

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, January 21, 2015 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 December 17,2014-M
3. Public Comments
4. Grant Request-City of Birmingham-M
5. Grant Request-Baldwin Public Library-M
6. Closed Session for an Attorney/Client Privileged Communication Pursuant to Section 8(h) of the Open Meetings Act-M
7. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel Committee
7. Treasurer's Report -M
8. Executive Director's Report-M
9. Provider Related Topics
 - a.Comcast
 - b. AT&T
 - c. WOW
10. BAPA/BAMA Report
11. Old Business

12. New Business

13. Public Comments

14. Board Comments

15. Adjourn

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

Absent: McAlear - Birmingham
Stakhiv – Franklin

Also Present: White - Executive Director
Currier - Attorney for Cable Board
Kowalski - Bloomfield Community Television
Galbraith – Birmingham Schools representative
Thomas – Birmingham staff 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 NOVEMBER 19, 2014

A change was made to correct the spelling of Michael Willner’s name on page 3.

Motion by Heldt, second by Ettenson, that the minutes of a regular Cable Board meeting held on November 19, 2014 be approved as amended.

Motion passed.

PUBLIC COMMENTS

Hildreth Buterbaugh on Dunblaine in Beverly Hills had comments and questions on the pending transfer of Comcast to new cable supplier. He hoped that subscriber services received under the current Comcast franchise agreement would not be lost with a new cable company.

Kathleen Berwick on Kennoway Court in Beverly Hills related chronic problems she has experienced with Comcast cable and phone service over a number of years. She thanked Elaine McLain for taking her call and escalating issues to the correct Comcast representatives, which led to the resolution of her problems.

MULTI-BANK SECURITIES, INC. PRESENTATION

McLain welcomed Charles Kipp, Vice President of Multi-Bank Securities Inc., an institutional fixed-income securities broker-dealer headquartered in Southfield, Michigan. Mr. Kipp presented an overview of MBS and how it serves the Cable Board to maximize the safety, liquidity and yield of its investments. Under Michigan Public Act 20, Multi-Bank Securities has provided FDIC insured CDs to keep all of the Cable Board funds insured at all times including the interest. Multi-Bank uses a ladder strategy, which means that they buy CDs with varying maturities to maximize interest rate earnings and ensure liquidity. Kipp distributed a Corporate Fact Sheet for Multi-Bank Securities, Inc.

Kipp informed the Board that the National Association of Counties (NACo) announced that the NACo Financial Services Center (FSC) has launched a new, exclusive partnership with

Multi-Bank Securities, Inc. to help its members manage their fixed-income investment needs through a robust online platform, eConnectDirect Designed by MBS. McLain thanked Charles Kipp for his presentation.

APPROVAL OF BCTV TO FILM SEVEN SPORTING EVENTS

Heldt stated that Birmingham Public Schools has asked that seven winter sporting events be taped and broadcast by Bloomfield Community Television.

UPCOMING WINTER SPORTS SCHEDULE

Wrestling	- December 17
Boys Swim & Dive	- January 22
Girls Basketball	- January 27 and February 19
Boys Basketball	- February 3 & February 27
Hockey	- February 21

Motion by Ettenson, second by Borgon, that the Birmingham Area Cable Board authorize seven broadcasts of area High School sporting events by Bloomfield Community Television at a cost of \$2,500 per broadcast.

Roll Call Vote:
Motion passed (8 – 0).

COMMITTEE REPORTS

Cable Action Committee

Verdi-Hus reported that the Cable Action Committee met on December 4. The Committee discussed Chairman McLain's visits to the member municipalities to discuss the Transfer of Control Resolution. There was a follow up on the annual audit, the fund balance policy, and calculation of administrative grants to the municipalities. The next Cable Action Committee meeting will be on January 8, 2015 at 5:30 pm at Baldwin Public Library.

PEG Committee

The PEG Committee will meet following the regular Cable Board meeting.

EXECUTIVE DIRECTOR'S REPORT

Executive Director White stated that four complaints were received since the date of her last report. All of the complaints involved service issues, three with Comcast and one with AT&T. All but one has been resolved. A complaint from a Franklin resident with Comcast Internet problems is pending. Financial information has been provided to Board members by email and is also included in the packet.

White noted that the date of the February Cable Board meeting has been changed from February 18, 2015 to **February 25** since the earlier date fell on Ash Wednesday. Pursuant to City Ordinance, Birmingham has no meetings on that date.

The City of Birmingham has provided the Board with a breakdown of the grant request approved by the Board in the 2013-14 fiscal year for cable and Internet related services and the amounts

actually spent for these services. This grant reconciliation information is included in the meeting packet.

The National Association of Telecommunications Officers and Advisors (NATOA) has forwarded a dues notice for 2015. Based on the population of the four member communities, the dues will be \$645.00; funds are available for this purpose in the 2014-15 Cable Board budget.

Motion by Heldt, second by Ettenson, that the Cable Board authorize the Executive Director to make a payment of \$645.00 to NATOA for its 2015 Cable Board dues.

McLain related that the Cable Board authorized an expenditure for the Board chairman to attend the 2014 NATOA Conference. Due to costs related to attending and the topics proposed for that conference, McLain did not attend. She conducted online research on the conference content. McLain would not recommend attending the 2015 NATOA conference unless they post an appropriate local agenda. She affirmed that membership to NATOA is valuable in terms of taking advantage of its resources, online programs, and contacts.

Roll Call Vote:
Motion passed (8 – 0).

Chairman Elaine McLain was interviewed by a reporter from Downtown Birmingham Bloomfield news regarding what to expect from the Comcast Time Warner merger and the impact on PEG access fees. The article is included in the meeting packet.

Questions from Borgon on the City of Birmingham grant request breakdown were addressed by Amanda Thomas. An inquiry on the Birmingham Ordinance that resulted in changing the February Cable Board meeting date was answered by Tim Currier.

PROVIDER RELATED ITEMS

Comcast

McLain reported that she attended Council and Commission meetings of all four communities to talk about the FCC Form 394 Transfer of Control process. Each of the consortium communities have adopted the Resolution Granting Consent to the Transfer of Control of the Cable Television System. Fred Eaton, Senior Manager for External Affairs for Comcast, attended the Franklin and Birmingham meetings with McLain. McLain thanked Tim Currier for his due diligence in addressing comments and questions on this topic.

Greg Kowalski commented that Bloomfield Township franchise renewal negotiations with Comcast are continuing.

AT&T

The representative was not present.

WOW

The representative was not present.

Borgon related that he had a discussion with Birmingham Commissioner Dilgard who asked if Aljazeera network news coverage is available through any of the cable providers in the consortium. Borgon asked Executive Director White to follow up on this.

BAPA/BAMA REPORT

Greg Kowalski 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 November 20, 2014 through December 17, 2014).

The next camera workshop has been scheduled for Tuesday, January 27, 2015 from 10:00 am to noon or 6:30 pm to 8:30 pm. Call 248-433-7790 to sign up. The upcoming winter sports schedule was discussed earlier in the meeting.

Borgon requested that holiday music be played when the billboards are running on PEG channels.

OLD BUSINESS

None

NEW BUSINESS

McLain reported on her recent meeting with the Cris Braun, the new Executive Director of the Birmingham Area Seniors Coordinating Council. BASCC President Bob Borgon commented that the Senior Center will be open Tuesday, Wednesday and Thursday nights beginning in January. Hours have been extended to 55 hours per week including Saturday hours and three evenings. Events include lectures, pickle ball, and exercise classes and more.

PUBLIC COMMENTS

Hildreth Buterbaugh from Beverly Hills talked about how residents do not have to subscribe to any of the cable services to receive digital television.

BOARD COMMENTS

Heyman responded to Borgon's query about Aljazeera network. It is available on the Comcast Digital Preferred Plan and up.

The meeting was adjourned at 8:30 a.m.



MEMORANDUM

City Manager's Office

DATE: January 6, 2015

TO: The Birmingham Area Cable Board

FROM: Amanda Thomas, Management Analyst
City of Birmingham

CC: Joe Valentine, City Manager
Gary Gemmell, IT Manager

SUBJECT: Grant Request for Cable and Internet Services

The following grant request is submitted by the City of Birmingham for consideration by the Birmingham Area Cable Board for cable and connectivity related services. The utilization of web based services offers the public a valuable tool in communicating, interacting, and obtaining information from their local governments. In addition, it also allows the local agencies the ability to monitor news and weather affecting the community in order to better serve the public.

The following is for consideration of a grant for the 2014-2015 fiscal year. Below is a summary explanation of the services needed and related expenses anticipated.

Police

Cable related services are provided to the Police Command staff. While cable services to the Police Department are provided at no charge, there is a fee for two converters and 4 digital adaptors for a monthly charge of \$44.14. In addition, cable related services are used at the Police pistol range/training facility. These services include cable, phone and internet for maintaining connectivity to the department and providing the security system services at this facility for a monthly fee of \$95.83. The total cost per month for the police department is \$139.97

The total fee for the Police Department is \$1,679.64.

Museum

In 2009, the BACB had awarded a grant for a monitor, installation and cable fees for the broadcasting of cable programming at the Birmingham Historical Museum. This has been very well received by the public and a request is being made to continue funding for the cable programming. The monthly cost for service is \$34.19.

The total fee for Historical Museum is \$410.28

Department of Public Services (DPS)

The DPS includes the two golf courses, an ice arena and the DPS facility. Cable programming has been included at each facility and has been well received by the public. The golf courses

and ice arena are for public viewing, while the DPS facility is utilized for monitoring weather and news reports. In addition, monthly internet charges for the remote water meter reading system connected to the water tower have been added. The following summarizes the monthly services at each facility:

Springdale	\$83.16 per month
Lincoln Hills	\$83.23 per month
Ice Arena	\$56.04 per month
DPS Facility	\$45.16 per month
Water Tower	<u>\$92.85 per month</u>
TOTAL	\$360.44 per month

The total fee for the DPS facilities is \$4,325.28

Information Technology

The City of Birmingham has successfully incorporated web-based interfaces into its website in serving the public. A few key features include the broadcasting of municipal meetings via our website, providing interactive mapping technology and electronic notification systems. A breakdown of the annual costs for the full complement of these services is as follows:

Hosting and maintenance of City mapping component of City website -	\$6,800
Internet provider -	\$2,400
Connectivity to Historical Museum -	\$4,500
City Website Webhosting -	\$2,800
Webstreaming and storage -	<u>\$6,900</u>
TOTAL	\$23,400

Connectivity to the Historical Museum is higher than previous years due to an increase in speed and bandwidth to provide better service to the Museum. There has been a slight increase in cost for internet services to all departments.

The total fee for IT is \$23,400.

Location	Service	Monthly Fee	Annual Cost	Acct. #
Police Dept.	Cable Eqt.	varies	\$1,679.64	101-301.000-729.0000
Historical Museum	Cable	\$34.19	\$410.28	101-804.022-811.0000
Springdale Golf	Cable	\$83.16	\$997.92	584-753.002-729.000
Lincoln Hills Golf	Cable	\$83.23	\$998.76	597-753.002-729.0000
Ice Arena	Cable	\$56.04	\$672.48	101-752.000-729.0000
Water Tower	Internet	\$92.85	\$1,114.20	591-537.001-811.0000
DPS Facility	Cable/Internet	\$45.16	\$541.92	101-441.002-729.000
Info Tech	Cable /Internet	Various above per	\$23,400	various
TOTAL			\$29,815	

Suggested action:

To award a grant in an amount not to exceed \$29,815 to the City of Birmingham for cable and internet related services for the 2014-2015 fiscal year.



January 15, 2015

Birmingham Area Cable Board
Attn: Cathy White, Executive Director
P.O. Box 165
Birmingham, MI 48012

Birmingham Area Cable Board,

As more and more of the content Baldwin Public Library provides to our users moves online, we have an increasingly urgent need for a well designed, highly functional, and responsive website to access it. To that end, on October 13, 2014, Baldwin Public Library released a Request for Proposals for a complete redesign of our website through the Michigan Inter-governmental Trade Network (MITN).

Our current website, which was designed in 2008, has become outdated, difficult to edit, and ill suited to the variety of mobile devices people use to view it on. The new website, which will debut this year, will enable us to better serve our communities by making our online content more intuitively organized, easier to find, and more secure. It will also provide users with increased functionality, such as e-commerce integration. In addition, our new website will be in compliance with the Americans with Disabilities Act (ADA).

While we are excited about the prospect of a newly redesigned website, the cost is high. We awarded the bid to GravityWorks, the bidder with the lowest long-term costs. However, the first year cost of the project alone will be \$24,720. Baldwin Public Library respectfully requests to be considered for a grant in the amount of \$24,720 to offset the first year costs of this project. A more detailed breakdown of the total costs is enclosed, along with the website redesign proposal that was submitted to the Baldwin Public Library Board in December 2014.

Thank you for your consideration.

Sincerely,

Doug Koschik
Library Director

Kathryn Bergeron
Associate Director

Enclosures

Website Redesign Proposal

The current Baldwin Public Library website was developed in 2007 and went live to the public in early 2008. In the last several years it has become apparent that a website re-design was necessary.

The most-pressing reason for an update is that the backend portion of the website has not been upgraded since 2008. This means that (1) the services that the Library can offer are limited, (2) the ability to edit content has become limited, and (3) the Library website is vulnerable to 7 years' worth of security threats. The initially proposed solution to this problem was the migration of our site, with its current design, to a new backend system. The estimate for that project was \$7,000 to \$10,000.

With a website badly in need of modernization and a project that would be cost-prohibitive in the first place, Library staff decided that a full re-design of the website was the best solution.

Priorities:

Library staff decided upon a variety of priorities for the new website. The highest priorities included:

- Information Architecture
- Responsive & Modern Design
- Accessibility
- Integration with 3rd Party Online Library Services
- Social Media Integration
- eCommerce
- Search Engine Optimization
- Integrated Analytics
- Design & Content Ownership

Bid Process:

In October 2014 the Library released a bid through MITN for a website re-design. At the end of the bidding period, 11 bids were accepted. The initial budget for the project was \$15,000; no bids came in under \$15,000. Library staff interviewed 5 of the 11 bidders. The 5 chosen bidders reflected high-quality functionality and high-quality design, as well as fiscal responsibility in their bids.

Gravity Works:

After completion of the interviews and reference checks, Library staff decided upon Gravity Works as the most responsible bidder. Their emphasis on information architecture and user-centered design, knowledge of current best practices, and demonstrated excellence on sites such as the Michigan High School Athletic Association, the Lansing Center, the Michigan Adoption Resource Exchange, and SMART (Suburban Mobility Authority for Regional Transportation), better known locally as the SMART buses, leaves us confident that Gravity Works will be able to provide the best service for the Library's needs. In addition, as is seen in the follow cost-comparisons, Gravity Works was the lowest interviewed bidder in year-one costs and the lowest overall bidder in long-term costs.

Library staff is asking the Library Board to authorize the payment of \$24,720 to Gravity Works Design, to be paid in installments throughout the first year of the project, for the website re-design, information architecture assessment, and first year of hosting and support for the new website.

Baldwin Public Library Website Redesign & Hosting

Grand Total Cost: Redesign, IA, Hosting & Support

Bidder	Website Redesign	Information Architecture (Additional Bid Item #1)	Hosting and Support (Year 1)	Hosting and Support (Year 2)	Hosting and Support (Year 3)	Hosting and Support (Year 4)	Hosting and Support (Year 5)	Hosting and Support (Year 6)	Grand Total Amount
Gravity Works Design & Development	\$22,080	\$1,440	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$1,200	\$30,720
Revize	\$16,100	\$0	\$2,800	\$2,800	\$2,800	\$2,800	\$2,800	\$2,800	\$32,900
Flight Path Creative	\$21,250	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$2,400	\$38,050
Revel	\$34,000	\$4,800	\$0	\$360	\$360	\$360	\$360	\$360	\$40,600
Communications Professionals	\$36,500	\$0	\$0	\$1,500	\$1,500	\$1,500	\$1,500	\$1,500	\$44,000
Albatross Digital, LLC	\$26,850	\$0	\$500	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000	\$57,350
CivicPlus	\$16,322	\$10,000	\$0	\$6,500	\$6,825	\$7,166	\$7,525	\$7,901	\$62,239
Ardent Technologies	\$31,000	\$7,500	\$4,800	\$5,600	\$5,600	\$6,200	\$6,200	\$6,200	\$73,100
ASG Renaissance	\$41,200	\$9,450	\$4,068	\$4,068	\$4,068	\$4,190	\$4,316	\$4,445	\$75,805
Computer Consultants International, Inc.	\$144,000	\$8,000	\$6,000	\$4,500	\$4,500	\$4,500	\$4,500	\$4,500	\$180,500
FutureNet Group, Inc.	\$33,760	\$4,000	\$28,000	\$28,000	\$28,000	\$31,000	\$31,000	\$31,000	\$214,760

*When a range of prices was given, only the highest range was included

Baldwin Public Library Website Redesign & Hosting (2014)				
Bidder	Website Redesign	Information Architecture	Hosting and Support (Year 1)	Total Cost (Year 1)
Revize	\$16,100	\$0	\$2,800	\$18,900
Gravity Works Design & Development	\$22,080	\$1,440	\$1,200	\$24,720
Flight Path Creative	\$21,250	\$2,400	\$2,400	\$26,050
CivicPlus	\$16,322	\$10,000	\$0	\$26,322
Albatross Digital, LLC	\$26,850	\$0	\$500	\$27,350
Communications Professionals	\$36,500	\$0	\$0	\$36,500
Revel	\$34,000	\$4,800	\$0	\$38,800
Ardent Technologies	\$31,000	\$7,500	\$4,800	\$43,300
ASG Renaissance	\$41,200	\$9,450	\$4,068	\$54,718
FutureNet Group, Inc.	\$33,760	\$4,000	\$28,000	\$65,760
Computer Consultants International, Inc.	\$144,000	\$8,000	\$6,000	\$158,000

Baldwin Public Library Website Redesign & Hosting (2007)				
Bidder	Website Redesign		Hosting and Support (Year 1)	Total Cost (Year 1)
aha!	\$15,000		\$0	\$15,000
Kavanaugh Software	\$16,000		\$800	\$16,800
Core 3 Solutions	\$17,640		\$0	\$17,640
In Command	\$18,500		\$1,000	\$19,500
Weblinx	\$18,950		\$1,000	\$19,950
Morley Corporation	\$25,000		\$950	\$25,950
Synsol	\$30,000		5,000	\$35,000
Head Full of Ideas	\$36,500		\$1,250	\$37,750
Redefining IT	\$40,640		\$0	\$40,640
JCI Design	\$62,500		\$0	\$62,500
Trillium	\$159,341		\$2,500	\$161,841
SSA Soft	\$260,000		\$20,000	\$280,000

*When a range of prices was given, only the highest range was included

MEMORANDUM

DATE: January 14, 2015

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2014-54 was pending on the date of my last report. This complaint involved a service issue and the Beverly Hills resident appeared at our last meeting to indicate that her complaint had been resolved. Her Comcast service is now working properly.

Complaint No. 2014-55 was also pending on the date of my last report and involved problems with a Franklin resident's Comcast internet service. A technician went to her house and replaced internal wiring. The service is now working properly and this complaint is closed.

We have received four (4) complaints since the date of my last report. Complaint No. 2014-56 was submitted by a Franklin resident regarding a billing issue and questions regarding Comcast's Seasonal Suspension program. This complaint has been resolved and the subscriber decided to place his account into Seasonal Suspension.

Complaint No.2014-57 was submitted by a Beverly Hills resident who lost Comcast internet and phone service for six days. This issue has now been resolved and the resident sent a very nice e-mail thanking me and the Comcast representatives.

Complaint No.2015-1 was submitted by Board member Mira Stakhiv who was having a problem with her DVR and also had a billing concern but she got cut off when she called Comcast. Her DVR has been fixed and this complaint is now closed.

Complaint No.2015-2 was received from a Birmingham resident who has a billing issue with Comcast. She is being charged for 5 cable boxes but she only has 3 cable boxes at her residence. This complaint is pending.

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 five (5) checks as follows:

1. Birmingham Bloomfield Credit Union (Visa-calendar wiz, NATOA e-webinar & Quick Books consultation) \$195.50
2. State of Michigan (license plate renewal for truck) \$491.00
3. Charter Township of Bloomfield (sports event) \$2,500.00
4. Charter Township of Bloomfield (quarterly contract payment) \$46,856.25
5. Charter Township of Bloomfield (Comcast internet service for BCTV) \$398.55

ADDITIONAL NOTES:

1. I have completed the Annual Report for FY 2013-14 and a copy is included as part of your packet this month. The report has been expanded to include information about the Comcast/Time Warner and AT&T/Direct TV mergers and also mentions the large amount of equipment purchases made by the Board.
2. A new roster has also been prepared and is included in your packet.
3. With the assistance of the Chairman and the Treasurer, the Administrative Grants have been calculated for FY 2013-14 as follows:

Birmingham \$111,600.00

Beverly Hills \$45,000.00

Franklin \$18,000.00

Bingham Farms \$5,400.00

It is respectfully requested that the Board adopt a resolution authorizing payment in these amounts to the four communities, which funds constitute a return of franchise fees.

4. The Federal Communications Commission has rolled out a new way for the American public to let the agency quickly and easily know about everything from unfair cable bills to telephone service outages through a new online complaint center. One of the benefits of the new system is the ability for consumers to track the resolution of their issue the same way they might track a FedEx package. The FCC is also considering releasing more complaint data back to the public.

5. Michigan NATOA has requested that members “save the date” of March 11-13, 2015 for attending the Media Central Conference in Lansing. They hope to have a large turnout this year and we have funds in this year’s budget to allow interested Board members to attend.

6. At the request of the Chairman, I have obtained information from Google Analytics about the number of hits to our website. I will distribute copies of this information showing that in the one-month period between December 5, 2014 and January 4, 2015, we received 779 hits. Most visitors to the website looked at our home page and then many went right to our mobile website. The next most frequently viewed pages were our “About Board Members” section and the Complaints section.

BIRMINGHAM AREA CABLE BOARD
ANNUAL REPORT
FISCAL YEAR 2013-2014

Submitted By:

Cathy K. White

Executive Director

December, 2014

CABLE BOARD MEMBERS

As of December 31, 2014

BIRMINGHAM

Elaine McLain- Chairman

Jeffrey Heldt-Treasurer, PEG Comm. Chair

Cynthia Kelly

Matt McAlear

BINGHAM FARMS

Mel Ettenson

FRANKLIN

Mira Stakhiv- Vice Chair, Personnel Comm. Chair

BEVERLY HILLS

Mary Ann Verdi-Hus, Cable Action Comm. Chair

Alan Heyman-Secretary

Bob Borgon

Patricia Schneider

Background

We continue with varying degrees of competition for cable, internet and phone in our consortium post 2006 Michigan Public Act 480. Comcast/NBCU, as incumbent, is still the only provider to offer service in all four of our communities. As first overbuilder, WOW! wired Birmingham and Beverly Hills in 2011 and has not expanded any further in our area. AT&T continues to offer their U-Verse internet protocol service to a number of our residents. The legislature has not updated guidelines for buildout or disclosure for any providers. In effect, competition is still not available to all of our residents as was envisioned by previous local franchise agreements.

2014 was significant in that public notification was given that Comcast and Time Warner Cable intend to merge, pending approval by applicable federal agencies including the U.S. Department of Justice and the Federal Communications Commission. If this occurs, it will likely happen by the end of August 2015. Our traditional cable franchise agreement with Comcast will be transferred to a new company to be formed as a result of the merger known as Midwest Cable/ GreatLand Connections, Inc. Approval of the transfer was given by our four communities subject to conditions recommended by our legal counsel, Beier Howlett. Among these conditions is the caveat that the merger alone shall not be the cause of increases in rates and that all existing terms and conditions of the franchise agreement shall continue to be honored by the new company. We expect that many of the Comcast executives responsible for complaint resolutions will remain employees of the new company.

Also noteworthy in 2014 is the fact that AT&T and Direct TV also plan to merge into one company pending federal approval.

The current traditional cable franchise agreement with Comcast (or as transferred to Midwest Cable/GreatLand Connections, Inc.) expires in 2015. Negotiations will occur in 2015 with respect to a new agreement and the BACB is committed to protecting our revenue streams in any subsequent agreement.

BCTV Contract

The contract with BCTV for public and governmental programming has been extended through June 2015. The amount paid for BACB production and associated services in FY 2013-14 was \$187,425.00. We also paid for Sports production through PEG funds. Negotiations will begin after our Spring budget assessments with the new BCTV Community Affairs Director, Greg Kowalski and our PEG Committee team.

The Board approved the purchase of significant amounts of additional equipment for use by BCTV to enhance the digital format of its programming. Purchases in the amount of \$66,343.00 were made from PEG funds for studio equipment and in the amount of \$50,569.00 for the production truck. These purchases also replaced obsolete equipment and enables BCTV to continue its high quality filming of municipal meetings, community events and programs and athletic competitions.

Board Committees

The Board has three standing committees: PEG (Public Educational Governmental), CAC (Cable Action) and Personnel committees.

PEG Committee

The PEG Committee is charged with oversight and development of programming on the public access and governmental channels as well as reviewing proposed grants for PEG infrastructure. Jeffrey Heldt is the Chairman; membership is open to any Board member, and representatives of BCTV and the Birmingham Public Schools participate on a regular basis. Live broadcast, as well as re-broadcast, of local governmental meetings continues on the Governmental channel. The Public channel provides opportunities for local citizens to produce their own programs, as well as to broadcast/re-broadcast parades, lectures, concerts and other events of community interest. Re-broadcast of Groves versus Seaholm athletic contests, both boys and girls, is now in its fourth year and is an especially popular undertaking. Comprising its contribution to the "E" in PEG, the Cable Board has made significant contributions to help fund the broadcast infrastructure for the Birmingham Public Schools.

CAC Committee

The Cable Action Committee was formed to follow up on Board initiatives at the monthly meetings and drive special projects. Subscriber complaints are reviewed and legal/legislative issues and new initiatives are discussed. Mary Ann Verdi-Hus is the Chairman. Projects for this year included implementation of a new fund balance policy and segregation of PEG and franchise fee revenues and expenses. Discussions involved PEG and municipal support services grants, financial matters, cable provider merger implications, transfer of the cable franchise agreement to Midwest Cable/GreatLand Connections, Inc., website updates and long term planning.

Personnel Committee

The Personnel Committee was formed to address personnel issues and fill Board vacancies and complete performance evaluations of the Executive Director. Mira Stakhiv is the Chairman. The Personnel Committee met in March of 2013 to conduct the first annual review of the new Executive Director's job performance.

Audit

Plante & Moran, PLLC conducted the annual audit of Board financial operations. The audit included review of the financial activities performed by Beverly Hills, which acts as the BACB fiduciary agent. The audit also reviewed activity on the Birmingham Bloomfield Credit Union (designated funds to purchase capital equipment for PEG-related activities) and our Multi Bank Securities account (institutional investments). The Independent Auditor's Report indicated that the BACB's financial statements received an unmodified audit opinion for 2013-2014, which is the highest level given. After consultation with our auditors, we have also re-affirmed the process in determining franchise fee and PEG fund balances.

Grants

The Board provided a total of \$128,211 in grants during the fiscal year. Municipal support services grants were awarded to the four communities: Birmingham received \$53,309.44, the Village of Beverly Hills received \$1,723.80, Franklin received \$5,236.64 and Bingham Farms received \$1,677.00. PEG grants were also awarded as follows: Birmingham received \$21,208.00, Beverly Hills received \$36,560.00, and Franklin received 7,144.61 (given to the Franklin Historical Society for technology upgrades to the Kreger House). BASCC was given a grant to pay for cable and internet services. Grants were awarded to

the Franklin-Bingham, Birmingham and Beverly Hills Police and Fire Departments to support essential security internet services.

In addition, Administrative Grants from franchise fees, per our Interlocal Agreement, were also returned proportionally to each BACB community. These amounts were much higher than usual this year because of the Board's effort to utilize its fund balance to return excess franchise fees from prior years based on more detailed accounting procedures.

Complaints

Written complaints to the BACB increased significantly in FY 2013-2014. There were approximately 57 formal complaints, compared to 36 the previous year. Our ED accepts all calls and website complaints including informal actions, wherein residents decline to record formal action. Complaints involved pricing/billing, poor service, service interruptions, long wait times on Comcast 1-800 numbers, calls being shifted overseas, missed appointments (without compensation) and downed/unburied wires in the rights-of-way. Subscribers are still encouraged to call their provider first in an effort to resolve disputes. The BACB continues to accept and process complaints from our residents. We have streamlined the escalation process. WOW!, Comcast and AT&T have escalation teams to promptly deal with residents' problems and are often resolved within 24 hours.

Since the empowerment of the Michigan Public Service Commission to administer PA 480 and deal with complaints, our process has expanded. As directed, we offer a link to the MPSC website (video/cable) for access to their informal complaint process online. A written response from the provider is expected within 10 days and sent directly to the consumer. The complaint is deemed closed or resolved on behalf of the MPSC after notification to the subscriber without regard to the subscriber's satisfaction. Any further pursuit by the subscriber may result in an update to the original filing or referral to the formal process (legal and financial hurdles). Those who remain unsatisfied have been referred to the FCC for consultation. Just recently the FCC announced its new initiative to accept cable complaints, the details of which have not yet been specified.

Fiscal Year Budget

The Board is expected to receive \$822,000 in franchise and PEG fees this fiscal year. This includes \$320,000 in franchise fees and \$502,000 in PEG fees. PEG fees are designated funds and may only be used for purchase and maintenance of capital equipment. We have added a line-item budget expense for technical consulting related to accounting and technology issues.

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JANUARY,2015**

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Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 1/14/15
Re: Report December 18th, 2014 through January 21, 2015.

BAMA Programs

During this time period we've completed five regularly scheduled municipal meetings and the BACB meeting.

On Location

Baldwin Public Library Lecture.

BAPA Programs

From BACB area individual producers and organizations we've taped 20 programs. From individuals:

- ❖ Two *Spectacles* hosted by Ellen Rogers.
- ❖ Two *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Three *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Three *Making a Difference at TCH* hosted by Camille Jayne.

From BACB area organizations:

- ❖ First Presbyterian Church: *Lunch and Learn.*
- ❖ Birmingham Bloomfield Community Coalition: *Battle of the Bands*
- ❖ *2015 MLK Breakfast and Panel Discussion* at The Community House.
- ❖ Seaholm vs. Groves: *Wrestling.*

CAMERA WORKSHOP

Our next camera workshop has been scheduled for Wednesday, January 28th, 2015 from 10:00 AM to Noon or 6:30 PM to 8:30 PM. Call 248-433-7790 and sign up today!

CUB SCOUT STUDIO TOUR

We gave two hands on studio tours last week to tiger cub pack 1014 and Tiger cub pack 1022.