

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, September 16, 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 August 19, 2015-M
3. Public Comments
4. Beverly Hills Municipal Support Services Grant Request-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, McAlear, McLain - Birmingham
Verdi-Hus – Beverly Hills
Stakhiv – Franklin
Ettenson – Bingham Farms
Borgon - Beverly Hills
Heyman – Beverly Hills

Absent: Schneider – Beverly Hills

Also Present: White - Executive Director
Gary M. Gemmell, IT Manager for the City of Birmingham
Leslie Pielack, Historical Museum and Park Director for the City of Birmingham
Cris Braun, Executive Director of NEXT

McLain called the meeting to order at 7:48 a.m. in the Village of Beverly Hills municipal building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD July 15, 2015

Motion by Heldt, second by Ettenson, that the minutes of the regular Cable Board meeting held on July 15, 2015 be approved, as revised to correct the spelling of Bob Borgon on page 2.

Motion passed.

PUBLIC COMMENTS

None

GRANT REQUEST – CITY OF BIRMINGHAM

Mr. Gemmell presented the request from the City of Birmingham for a grant in an amount not to exceed \$31,488.18 for the upgrade and expansion of wireless services designated as Phases 2 through 4 of the Museum and Park Connectivity Enhancements as set forth in a memorandum dated August 13, 2015. The Board previously authorized a grant in October, 2013, to fund upgrading five obsolete wireless access points within the Birmingham Historical Museum and Park, Main Building (Allen House). This project designated as Phase 1 was completed and has created the needed wifi infrastructure for content delivery inside the main museum building. More recently, Phase 2 has been completed, which consisted of an expanded extension of the wifi infrastructure for a secondary museum historical site building, the Historical Hunter House. The cost of Phase 2 was also funded by the Board. The City of Birmingham now desires to additional expand wireless coverage to the park grounds, that is, outside of the two museum buildings directly to the grounds areas within the park.

Motion by Borgon, second by Heldt to approve a PEG grant to the City of Birmingham in an amount not to exceed \$31,488.18. for the upgrade and expansion of wireless services designated as Phases 2 through 4 of Museum and Park connectivity enhancement.

Roll call vote
Motion passed (8-0)

GRANT REQUEST – VILLAGE OF BEVERLY HILLS

The Village of Beverly Hills is requesting a Municipal Support Services grant to fund internet services provided by WOW! at the Village Offices at a cost of \$100.75 per month for FY 2015-16.

Motion by Stakhiv, second by Heyman, to approve a Municipal Support Services grant in the amount of \$100.75 per month for FY 2015-16 (July 1, 2015 through June 30, 2016) in an amount not to exceed \$1,209.00 to cover internet services for the Village Offices.

Roll call vote
Motion passed (8-0)

GRANT REQUEST – VILLAGE OF BEVERLY HILLS

The Village of Beverly Hills is requesting a Municipal Support Services grant to fund the cost of internet services provided by Comcast to the Department of Public Safety at a cost of \$82.90 per month (\$994.80 per year) for FY 2015-16.

Motion by Heldt, second by Ettenson, to approve a Municipal Support Services grant in the amount of \$994.80 for FY 2015-16 (July 1, 2015 through June 30, 2016) to cover internet services for the Beverly Hills Department of Public Safety.

Roll call vote
Motion passed (8-0)

GRANT REQUEST – VILLAGE OF BEVERLY HILLS

The Village of Beverly Hills is requesting a Municipal Support Services grant to fund the costs of web streaming bimonthly Village cable meetings and monthly cable board meetings at a cost of \$205.43 per month for a total cost of \$2,465.00 for FY 2015-16. A question was raised as to why the costs have doubled this year.

Motion by Heyman, second by Ettenson, to table this matter until the next meeting so that the Village of Beverly Hills can provide an answer to the question raised. .

Motion passed (8-0)

GRANT REQUEST – NEXT (FORMERLY BASCC)

Cris Braun, Executive Director of NEXT, presented a request on behalf of NEXT for a PEG grant to fund the cost of a redevelopment and upgrade of their web site. Their current

website is very limited and outdated. It is difficult to navigate, difficult to edit and does not allow for class registrations or making online payments for classes. In addition, their large newsletter uploads are weighing down the system and the current calendar does not have the capacity to accommodate their growing schedule of activities. After comparing several web developers, NEXT has chosen to use Drw Design L.L.C., which has provided a quote to perform the redesign, development and upgrades of the website at a cost not to exceed \$8,197.95. Mr. Ettenson had questions regarding the organization's speaker series and inquired as to whether the speakers are paid. The Board requested that any donations received from BACB be mentioned in the organization's newsletter.

Motion by Heldt, second by Stakhiv, to approve a PEG grant in the amount not to exceed \$8,197.95 to cover the cost of the redevelopment and upgrade of the NEXT website

Motion passed (8-0)

BCTV REQUEST FOR EQUIPMENT PURCHASES

Greg Black from BCTV presented a request for the Board to cover the cost of new equipment for BCTV in an amount not to exceed \$40,000.00.

Motion by Heldt, second by McAlear, to approve the request from BCTV for the purchase of new equipment in an amount not to exceed \$40,000.00.

Motion passed (7-0)

Mr. Borgon stepped out of the meeting while the vote was taken.

CABLE ACTION COMMITTEE MEETING

Ms. Verdi-Hus summarized the meeting which was held on August 6, 2015. Along with Ms. Verdi-Hus, Ms. McLain and Ms. White were present. Discussion included the monthly financial information, the FY 2015-16 Budget and the national NATOA conference coming up in September. Ms. McLain stated that due to the cost of attendance and the fact that much of the information from the conference sessions will be available on-line, she will not be attending the conference this year. The next Cable Action Committee meeting will be held on Thursday, September 3, 2015 at 6:00 pm at the Baldwin Public Library.

PEG COMMITTEE

It was mentioned that BCTV would be filming six fall sporting events for the upcoming sports season.

Motion by McAlear, second by Borgon, to approve payment to BCTV in an amount not to exceed \$15,000.00 for filming six fall sporting events.

Motion passed (7-0)

Mr. Heyman abstained from voting.

EXECUTIVE DIRECTOR'S REPORT

White indicated that a complaint that had been pending last month regarding cable lines dangling over a Beverly Hills resident's property has been resolved. The lines were determined to belong to WOW! and the company has been contacted to remove or repair these lines. Seven complaints have been received since the date of our last meeting. Four of the complaints involved dangling wires or unburied lines. Those complaints have all been resolved. A complaint was submitted by a Franklin resident experiencing slow internet speed in connection with his Comcast service. Comcast did not honor the scheduled appointment time that a technician was supposed to come out to fix the faulty internet connection. The technical problem has been resolved and the subscriber's account was credited \$40.00 for the missed appointment. A complaint was received from a Franklin resident whose Comcast phone service had been out for several days. A Comcast technician did not appear on the scheduled appointment date. A Comcast technician has since been to the residence and determined that it was the customer's telephone that caused the problem. He connected it correctly to resolve the issue. Finally, a complaint was submitted by a Birmingham resident who had faulty Comcast boxes and an intermittent internet connection. A Comcast technician replaced her aerial drop and inside wire to restore service. This complaint is closed.

Financial information for the MBS, BBCU and Beverly Hills accounts as well as budget-to-actual figures will be provided at next month's meeting due to a minor discrepancy between the BACB's information and that provided by Beverly Hills.

The Executive Director also informed the Board regarding the checks that have been written on behalf of the Board in the past month. She noted that the AT&T/DirecTV deal has been approved. She also informed the Board that the FCC is seeking comment on the competitive strategy of the cable companies in adding video-related fees as opposed to raising monthly subscription prices. The FCC is interested in finding out whether video-related fees cause consumers to pay prices higher than the advertised rate for video service. In addition, the FCC wants to know if such fees are disclosed to consumers in a transparent manner. Cable operators have until September 21, 2015 to make their case to the FCC. The Executive Director distributed a copy of the Board's second amended FY 2014-15 Budget, which incorporates the changes adopted by the Board at the June 17, 2015 meeting.

PROVIDER RELATED TOPICS.

Fred Eaton was present on behalf of Comcast. He discussed the benefits of the X-1 Platform and mentioned that since the functionality is now in the cloud, making upgrades to the boxes is much easier. He informed the Board that Comcast now provides a new remote control device that is voice-activated. He also indicated that many of the fees on customer's bills are collected on behalf of others and are not kept by Comcast. These include franchise fees, FCC fees, the Universal Service Fund, government taxes and broadcast fees. In response to a question from Ms. McLain, Mr. Eaton explained that the Universal Service Fund was created so that rural areas can get a subsidy from the federal

government to get phone service extended to those areas.

There were no representatives present from AT&T or WOW!.

BAPA/BAMA REPORT

Steve Rota indicated that for the period July 16, 2015 through August 19, 2015, BCTV completed seven regularly scheduled municipal meetings, two Baldwin Public Library Board meetings, the Multi-Modal Transportation Board meeting, the Advisory Parking Committee meeting, and the BACB meeting. BCTV also filmed in studio “County Corner” hosted by Marcia Gershenson. With respect to BACB programs, BCTV taped 27 programs. The next Volunteer Producer camera workshop has been scheduled for Tuesday, October 27, 2015 from 10:00 a.m. to noon or 6:30 p.m. to 8:30 p.m.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

None

The meeting was adjourned at 8:55 a.m.

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Ellen Marshall, Asst. Manager/Clerk Village of Beverly Hills

Date: September 9, 2015

Re: Web Streaming Grant Request for Village of Beverly Hills

Since January 2008, the Village has been web streaming bi-monthly Village Council meetings and monthly Cable Board meetings. StreamDynamics, LLC has prepared a proposal for FY 2015/16 that includes an annual fee of \$1200.00 for data transfer and storage of our meetings, an annual fee of \$1200.00 for technical support along with an annual cost of \$65.00 to aid in our ability to manage live and on demand media. This brings our new annual charge for hosting and support to \$2,465.00 or \$205.42 per month. Earlier in 2015, we transitioned to an H264 system which enables us to deliver our meetings to viewers utilizing both desk top and mobile devices. This transition resulted in the increased costs.

The Village of Beverly Hills respectfully requests a grant in the amount of \$205.42 per month for Fiscal Year 2015/2016 (July 1, 2015 – June 30, 2016) totaling \$2,465.00 to cover the hosting and live broadcast costs associated with web streaming Birmingham Area Cable Board and Village of Beverly Hills Council meetings. Thank you for your consideration.

MEMORANDUM

DATE: September 8, 2015

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received four (4) complaints since the date of our last meeting. Complaint No. 2015-29 was received from a Birmingham resident who had a problem with Comcast removing certain stations from her package without notifying her. When she called Comcast to see if she could get Showtime back, she was told she could get it for \$5.00 per month. She later received a call from Comcast indicating that they could offer it to her for \$10.00 per month. She asked for assistance in getting Comcast to honor the price they originally stated (\$5.00 per month). Comcast has agreed to add Showtime at the promised price of \$5.00 per month for a 12-month period. This complaint is now closed.

Complaint No. 2015-30 was submitted by a Bingham Farms resident who moved into a newly constructed home and Comcast informed her that in order to extend service to her home via a plant extension, she would have to pay \$881.00. The escalation team was unable to resolve this issue; however, Fred Eaton was contacted and he came up with a resolution. The customer is satisfied and this complaint is closed.

Complaint No. 2015-31 was submitted by a Birmingham resident who stated that Comcast was trying to charge her for service calls. She also was seeking credit for the period of time that she was without service. Comcast has credited the \$70.00 charge since it was imposed in error. In addition, she was credited \$48.97 for 7 days that she was without service. This complaint is now closed..

Complaint No. 2015-32 was received from a Birmingham Commission member who was concerned about the reliability of WOW! service in Birmingham after he experienced two outages in a 1 ½ month period. WOW! has been requested to contact him to explain why he lost service and to discuss service issues in Birmingham in general. 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 six (6) checks as follows:

1. Charter Township of Bloomfield (internet fees for BCTV) \$413.55
2. Charter Township of Bloomfield (quarterly contract payment) \$48,737.50
3. City of Birmingham (PEG Grant) \$31,488.18
4. Village of Beverly Hills (Municipal Support Services Grant) \$1,209.00
5. Village of Beverly Hills (Municipal Support Services Grant) \$994.80
6. NEXT (PEG Grant) \$8,197.95

ADDITIONAL NOTES:

1. We have recently renewed our annual insurance with Michigan Municipal Risk Management Authority (MMRMA). We have received a check in the amount of \$2,399.00 from MMRMA which represents our share of the distribution of excess assets from the State Pool Loss Fund to current renewing State Pool Members. In addition, we also received a check in the amount of \$3,744.00 which represents our share of the distribution of excess net assets to Members. This amount is calculated based on longevity of membership, General Fund contributions and claim loss history in excess of the Member's self-insured retention.
2. The National Association of Telecommunications Officers and Advisors (NATOA) has informed us that Comcast has introduced a new over-the-top (OTT) Internet video service called Stream. This new service will debut in Seattle, Boston and Chicago later this year and will be available in other Comcast markets in 2016. Comcast has indicated that it considers this to be a cable service and will pay franchise fees and carry PEG channels. However, things could change. The FCC is currently looking at OTT services and how they should-or should not-be regulated.
3. Comcast has notified us that WJBK BUZZR (channel 292) is now available on the Limited Basic channel lineup and that, effective August 27, 2015, WDIV MeTV (channel 298) will be available on the Limited Basic channel lineup.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 9/9/15
Re: Report August 20th, 2015 through September 16th, 2015.

BAMA Programs

During this time period we've completed six regularly scheduled municipal meetings, Multi-Modal Transportation Board meeting, Board of Zoning Appeals meeting and the BACB meeting.

On Location

City of Birmingham: *W. Maple Road Trial Project.*

Village of Franklin: *Labor Day Parade.*

Baldwin Public Library Lecture

BAPA Programs

From BACB area individual producers and organizations we've taped 15 programs. From individuals:

- ❖ Two *Spectacles* hosted by Ellen Rogers.
- ❖ Two *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Three *Making a Difference at TCH* hosted by William Seklar.
- ❖ Two *Self-Talk* hosted by Danco Sotirovski.

From BACB area organizations:

- ❖ Two TCH *Women's Club Lecture.*
- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ First Presbyterian Church *Lunch and Learn Lecture.*
- ❖ BACB Sports *Football.*
- ❖ BACB Sports *Boys Tennis.*

PRODUCER WORKSHOP

Our next Volunteer Producer workshop has been scheduled for Tuesday, October 27th, 2015 from 10:00 AM to Noon or 6:30 PM to 8:30 PM. Call 248-433-7790 and sign up today!

UPCOMING SPORTS SHOOTS

Water Polo 9/29/15

Soccer 10/3/15

Swim and Dive 10/8/15

Volleyball 10/22/15