

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, October 15, 2014 at 7:45 am

Village of Beverly Hills

18500 West 13 Mile Road

Council Chamber

~AGENDA~

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of September 17, 2014-M
3. Public Comments
4. Adoption of Resolution Authorizing Transfer of Control from Comcast to Newly-Formed Company-M
5. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
6. Executive Director's Report
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

Present: Heldt, Kelly, McAlear, McLain - Birmingham
Borgon, Burry, Heyman, Schneider – Beverly Hills
Ettenson – Bingham Farms

Absent: Verdi-Hus – Beverly Hills
Stakhiv – Franklin

Also Present: White - Executive Director
Currier - Attorney for Cable Board
Rota - Bloomfield Community Television
Galbraith – Birmingham Public School representative
Amanda Thomas – Birmingham staff
Leslie Brogan – Comcast
Celeste Oberhausen – WOW representative

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

APPROVE MINUTES OF CABLE BOARD MEETING HELD JULY 16, 2014

Motion by Heldt, second by Ettenson, that the minutes of a regular Cable Board meeting held on July 16, 2014 be approved as submitted.

Motion passed.

PUBLIC COMMENTS

Birmingham resident Michael Fenberg related that he had a fire at his house on July 4 and had to move into temporary living quarters while his home was being rebuilt. He said that dealing with Comcast was one of the most difficult things he and his wife encountered. Fenberg related difficulties experienced with transferring his Comcast service and email account to a temporary residence. It took 10 days and many phone calls to Comcast to have their email account restored. Fenberg complained of poor customer service and difficulty with escalation attempts. He mentioned that Executive Director White was helpful in assisting him with a billing issue.

Chairperson McLain answered questions from Fenberg regarding Board members' access to complaints. She clarified that email sent to info@birminghamareacableboard.org goes to Executive Director Cathy White.

Leslie Brogan representing Comcast apologized for this resident's protracted resolution of these issues. She outlined company policies when there is a fire and addressed other issues experienced by Mr. Fenberg. Brogan will take his address and phone number in order to look into this issue further.

GRANT REQUEST – VILLAGE OF BINGHAM FARMS

Kathryn Hagaman, Clerk/Administrator for Bingham Farms, was present requesting the continuation of a grant in the amount of \$1,440.00 from the Birmingham Area Cable Board to offset the costs of maintaining the Village website in addition to costs incurred for ordinance hosting as well as search capabilities for Village minutes and ordinances.

Motion by Ettenson, second by Heldt, that the Birmingham Area Cable Board approve a grant request from the Village of Bingham Farms in an amount not to exceed \$1,440.00 for FY 2014/15 to cover annual costs related to maintaining the Village website and costs incurred for ordinance hosting as well as search capabilities for Village minutes and ordinances. This amount will come out of the municipal services budget line item.

Roll Call Vote:

Motion passed (9 – 0).

GRANT REQUEST - BASCC

Kathleen Tillson, Interim Executive Director for the Birmingham Area Seniors Coordinating Council, was present requesting a grant in the amount of \$1,835 to cover basic cable service for the television in the BASCC lobby, the projector in the activity room, plus Internet for the computer lab, My Senior Center, and the MediaCast TV. Tillson stated that there is a slight increase in this year's grant request due to an increase in the cost of cable and Internet service. There is a small amount of money allocated for light bulbs and maintenance of projectors.

Ms. Tillson introduced newly appointed Executive Director Chris Braun. Braun remarked that she is looking forward to working with the Cable Board.

Member Bob Borgon recused himself from voting on this grant request for the reason that he is an officer of the BASCC Board of Directors. Beverly Hills Council Liaison Greg Burry will also abstain from voting based on his membership on the BASCC Board.

Motion by Heldt, second by Ettenson, that the Cable Board approve the grant request from the Birmingham Area Seniors Coordinating Council (BASCC) in the amount of \$1,835.00 to cover the cost of cable service and Internet service for the Senior Center.

Roll Call Vote:

McLain	- yes
Borgon	- abstain
Heyman	- yes
Schneider	- yes
Burry	- abstain
Ettenson	- yes
Heldt	- yes
Kelly	- yes
McAlear	- yes

Motion passed (7 yes - 2 abstentions – 0 no).

GRANT REQUESTS – VILLAGE OF BEVERLY HILLS

Beverly Hills Liaison to the Cable Board Greg Burry outlined three grant requests from the Village of Beverly Hills for fiscal year 2014/2015 (July 1, 2014 through June 30, 2015). The first grant request is in the amount of \$79.75 per month totaling \$957.00 to cover Internet services for the Village Offices. The Beverly Hills Department of Public Safety respectfully requests a grant in the amount of \$958.80 to cover Internet services for the Department.

The Village of Beverly Hills is requesting a grant in the amount of \$100.00 per month totaling \$1,200.00 to cover the hosting and live broadcast costs associated with web streaming Birmingham Area Cable Board and Village of Beverly Hills Council meetings.

Motion by Heldt, second by McAlear, that the Birmingham Area Cable Board approve three grant requests from the Village of Beverly Hills for fiscal year 2014/2015: Internet service for the Beverly Hills Village offices in the amount of \$957.00; Internet services for the Beverly Hills Public Safety Department in the amount of \$958.80; and a grant in the amount of \$1,200 to cover hosting and live broadcast costs associated with web streaming BACB and Beverly Hills Council meetings. The total cost of the grant request is not to exceed \$3,115.80.

Roll Call Vote:
Motion passed (9 – 0).

On behalf of the Village of Beverly Hills, Burry thanked the Cable Board for the grant to update the Cable TV control room in the Beverly Hills municipal building. The new cameras and equipment were installed and are up and running.

ADOPTION OF RESOLUTION AUTHORIZING TRANSFER OF CONTROL FROM COMCAST TO NEWLY-FORMED COMPANY

Cable Board Attorney Tim Currier distributed material including a letter from Beier Howlett sent to Comcast in July asking specific questions to be answered relative to the 394 Transfer process. The franchising authority is permitted to ask questions of the cable providers about the transaction within the first 30 days of receipt of FCC Form 394. Comcast responded to this request on July 24, 2014. Executive Director White has distributed a proposed Resolution Granting Consent to the Transfer Control of the Cable Television System. Currier related that, earlier this week, Comcast Senior Director of Government & Regulatory Affairs Leslie Brogan provided him with a redlined version of what she would like to see in this Resolution. Currier distributed the redlined copy of that document.

Currier related that he spoke with Leslie Brogan this morning about a couple of items that will affect the resolution and will need clarification. Brogan has been authorized to provide the municipalities with an extension for consideration and adoption of this transfer resolution. That will put the end date at November 17 to consider the 394 Application.

Currier commented that information on the transaction and official filings can be viewed on the corporate.comcast.com website under the Time Warner Cable transaction link. There have been 26 official filings with the FCC and SEC. The actual closing date of the transaction is scheduled for February 15, 2015 provided that each party has the ability to extend it for six months waiting for all approvals from the Federal government. Brogan suggested taking the date noted in the Resolution out to August 2015, a full six months after February.

Another area of confusion was the name of the entity the municipalities are dealing with. Currier stated that Greatland Connections will be the anticipated name of the post-transaction company. Midwest Cable is the working name at the present time. The resolution Currier prepared for review cited Midwest Cable; the resolution presented at the next Cable Board meeting will

indicate Greatland Connections. Currier asked the Cable Board to take action to approve a 30-day extension of the Transfer Agreement Resolution.

Motion by Borgon, second by Ettenson, that the Birmingham Area Cable Board approve a 30-day extension of the Resolution Granting Consent to the Transfer Control of the Cable Television System.

Leslie Brogan commented on the Transfer process and the redlined resolution.

Motion passed (9 – 0).

COMMITTEE REPORTS

Cable Action Committee

White reported that the Cable Action Committee did not meet last month because there was no Board meeting held in August due to the lack of a quorum. The next CAC meeting will be held on October 2 at 5:30 at the Baldwin Library.

PEG Committee

Heldt stated that Bloomfield Community Television is in the midst of taping high school athletic events. The Birmingham School District has requested a total of seven sporting events to be taped and broadcast, two of which have already occurred. Before the Board is a request to authorize an expenditure for seven high school sporting events this Fall.

Motion by Heldt, second by Borgon, that the Birmingham Area Cable Board authorize an expenditure for the taping of seven High School sporting events by Bloomfield Community Television at a cost of \$2,500 per broadcast.

Roll Call Vote:

Motion passed (9 – 0).

EXECUTIVE DIRECTOR'S REPORT

Executive Director White highlighted a few complaints from August that have been resolved and one pending complaint. Four new complaints received since August were reviewed with resolution pending. White has received complaints from people who have experienced outages due to the number of severe storms this summer. Two outages involving Comcast are pending.

Financial information from all three accounts was included in the report. One check was written in the last month. Beverly Hills has submitted a summary of grant monies spent in 2013-14, a copy of which was provided in the August meeting packet. Evette Hollins has replaced Robert Jones as the AT&T representative to the Cable Board.

Bingham Farms has requested that the BACB pay the cost of its PROTEC dues for 2014-15 in the amount of \$138.88.

Motion by Ettenson, second by Heldt, that the Cable Board pay the cost of Bingham Farms PROTEC dues for 2014-2015 in the amount of \$138.88.

Roll Call Vote:
Motion passed (9 – 0).

Schneider requested to receive the financial reports in advance of the monthly meeting day. Cathy White responded that she will email that information to members by the day before the meeting. Questions from Borgon on financial reports were addressed by White.

This year's National Association of Telecommunications Officers and Advisors (NATOA) conference will be held in St. Paul, Minnesota from September 29 to October 2, 2014. The costs include registration at \$650, hotel rooms at \$121 per night plus tax, plus the cost of airfare and meals. White requested Board authorization of an amount not to exceed \$2,000 (the same amount authorized last year) to cover the costs for the Chairperson to attend. Funds are available in the 2014-15 BACB budget for this purpose.

Members commented on the benefit of Board representation at this conference in terms of information received and networking opportunities. It was requested that the Chairman prepare and file a written report following her attendance at the NATOA Annual Conference.

Motion by Heldt, second by Ettenson, that the Birmingham Area Cable Board authorize an expenditure of an amount not to exceed \$2,000 for registration, travel and related expenses for Chairperson Elaine McLain to attend the NATOA conference in St. Paul, Minnesota from September 29 - October 2, 2014 on behalf of the Cable Board. Funds are available in the 2014-2015 Cable Board budget.

Roll Call Vote:
Motion passed (9 – 0).

White related that, even with the purchase of new equipment this year, Board insurance costs for next year have gone down by 1.1%. The Board's contribution this year will be \$4,825.00. In addition, the distribution from MMRMA will be \$2,975.00, more than \$1,000.00 more than last year.

PROVIDER RELATED TOPICS

Comcast

Leslie Brogan updated the Board on the Internet Essentials program that Comcast operates for low income families to receive broadband at home for \$9.95 per month with options to receive a low cost computer and online training. The program has been reenergized. The current offer is that any qualified person who signs up before September 20, 2014 is eligible for six months of free service.

AT&T

There was no update on the merger between AT&T and Direct TV.

WOW

Celeste Oberhausen from WOW had no updates to report.

Attorney Currier referred to the storms that occurred in the area this summer resulting in basements flooding and the loss of customers' cable boxes. In some cases, restoration companies

came in and disposed of these boxes. Currier requested that each of the cable providers prepare information in writing that relays how subscribers should handle this dilemma.

Member Borgon thanked the CEO of WOW for running a public relations campaign including television commercials that address the issue of program costs. He viewed this as a needed public service.

Ettenson commented on the last wind storm on Friday, September 5 noting that AT&T suffered the most outages in the Bingham Farms business district.

BAPA/BAMA REPORT

Steve Rota highlighted programming outlined in the written report from Bloomfield Community Television on programming taped for Municipal Channel 15 (BAMA), PA Channel 18 (BAPA), and programming from BACB area organizations during the last month (information included in BCTV monthly report for July 17th, 2014 through September 17th, 2014).

The next camera workshop is scheduled for Tuesday, October 22 from 10 am to noon or 6:30 pm to 8:30 pm. Call 248-433-7790 to sign up.

The Beverly Hills cable control room equipment has been installed and is in working order. BCTV staff was trained on the new equipment at the end of July. Rota mentioned that the hard drive on the white board failed shortly afterwards. It was repaired by AVI Systems and will be in use within the next week or two.

The Program Development Committee met and approved two new series. Directors have been assigned and production will begin soon. One show is entitled Mediation and will use actors presenting actual mediations of real life disputes. The other show called The Rich Life is a talk show that deals with daily issues.

Rota announced that Greg Black has accepted a full-time Equipment Coordinator/Production Specialist position with Bloomfield Community Television. Greg has been a part of the BCTV team for the past three years as a part-time employee. He has a degree in Electronic Media-Film Studies & Creative Writing from Eastern Michigan University.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

Kevin Galbraith from Birmingham Public Schools commented that the school year is off to a good start. He thanked the BACB for its continued support of school district athletic events.

BOARD COMMENTS

Beverly Hills liaison Greg Burry mentioned that, at last night's Council meeting, he initiated discussion of the power outage that occurred in the area earlier this month. It has been determined that lack of adequate tree trimming in the road rights-of-way has resulted in about

70% of the outages. A DTE Energy liaison for governmental units has been invited to attend the October 7 meeting of the Beverly Hills Council to discuss maintenance of large trees in the easements. That date will be posted on the Cable Board website when confirmed.

Executive Director White announced that member David Lurie from Birmingham has resigned from the Cable Board due to his work schedule and commitments.

The meeting was adjourned at 8:54 a.m.

MEMORANDUM

DATE: October 1, 2014

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2014-37, which was pending on the date of our last meeting, has been addressed. This complaint was submitted by a Birmingham resident who was trying to get his business service disconnected and his residential service restored by Comcast. The disconnection has been accomplished and the early termination fee was waived. However, the subscriber indicates that he was informed that he would receive a credit for the amount he paid since he first started getting the service in February and his latest bill did not reflect that. I will be contacting Comcast further about the billing issue.

Complaint No. 2014-38 has been resolved. This complaint was submitted by a Bingham Farms resident who was experiencing an outage of her three Comcast services after a power outage. A technician went to the home and replaced a splitter. The subscriber later called again stating that the issue was back. An appointment was scheduled but, on the date of the appointment, the subscriber had no power. The fittings and outside equipment were checked at that time. After that appointment, Comcast was unable to follow up with the subscriber and a letter was sent. I have since verified with the subscriber that her services are all working now.

Complaint No. 2014-39 has also been resolved. This complaint involved a subscriber who was supposed to be in vacation mode but she had received a large bill which indicated that she was no longer in vacation mode. A Comcast representative contacted her representative and downgraded the account. The customer will let Comcast know if a full disconnection is needed in the future.

Complaint No.2014-40 was discussed at our last meeting. This complaint involved a Birmingham resident who had a fire at his home and had encountered a lot of problems in dealing with Comcast. His remaining issue pertained to billing and a detailed review of his account was provided by Comcast. The equipment was removed and the fees were waived. This complaint is now closed.

Complaint No.2014-41 was received from a Franklin resident who lost her Comcast cable, internet and phone service after a storm. Comcast believes the service issue was resolved with

the outage in the area but has not been able to reach the customer after numerous attempts. I have discussed this with the resident and her service has been restored. This complaint is now closed.

Complaint No. 2014-42 is also closed. This complaint involved a downed Comcast wire in Bingham Farms that has been addressed.

We have received five (5) new complaints since the date of our last meeting. Complaint No. 2014-43 was received from a Beverly Hills resident who had a cable laying in his backyard that he believed belonged to AT&T and he wanted it removed. This complaint has been resolved since an AT&T technician went out to the property and removed AT&T's cable.

Complaint No. 2014-44 was submitted by a Beverly Hills resident who has a large branch resting on the Comcast cable line that he wanted to have removed because of its potential to cause injury or property damage if it fell down. Comcast has indicated that a tree branch is the property owner's responsibility rather than Comcast's responsibility and I have notified the property owner accordingly. This complaint is now closed.

Complaint No. 2014-45 was also submitted by the same Beverly Hills resident because he had several cables bundled in a ball on the east side of his property that he believed belonged to AT&T and he wanted them removed. An AT&T technician went to the site and picked up the cables. This complaint is now closed.

Complaint No. 2014-46 was received from a Beverly Hills resident who had a cable wire down over his driveway that he believed was owned by WOW! and he wanted it removed. This complaint has been resolved. WOW! maintenance personnel went to the property and observed a low fiber line due to a broken lashing wire. They cleaned up the lashing strapped up to the hard line so it was no longer an issue. Their construction crew will be sent out for a permanent repair.

Complaint No. 2014-47 was received from one of our Board members who is having billing issues with Comcast. She received a credit last month for 4 days of interrupted service and she paid the lower bill. This month that amount is on her bill together with a late payment fee and, in addition, her rate was raised by over 16%. A Comcast representative told her the credit went through and removed the late payment fee. There is still an extra \$28.08 on her bill and she would like to know if Comcast really raised rates by 16% and/or she would like an explanation of her bill.

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

Since the date of my last report, I have written eight (8) checks as follows:

1. Birmingham Bloomfield Credit Union (Visa- technical consulting) \$218.75
2. Charter Township of Bloomfield (sports events-programming) \$5,000.00
3. Village of Bingham Farms (municipal support services grant) \$1,440.00
4. Birmingham Area Seniors Coordinating Council & Center (PEG Grant) \$1,835.00
5. Village of Beverly Hills (municipal support services grants) \$3,115.80
6. Charter Township of Bloomfield (Quarterly BCTV contract payment) \$46,856.25
7. Charter Township of Bloomfield (Comcast internet service for BCTV) \$402.05
8. Charter Township of Bloomfield (Programming expense for 2 Sept. sports events) \$5,000.00

ADDITIONAL NOTES:

1. Celeste Oberhausen has been promoted and we now have a new WOW! representative. His name and contact information is included on the new updated roster attached to this report.
2. Multichannel News reports that more than 90% of affluent Americans (defined as the 23% of U.S. households with at least \$100,000 in yearly household income) watched video on traditional television screens over a 7 day period. In addition, 44% watched video on a computer, with both figures virtually unchanged from last year. While affluent Americans are still enjoying traditional television viewing, they are also increasingly turning to digital media for their entertainment. Video viewing on tablets increased to 25% in 2014, while smartphone viewing increased to 31%, according to a survey conducted by a global research company. The company concluded that consumption of new media is supplementing, not supplanting, traditional media use.

**BIRMINGHAM AREA CABLE BOARD MEMBERS
OCTOBER, 2014**

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VILLAGE OF BEVERLY HILLS

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Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 9/22/14
Re: Report September 18th, 2014 through October 15th, 2014.

BAMA Programs

During this time period we completed 6 regularly scheduled municipal meetings and the BACB meeting.

On Location

Birmingham Republican Women's Club lecture.

Baldwin Public Library Lecture.

BASCC b-roll for an upcoming program.

LWV Lecture.

BAPA Programs

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

- ❖ Three *Making a Difference at TCH* hosted by Camille Jayne.
- ❖ Four *Self Talk* hosted by Danco.Sotirovski.
- ❖ Three *Spectacles* hosted by Betsy Laboe and Ellen Rogers.
- ❖ Boys' Tennis Match, Number 1 Singles and Doubles.
- ❖ Boys' Soccer Game.
- ❖ Boys' Water Polo.

From BACB area organizations:

- ❖ *Plant Based Nutrition* Lecture.
- ❖ First Presbyterian Church: *Lunch and Learn* Lecture.
- ❖ First Baptist Church: *Children of the World Concert* in Shain Park.
- ❖ *Birmingham Musicale*.
- ❖ Birmingham Bloomfield Art Center: Cultural Arts Award Ceremony.

CAMERA WORKSHOP

Our next camera workshop has been scheduled for Tuesday, October 22nd, 2014 from 10:00 AM to Noon or 6:30 PM to 8:30 PM. Call 248-433-7790 and sign up today!

UPCOMING SPORTS COVERAGE

Girls' Swimming Wednesday, October 22nd at Seaholm and Tuesday, October 28th Girls' Volleyball at Seaholm.