the vacancy on the Program Development Committee due to Heyman's residency transition. Rota provided a background on the scheduling of such meetings, suggesting that due to the new format of the "one-on-one sessions" the meeting schedule might change in the future. This issue will be discussed at a later date. McLain stressed the importance of the Committee.

Motion by McLain to nominate Bob Borgon for a position on the Program Development Committee.

Motion passed.

OLD BUSINESS

None

NEW BUSINESS

Borgon reported that he had spoken to Rota about upgrading the sound equipment (microphones) in the Beverly Hills Council Chambers, similar to that used in the Birmingham Public Schools Education and Administration Building. Rota will research and would get back to the BACB with an estimate. Rota would also look into an upgrade for the Birmingham City Council Chambers which would be similar to the entire Beverly Hills Chamber. By doing so, staff would be cross-trained and comfortable with both systems.

PUBLIC COMMENTS

None

BOARD COMMENTS

None

The meeting was adjourned at 8:14AM.

MEMORANDUM

DATE: March 5, 2016
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No.2015-44, which was pending on the date of my last report, has been resolved. This Birmingham resident was upset because Comcast inexplicably raised her bill. They have reduced it back to the previous rate that she had been paying and the customer is satisfied.

We have received seven (7) complaints since the date of our last meeting. Complaint No. 2016-1 was received from a Bingham Farms resident who was having problems with his Comcast internet service. In addition, he requested assistance in getting an upgrade to his cable TV service. He subsequently decided to have an outside contractor fix the internet issue. Comcast took care of completing an upgrade as requested and applied a \$39.95 credit to his account to waive the technician visit fee. The subscriber has confirmed that the upgrade was satisfactory and this complaint is closed.

Complaint No. 2016-2 was received from the Mayor of Birmingham who questioned why her Comcast bill was increased by \$23.00. The escalation team determined that her promotional rate increased in December. They applied a \$53.95 one-time credit to her account and added a \$15.00 loyalty discount for 12 months to help reduce her rate. According to Comcast, she understood and was satisfied. This complaint is now closed.

Complaint No. 2016-3 was submitted by a Birmingham resident whose Comcast bill went up approximately \$70.00 in the past two (2) months with no upgrade in services. This billing issue has been resolved and this complaint is now closed. This subscriber was very appreciative of the efforts of the BACB and also extended compliments to the Comcast escalation team for their prompt and professional actions in addressing his issue.

Complaint No. 2016-4 was submitted on behalf of a Franklin resident who was upset because her Comcast bill had doubled. After some difficulties experienced by the escalation team in reaching the subscriber and the subscriber calling back and repeatedly getting voicemail, the parties were finally able to connect and discuss the issue. The Comcast escalation team indicated that they resolved her billing concerns and this complaint is now closed.

Complaint No. 2016-5 was submitted by a Beverly Hills resident who indicated that whenever he called the Comcast number on his bill (1-800-Xfinity), he got a message saying it was not a valid phone number. The escalation team member spoke with him and he was able to pay his bill by dialing 800-266-2278. This resident requested that the digits be added to the bills (rather than just 1-800-Xfinity) and the escalation team representative assured him that she would submit his concern to the billing department. This complaint is now closed.

Complaint No. 2016-6 was received from a Birmingham resident who recently added Comcast phone service to his existing Comcast service. He requested this change after being advised that Comcast would charge him less than the \$40.00 per month that he was paying for his phone service from Powernet. He was quoted certain prices from Comcast for his phone and cable TV service but when he received his bill, it did not reflect the prices he was quoted or the savings he was promised. An escalation team representative discussed the matter with him and resolved his issue. This resident informed me that Comcast has agreed to honor the original price and applied a credit to his account. He was thankful for the help from the BACB and advised us to keep up the good work.

Complaint No. 2016-7 was received from a builder's representative regarding residential property in Birmingham. He is seeking assistance in getting Comcast to relocate its line which is interfering with the construction of a new home on the property. This complaint is pending.

FINANCIAL

The account balance for the MBS, BCBU 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

Since the date of my last report, I have written eleven (11) checks as follows:

1. Michigan Graphics (nameplates) \$37.00
2. Charter Township of Bloomfield (BCTV internet costs) \$423.05
3. Charter Township of Bloomfield (quarterly contract payment) \$48,737.50
4. Michigan NATOA (2016 membership dues) \$125.00
5. Birmingham Bloomfield Chamber (2016 membership dues) \$175.00
6. NATOA (2016 membership dues) \$680.00
7. Village of Bingham Farms (Administrative Grant) \$7,910.52
8. City of Birmingham (Administrative Grant) \$122,613.00
9. Village of Franklin (Administrative Grant) \$15,821.04

10. Village of Beverly Hills (Administrative Grant) \$51,418.38

11. Charter Township of Bloomfield (BCTV filming two sports events) \$5,000.00

ADDITIONAL NOTES:

1. BCTV advised that one of their camera boards needed to be replaced and that the part was needed before our next BACB meeting so that they could film upcoming events. Based on the authority previously given to me by the Board to authorize repairs up to \$1,000.00, payment was authorized and a DAC output board was ordered. It is respectfully requested that the Board ratify this action and authorize payment in the amount of \$736.20 plus shipping costs of \$30.00 for a total cost of \$766.20.

2. We received an e-mail that was not filed as a formal complaint from an AT&T Uverse customer. He stated that he wanted the Board to be made aware of the chronic loss of signal issues that consumers suffer when utilizing AT&T Uverse for their cable TV service. Although the outages are usually for a short period of time, he indicated that they come right in the middle of watching a program or sporting event and that it was a pain to have to call their hot line. He requested that we address this issue at our Board meeting.

3. Both Multichannel News (February 1, 2016) and the Detroit Free Press (January 28, 2016) have reported that the FCC is considering a proposal to make it easier for consumers to buy and use cable boxes from companies other than their cable providers. This could also help companies like TiVo, Roku and Apple deliver a cable feed, too, as part of their video recorders or streaming-TV devices. The FCC points out that 99% of cable and satellite TV customers rent boxes from their cable providers and that the price of cable boxes has nearly tripled since 1994. Meanwhile, prices of common consumer electronics like cell phones, TVs and computers have fallen sharply. The average U.S. household pays \$231.00 a year to rent a cable box. The rationale behind the proposal to “unlock the set-top box” is to create choice and innovation and also hopefully lower consumers’ cable bills.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 3/9/16
Re: Report January 21st, 2016 through March 16th, 2016.

BAMA Programs

During this time period we've completed 13 regularly scheduled municipal meetings, Two Board of Zoning Appeals meeting, Two Baldwin Library Board and Trust Meetings, Birmingham Advisory Board Meeting, Multi Modal Board Meeting and the BACB meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 52 programs. From individuals:

- ❖ Four *About You* hosted by Ellen Rogers.
- ❖ Six *Making A Difference at TCH* hosted by William Seklar
- ❖ Six *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Five *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Five *Eye on Oakland* hosted by Chuck Moss and David Potts.
- ❖ Two *Self Talk* hosted by Danco Sotirovski.
- ❖ *County Corner* hosted by Marcia Gershenson.
- ❖ *Beyond the Box Score: Seaholm 2016 Winter Edition.*
- ❖ *Beyond the Box Score: Groves 2016 Winter Edition.*

From BACB area organizations:

- ❖ Birmingham Bloomfield Chamber: *Economic Forecast.*
- ❖ Birmingham Bloomfield Chamber: *Government Forecast.*
- ❖ *Spectrum Orchestra* Concert.
- ❖ Two First Presbyterian Church *Lunch and Learn* Lecture.
- ❖ BACB Sports *Boys Basketball* game 2.
- ❖ BACB Sports *Swim and Dive2.*
- ❖ BACB Sports *Hockey.*
- ❖ *Birmingham Concert Band.*
- ❖ Two *Birmingham Republican Women's Club* Lectures.
- ❖ Two *TCH Women's Club* Lectures.
- ❖ Three *Plant Based Nutrition Support Group* Lectures.
- ❖ Three *Birmingham Musicale* Concerts.
- ❖ TCH *Patriot Week Patrick Henry* Event.
- ❖ TCH *Bates Street Society Kids Kicking Cancer* Event.

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.

EIGHT UPCOMING SPRING SPORTS SHOOTS

March 29th Girls water polo , April 15th Boys Lacrosse, April 26th Girls Softball double-header, April 27th Girls Lacrosse
May 5th Girls Soccer, May 16th Baseball double-header, May 18th Baseball single game.
Girls Tennis TBA

EQUIPMENT

Monitor Output Board needed to be replaced on Truck Camera 4. Greg contacted Grass Valley direct and the cost to replace the new board with overnight shipping was \$766.20. Also we completed the uniform purchase that was approved by the board back in October. We purchased eight ponchos to keep in the truck. The shirts were purchased back in November.

STUDIO TOUR

We gave a studio tour to a Girl Scout troop last week.