

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, August 17, 2016 at 7:45 am

***Birmingham Public Schools' Education & Administration Center

Evergreen Room***

31301 Evergreen Rd, Beverly Hills

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of July 20, 2016-M
3. Municipal Support Services Grant Requests(3)-Beverly Hills –M
4. Public Comments
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

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 20, 2016

Present: Heldt, McAlear, McLain, Bozell, Eick – Birmingham
 Maly – Village of Beverly Hills
 Stakhiv – Village of Franklin

Absent: Verdi-Hus – Village of Beverly Hills
 Ettenson – Village of Bingham Farms

Also Present: White – Executive Director
 Currier – Attorney for Cable Board
 Mazurek – Comcast Cable Communications
 Moenck – Franklin Public Library
 Rota and Black – Bloomfield Community Television

McLain called the meeting to order at 7:47 AM in the Birmingham Public Schools' Education & Administration Center, Evergreen Room, 31301 Evergreen Road, Beverly Hills, MI.

AMEND AGENDA

Motion by Heldt, seconded by Bozell to amend the agenda to add one item: 3B. **PEG Grant Request- Derby Middle School.**

Motion passed.

APPROVE MINUTES OF CABLE BOARD MEETING HELD June 15, 2016

Motion by Heldt, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on June 15, 2016, as presented.

Motion passed.

PEG GRANT REQUEST – FRANKLIN PUBLIC LIBRARY

Mira Stakhiv, Franklin representative, distributed a one (1) page update to the Franklin Public Library Equipment Quote.

Judy Moenck, Board Member of the Franklin Public Library, provided a brief background and emphasized four (4) facts about the library's uniqueness: 1. The library is governed by an elected Board. The six (6) Trustees are elected by the Village residents. The Board operates autonomously and is not a municipal department. There is a hired manager (Executive Director) who conducts the day-to-day operations. 2. The library is funded by a dedicated millage and is independent of the village government. 3. The library is considered a Class 4 Library as designated by the State of Michigan. A Class 4 library is mostly associated with those libraries in small, rural areas and because Franklin only has a little over 3,000 residents the library is included in this category. Because the Library is surrounded by Class 1 libraries, Franklin residents and patrons expect delivery of Class 1-like services. 4. The Library is a member of the Library Network and Moenck detailed the membership advantages.

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Because the library is autonomous and not working with any governmental departments which might be able to help out, it carries the burden and sole responsibility of providing Class 1 services and delivery to the residents and/or patrons.

Moenck continued by updating the Cable Board on the library's major construction project which began in November and is nearing an end. With this expansion and infrastructure improvements, the Library Board would like to concentrate on technology and its availability to its patrons. She outlined the four (4) areas where the funds would be spent: 1. Replace old and obsolete computers used by the public and staff. 2. Upgrade the digital technology and the telephone system. 3. Install audio/visual equipment in the new room for programs and speakers. 4. Add security and safety features which are now expected in public buildings, although the library has never had any incidents.

Stakhiv commented that there had not been any improvements to the library in the last 15 years. Patrons are not only Franklin residents but come from surrounding communities. It has taken five (5) years for the Library Board to get to this point in the addition and renovation and everyone is very excited about the future.

Heldt had questions concerning the update that Stakhiv had distributed this morning. He noted that the amount of the request had increased. Stakhiv pointed out that the original quote was dated January 26, 2016 and commented that all bids are in flux. Heldt's question related to the amount of the grant request in the July 11, 2016 packet which remained the same even though the updated handwritten had increased. Stakhiv explained that she eliminated some items but the grant request remained the same at \$16,232.26.

Motion by Heldt, seconded by McAlear to approve a PEG grant in an amount not to exceed \$16,232.26 to the Franklin Public Library for the technology upgrade to the newly renovated and expanded library.

McLain stated that the Cable Board has never granted monies for telephone support services or PEG funds for security. Stakhiv clarified that security was not part of the grant request, even though it was mentioned in the July 11, 2016 letter. She also added that this was the first time the library had requested Comcast coverage. Regarding the inclusion of the telephone, Stakhiv referred to the Comcast bill included in the packet which listed a charge for "Comcast Digital Voice". McLain explained that what used to be "Cable", which is the BACB's mission, has now expanded to IP which includes internet, and VOIP which is voice over internet. Moenck noted that it is purchased as a "bundle".

Roll Call Vote:
Motion passed (7-0).

McLain asked that the Cable Board be updated as the project moves forward.
Moenck invited the Board to the Ribbon Cutting Ceremony September 10, 4-6 PM.

PEG GRANT REQUEST – DERBY MIDDLE SCHOOL

Dan Hickmott, teacher and representative for Derby Middle School, stated that after consulting with Greg Black from BCTV who had some recommendations, Hickmott has made some modifications to the previous grant request to purchase audio, video, and broadcasting equipment. He provided a written report that expanded upon: Needs Assessment, Impact Assessment (including Financial Impact), and Budget and Expenses.

Black summarized the suggestions he had given, regarding usage of equipment, audio receivers for microphones and help with communications between the director and the camera crew.

Heldt clarified that the request for \$42,599.98 would be adequate for the school. He also questioned the \$3,000 Maintenance Fund. Heldt expressed his misgivings about granting individual school requests. Knowing that there were other sources of funding available, he was reluctant to finance 100% of the project.

McLain noted that the Board uses the Cable Board Grant policy as a guide and in terms of the breakdown of what the Board does for the full year: 50% of the PEG grants go to the community, 40% go to education, and 10% go to libraries and other entities that qualify.

McAlear, PEG Chairman, inquired if there was any information about how the other middle school in the district aligns with Derby's technology. Hickmott stated that according to Dr. Hoffman, the other school's equipment is similar. Because the equipment is portable it would be housed at Derby but could be shared with Berkshire or BCS. Heldt commented that he had received, in writing, an enthusiastic endorsement from Dr. Hoffman about this specific request.

Stakhiv asked Hickmott several questions regarding the aforementioned funding: what is the breakdown of the school funding and would this include the other middle school and all the elementary schools? Hickmott stated that a recent communication confirmed that the school would be getting a new spread of computers but that was all. The Bond does not allocate any of the money for the Middle Schools.

McAlear was interested in how this would impact the students as they move to the high schools. Hickmott mentioned he runs the newspaper curriculum at Derby and has contacted the new Editor in Chief at Seaholm to find ways to coordinate the two (2) newspaper programs. He is also hoping to integrate some of the broadcasting equipment into the newspaper curriculum.

Motion by McAlear, seconded by Heldt to approve the grant request from Derby Middle School in an amount not to exceed \$35,000 to purchase audio and video equipment.

McLain acknowledged Eick who was pivotal in this request. Eick stated that he was very appreciative of the Cable Board's support and those who researched and provided input.

Roll Call Vote:
Motion Passed (7-0).

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM
FIRE DEPARTMENT**

Mira Stakhiv presented this request, explaining that it is an annual grant to cover the Department's internet connectivity through Comcast and Verizon Wireless internet access. The total request for the grant is \$2,278.08 as submitted by Fire Chief Tony Averbuch.

Motion by Stakhiv, seconded by Bozell to approve the grant request from the Franklin-Bingham Farms Fire Department in the amount not to exceed \$2,278.08 to cover the cost for internet access (Comcast and Verizon Wireless) for FY2016-2017, beginning July 1, 2016.

It was requested that White research last year's request and provide the information at next meeting.

Roll Call Vote:
Motion Passed (7-0)

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM
FARMS POLICE DEPARTMENT**

Mira Stakhiv presented this request, explaining that it is an annual grant to cover the Department's internet connectivity through Comcast. The total request for the grant is \$1,181.64 and submitted by Chief of Police Daniel Roberts which she believes is in line with last year's.

Motion by Stakhiv, seconded by McAlear to approve the grant request from the Franklin-Bingham Farms Police Department in the amount not to exceed \$1,181.64 to cover the cost of internet access through Comcast for FY2016-2017, beginning July 1, 2016.

Roll Call Vote:
Motion Passed (7-0)

PUBLIC COMMENTS

None

COMMITTEE REPORTS

Cable Action Committee

White reported that there was no meeting in July because it was a holiday week. The next meeting is scheduled for Thursday, August 4, at 5:30 PM, upstairs in the Baldwin Library. The meeting is open to the public.

PEG Committee

McAlear, Chairman, did not have anything to report but there would be a brief PEG meeting following the BACB meeting this morning.

EXECUTIVE DIRECTOR'S REPORT

White referred to her report dated July 12, 2016. Since her last report she has received three (3) complaints and all three (3) are now resolved and closed. One was submitted by a Franklin resident who was experiencing some problems with receiving her calls on her Comcast phone. Instead they were being routed to Google Voice. The issue was resolved. The second complaint was from a Birmingham resident and submitted through the website. It entailed a low hanging wire belonging to WOW and created a safety hazard. WOW took care of the situation. The third, also from a Birmingham resident who had made several requests to Comcast to bury its line that was draped across the sidewalk, but had been unsuccessful. White contacted the escalation team and the request was completed. McLain commented that the last customer had a heated sidewalk. She thanked Comcast for its quick response to the matter.

The account balances for the MBS, BBCU, and Beverly Hills accounts were provided to the Board. The balance at Beverly Hills is getting very high and she has talked with the Treasurer about the situation. Some of the money has been transferred to the Credit Union so if the Board wants to invest more funds in the account at MBS it can do so.

Since her last report, White has written three (3) checks on behalf of BACB: to Birmingham Bloomfield Credit Union for truck equipment repair, to Bloomfield Sports Shop for the last payment for the BCTV uniforms/ponchos, and to the City of Birmingham for the PEG grant BACB awarded last month. Rota explained that the truck repair was for another truck camera that went down. It was a DAC board which had been replaced from a different camera. It appears that the life-span on those cameras might be around 5-7 years.

White provided a new Cable Board Member Roster which included updated Board Member information as well as the new address for Tim Currier.

If a Board member has any difficulty accessing his or her packet with a username and password, it can be accessed by going to the BACB website, click on "Meeting Schedule/Agenda", and there will be a link to the monthly packet. This is also available to the public. Complaints are not included as they contain personal information. These are handed out at the meetings.

Additional Notes:

A notice was received from the Michigan Public Service Commission stating that effective July 1, 2016 the Commission would be taking and processing complaints from franchise entities, providers, and customers. White will update the BACB website reflecting this new development. McLain gave a brief background on the types of complaints and advised the public of the process for submitting a complaint and noted that all instructions could be found on the Michigan Public Service Commission website or find the link on the Michigan website.

White has tried to keep the Board up-to-date on the issue of the FCC's proposed change to the set-top box rules, ie, customers may not be required to rent their boxes from the cable provider but may obtain them from a different vendor. There are differences of opinions on this issue, as per the example concerning the Comcast's X-1 box which has been very successful and has made customers less likely to cancel their service. This issue is generating debates within the cable industry and among federal and local officials.

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Comcast notified the BACB that certain channels will move from Digital Preferred service to Digital Starter service, effective June 21, 2016: NFL Network, NFL Network HD, TV One and TV One HD. In addition, Centric (channel 174) will no longer be available in the Sports and Entertainment Package, as of July 28, 2016.

PROVIDER RELATED TOPICS

a. Comcast

Kyle Mazurek, Comcast Representative, gave an update on its Leaders and Achievers Scholarship Program in Lansing where Comcast awarded scholarship grants to 108 Michigan high school seniors. This program began in 2001 and about 25,000 students nationwide have benefited. He passed on last week's big announcement of the expansion of Comcast's Internet Essentials program which was designed for low-income families. This new expansion will reach more than 40% of all HUD-assisted households nationwide and will include seniors and vets who are in public housing or receive HUD-assisted housing. He wanted the Board to be aware that the internet speeds will be increasing. This 1G speed will be offered universally in the Detroit area by the latter half of the year and will spread out from there. He will report back to the Board with more precise information. Comcast has a new partnership with Netflix and an Xfinity app is going to be built into the Samsung and Roku Smart TVs. McLain inquired about PEG fees and the consequences if customers did not need boxes. Mazurek explained that there would be a small decrease in revenues. Cloud DVR functionality is on the horizon as is IP Linear Stream which involves streaming a TV channel lineup via the WiFi network to an iPad.

White inquired if the new 1G would require new wiring. Mazurek responded in the negative. Comcast would utilize already existing infrastructure. The extent of the impact on the consumer would be a change of modems. Stakhiv questioned the wiring capabilities in Franklin and suggested Comcast do a survey in the area. White also mentioned Google fiber. Mazurek replied that Comcast's 1G to the home is comparable.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

BAPA/BAMA REPORT

Steve Rota referred to his memo to BACB, dated July 14, 2016, and pointed out the eight (8) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, Birmingham Advisory Board Meeting, Multi Modal Transportation Board Meeting, the BACB meeting, two (2) Baldwin Public Library Board meetings and a Special Birmingham Commission and Planning Board Workshop Session.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-two (22) programs were taped. He listed all the programs, including a new series, *Managing the Problems of Daily Living*.

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Regarding the **PRODUCER WORKSHOP**, Rota reminded the Board that one-on-one sessions are offered for those who are interested in producing their own show and to those who want to learn how to run the equipment. This change in format seems to be working out better. Residents can contact BCTV at 248-433-7790 to schedule an appointment date and time. There is no fee for those living in one of the four communities.

Rota thanked Greg Black for assisting with the Derby Middle School grant request.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

McLain praised the Board for awarding all the grants at this meeting and stated that that's what residents and subscribers expect.

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The meeting was adjourned at 8:58 AM.

MEMORANDUM

To: Birmingham Area Cable Board

From: Ellen E. Marshall, Assistant Manager/Clerk

Re: Grant Requests – Fiscal Year Accounting

Date: August 4, 2016

The following table summarizes grant requests and their status for FY 2015/16 on behalf of the Village of Beverly Hills. The Village is grateful for the opportunity to seek funding for various communication purposes.

Grant Requests	Item	Requested Amount	Action	Actual Cost	Overpayment due BACB
July 1, 2015/2016	Internet Connection thru WOW! for Village Office	\$1,209.00	Granted	\$1,125.00	\$84.00 paid 7-25-16
July 1, 2015/2016	Web streaming	\$1,200.00	Granted	\$1,200.00	
July 1, 2015/2016	Public Safety Dept. Internet Access	\$994.80	Granted	\$994.80	

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

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

Date: August 4, 2016

Re: Grant Request for Village of Beverly Hills

The Village of Beverly Hills utilizes the internet and the Village website to post community activities and updates as well as minutes, the Charter, the Municipal Code, etc. We also stream Village Council and Cable Board meetings both live and on-demand through our website and we send weekly GovDelivery messages over the internet that push information out to those who sign up for the free service.

The Village of Beverly Hills currently contracts with WOW! for internet services at the Village Offices at a cost of \$93.75 per month. WOW! has satisfactorily provided these services since May 2011.

The Village of Beverly Hills respectfully requests a grant in the amount of \$93.75 per month for Fiscal Year 2016/17 (July 1, 2016 through June 30, 2017) totaling \$1,125.00 to cover internet services for the Village Offices.

Thank you for your consideration.

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

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

Date: August 4, 2016

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 2016/17 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.

The Village of Beverly Hills respectfully requests a grant in the amount of \$205.42 per month for Fiscal Year 2016/2017 (July 1, 2016 – June 30, 2017) 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.

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Richard Torongeau, Public Safety Director

Date: August 4, 2016

Re: Internet Access Grant Request

During FY 2015/16, the Birmingham Area Cable Board provided a grant to the Department of Public Safety to cover the costs of Internet access to four computer services; local area network, building video, in-car video and audio recording. Each of these servers are monitored and maintained by off-site vendors.

Comcast Cable Communications is currently providing the Department with Internet service at a cost of \$82.90 per month (\$994.80 per year). The Beverly Hills Department of Public Safety respectfully requests a grant in the amount of \$994.80 for Fiscal Year 2016/17 (July 1, 2016 through June 30, 2017) to cover Internet services for the Department.

Thank you for your consideration.

MEMORANDUM

DATE: August 11, 2016

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received six (6) complaints since the date of my last report. Complaint No. 2016-17 was submitted by Board Member Jeffrey Bozell who is having problems with the placement of a satellite dish on his roof by DirecTV (AT&T). The installer placed it in a certain location that the company says will prevent them from being able to service it in the future. This complaint is pending.

Complaint No. 2016-18 was submitted by the president of a condominium association in Birmingham that does not allow cables to be placed on the buildings. Instead, all cables must be placed underground. They have been working for the past year to get WOW and Comcast to properly relocate their cables. They now need AT&T to do the same thing. In addition, DirecTV is improperly installing satellite dishes without prior approval as well. This complaint is pending.

Complaint No. 2016-19 was submitted by a Franklin resident who was concerned because he claims Comcast left branches up in his trees after trimming them. The escalation team representative contacted him and explained that Comcast does not cut, trim or remove trees or branches from customers' properties. This complaint is now closed.

Complaint No. 2016-20 was received from the City of Birmingham regarding some WOW! wires hanging too low over a City street. This issue has been resolved and the complaint is now closed.

Complaint No. 2016-21 was submitted directly to our website by a Birmingham resident. Despite several calls to Comcast, this subscriber has been waiting since July 31, 2016 to have a new cable line installed from the cable box in his complex to his unit. This complaint is pending.

Complaint No. 2016-22 was submitted by a Birmingham resident requesting that Comcast remove the line from the outside of her condominium unit. The line has now been removed and this complaint is closed.

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

I have written five (5) checks since the date of our last meeting as follows:

1. MMRMA (liability insurance) - \$4,587.00
2. Franklin-Bingham Police Department – (municipal support services grant) - \$1,181.64
3. Birmingham Public Schools (PEG grant) - \$35,000.00
4. Franklin-Bingham Fire Department (municipal support services grant) \$2,278.00
5. Franklin Public Library (PEG grant) - \$16,232.26

ADDITIONAL NOTES:

1. Comcast has announced that Comcast customers can pay their bill at over 7,700 7-Eleven stores nationwide. Here is how it works:

a. Go to the “Pay Bill” section of the XFINITY My Account app and select the new “Cash via Pay Near Me” option.

b. Choose the amount you want to pay and follow the instructions provided by Pay Near Me until you receive a barcode.

c. Head to a participating 7-Eleven store, scan the barcode on your phone and pay the amount you selected. There is a \$1.25 convenience fee per transaction.

d. 7-Eleven will provide you with a paper receipt and you will receive a digital receipt on your phone confirming the payment amount. The payment will post to your account within 48 business hours.

Customers who are not already using the XFINITY My Account app can download it for iOS and Android.

2. Comcast also indicates that it has opened five new call centers nationwide which will house thousands of new employees, redesigned 177 stores and is getting to customers faster during tech appointments with on-time arrivals reaching 98.7 percent.

3. Comcast has also announced plans to roll out Xfinity Prepaid Services, a pay-as-you-go offering that lets people sign-up for TV or Internet service and “refill” their subscription any

time they would like, for either seven or 30 days. This is especially helpful for those who do not have savings or checking accounts and it does not require a credit check or contract.

Consumers interested in XFINITY Prepaid Services pay a one-time set-up fee that includes all necessary equipment like a Wi-Fi modem, Digital Television Adapter (DTA), or remote control, and a complimentary 30 days of service. They can then pay-as-they-go and “refill” their service at any time. There are no limitations on the number of times the service can be renewed.

4. WOW! plans to offer ultra high-speed Internet- up to 1 gigabit per second – in Grosse Pointe Shores and four other markets nationally (Huntsville and Auburn, Alabama; Evansville, Indiana; and Knoxville, Tennessee). Faster broadband allows residents to live-stream high-definition video with little to no delay and download movies, songs and TV shows in seconds rather than minutes or hours. It also frees up bandwidth in homes with multiple devices and users and recognizes the increased demand for home automation, home security and smart appliances. AT&T has also announced it will offer its own 1-gig Internet in metro Detroit.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 8/4/16
Re: Report July 21st, 2016 through August 17th, 2016.

BAMA Programs

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

BAPA Programs

From BACB area individual producers and organizations we've taped 22 programs. From individuals:

- ❖ *Two Managing the Problems of Daily Living* hosted by Linda Sircus.
- ❖ *Two Making a Difference at TCH* hosted by Bill Seklar.
- ❖ *Two Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ *Three Eye on Oakland* hosted by David Potts and Chuck Moss.
- ❖ *Five Patriot Lessons* hosted by Judge Michael Warren.

From BACB area organizations:

- ❖ *Plant Based Nutrition Support Group Lecture.*
- ❖ *TCH Women's Club Lecture.*
- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *Five In the Park Concerts.*

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.