

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, April 19, 2017 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 March 15, 2017-M
3. Public Comments
4. FY 2016-17 Budget Amendment-M
5. Treasurer's Report
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – March 15, 2017

Present: Abraham, Eick, Fenberg, Heldt, McAlear, McLain – Birmingham
 Borgon, Delaney (alternate, non-voting), Gugni, Verdi-Hus – Village of Beverly Hills

Absent: Bozell, Weller - Birmingham
 Maly– Village of Beverly Hills
 Ettenson – Village of Bingham Farms
 Stakhiv – Village of Franklin
 White – Cable Board Executive Director

Also Present: Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television
 Black – Bloomfield Community Television

McLain called the meeting to order at 7:48 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

McLain welcomed two (2) new members from Birmingham: George Abraham and Michael Fenberg.

APPROVE MINUTES OF CABLE BOARD MEETING HELD February 15, 2017

Motion by Heldt, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on February 15, 2017, as presented.

Motion passed.

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF BINGHAM FARMS

Kathy Hagaman, Clerk of Village of Bingham Farms, was in attendance to answer some questions relative to a grant request for Municipal Support Services for FY 2016-2017 which the Village had previously submitted on February 2, 2017. She clarified that the Village's fiscal year is the same as Beverly Hills and Birmingham, that being July 1-June 30. The request is for \$1,470.00. She noted that a similar request might be submitted after July 1, 2017 to cover the following fiscal year.

In the absence of the Executive Director, McLain confirmed this is in keeping with what had been done before. It is a budget line item.

Motion by Borgon, seconded by Heldt to approve the Municipal Support Services grant request from the Village of Bingham Farms in the amount not to exceed \$1,470.00 to cover the cost of website hosting, hosting of Village ordinances and search engine, and hosting Village minutes and search engine for the FY 2016-2017.

Roll Call Vote:
Motion passed (9-0)

PEG GRANT REQUEST – FRANKLIN HISTORICAL SOCIETY

In the absence of Stakhiv, Franklin's representative, McLain presented the formal request from the Franklin Historical Society to continue funding the internet subscription from Comcast for the Franklin Historical Museum for FY 2016-2017. The Cable Board approved a grant for these costs in FY 2015-2016. The internet access allows museum personnel to work at the museum rather than carry documents and files to locations with internet service. One of the major current projects that internet service has facilitated is scanning many archival documents that will be accessible to the public. They want to continue this effort. The internet service will cost \$84.90 per month or \$1,018.80 annually. This request was submitted by Ann Lamott, President of the Franklin Historical Society.

Motion by Borgon, seconded by McAlear to approve a PEG Grant request in an amount not to exceed \$1,018.80/yr. or \$84.90/mo. to the Franklin Historical Society for internet service at the Franklin Historical Museum for FY 2016-2017.

Roll Call Vote:
Motion Passed (9-0)

PROPOSED AMENDMENT TO PEG RESERVE POLICY

Heldt provided Board Members with a re-statement of the Board's funding policy on Franchise fees and the current policy on PEG fees. He proposed a change to the PEG policy. He gave a brief historic background of both fees, including the reasoning and method of dispersion of the collected funds for each. Because of the current high reserve in the PEG Fund Balance, he proposed a reduction of the "accumulated net depreciation" of the capital assets from a multiplier of 1.2 times to .75 times.

Motion by Heldt, seconded by Borgon to amend the PEG Reserve Policy to state that the Board should carry a PEG Fund Balance equal to .75 times accumulated net depreciation of the capital assets plus an amount to one half of a three (3) year running average of PEG grants plus three (3) months of BCTV and programming expenses.

McLain noted that this had been discussed at the last Cable Action Committee meeting. Borgon inquired about reducing the 25% multiplier of the Franchise Fees. Heldt will do some research on the idea. Borgon also mentioned the reserved PEG funds needed for a truck replacement in the coming years. Fenberg suggested a 5-7 year equipment study be done to see what equipment may need to be replaced and what the current replacement cost might be in order to help in determining if the reserve fund is sufficient. McLain stated that it had not been done in the past and the Board would need to coordinate with BCTV as technology is now changing. This could be discussed in the PEG meeting which follows the BACB meeting.

Motion passed.

TREASURER'S REPORT

None

McLain added that the financial reports usually sent out by White were not because she was out of town this month; however she did do the reconciliation for two (2) out of three (3) portions of the financial sheets. The electrical interruptions delayed her receiving the information from Beverly Hills. The Board will be receiving that upon White's return.

COMMITTEE REPORTS**Cable Action Committee**

Verdi-Hus reported that she was not able to be present at the meeting last month and deferred to McLain who stated that White, Eick, Heldt, and she were in attendance. The policies that Heldt presented were discussed in detail, as were the budget, projections of Franchise Fees and PEG fees, and how to adjust the PEG policy. The next meeting will be on Thursday, April 6, 2017 at 5:30 PM in the Baldwin Public Library in Birmingham.

For the benefit of the new members, McLain noted that White usually sends out reminders of meetings and the topics.

PEG Committee

McAlear, Chairman, discussed the upcoming spring sports schedule and the recording and broadcasting of seven (7) to eight (8) spring events for Groves and Seaholm which he listed. Each event costs approximately \$2,500.

Motion by McAlear, seconded by Heldt to approve the payment to BCTV in the amount not to exceed \$20,000 for broadcasting eight (8) sporting event (\$2,500 per event) from the end of April to the middle of May.

For the benefit of the new members, McLain explained that a few years ago the Board committed to covering the girls and boys sporting events of our high schools. Heldt added that with rare exceptions BCTV only broadcasts Groves vs. Seaholm events, including unified team events.

Roll Call Vote:
Motion passed (9-0)

McAlear would like to amend the BCTV contract to include the taping of the Birmingham Parks and Recreation Board meetings. This request is from Joe Valentine, Birmingham City Manager. They are monthly meetings (12 per year) at the cost of \$300 per event which is equivalent to the taping of other scheduled municipal meeting. The amendment would be for \$3,600.

Motion by McAlear, seconded by Eick to amend the BCTV contract to include the taping of the monthly Birmingham Parks and Recreation Board meetings at the cost of \$300 per event in the amount not to exceed \$3,600.

Roll Call Vote:

Motion passed (9-0)

Personnel Committee

Stakhiv, Chairman, was not able to be at the meeting. However, McLain read her report. The Committee, consisting of Verdi-Us, Ettenson, McLain, and Stakhiv, met on March 11 to review and prepare for the upcoming Executive Director's performance appraisals. She thanked all the Board members for their input and noted that all comments were taken into consideration in preparing for this review. The next Personnel Committee will be held on April 8 at noon at the Franklin Community Center (Kreger House). The first half of the meeting is open to any Board comments or participation but the Performance Appraisal is a closed meeting.

McLain noted that White would be meeting with new Board members and going over BACB information.

EXECUTIVE DIRECTOR'S REPORT

In White's absence, McLain referred to White's monthly written report dated March 8. McLain also stated that for the time that White is gone she has the "cable" phone. There had been no complaints since the last meeting. The financial balances will be mailed out upon her return.

Since her last report, White has written six (6) checks on behalf of BACB: Charter Township of Bloomfield for BCTV filming January sports events (\$2,500), Birmingham Bloomfield Chamber of Commerce 2017 dues (\$200), Charter Township of Bloomfield for BCTV filming of April sports events (\$7,500), The Hartford which is Worker's Compensation insurance (\$335), Michigan NATOA 2017 Membership dues (\$125) and Birmingham Bloomfield Credit Union Visa (\$200) for conferences and remainder for truck (\$1,908.39).

Additional Notes

Comcast has made a change to its channel lineup; as of March 14, 2017, Esquire will no longer be available. Also, beginning March 30, 2017 Comcast will be reorganizing XFINITY channel lineup in the 1000+ range into "channel neighborhoods." Networks with similar content – kids' networks, news networks, and sports networks - will be grouped together.

PROVIDER RELATED TOPICS

McLain stated that she had a complaint yesterday which was partially due to the power outage and partially not. She explained that in the Poppleton Park area there was intermittent electricity with the internet working but not the cable. After 6 days of no service, with the subscriber calling the provider every day and several visits to the home, there was no resolution for the subscriber. As soon as she personally emailed the complaint to the provider, it was immediately resolved. She brought this to residents' attention and encouraged them to call the cable line if they are still having problems. Cable Line is 248-336-9445. If residents have already called the cable company please keep your notes as she will enter them onto the complaint form. Residents can also submit complaints online at www.Birminghamareacableboard.org.

Currier commented on how this last outage was very unusual in that there were times when there was an electrical outage but not a cable outage and times when the cable was out as well. He brought to the Board's attention that the Intergovernmental Cable Communications Authority

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which consists of the eleven (11) communities east of the BACB neighborhoods was going to be taking a review of what had happened during the outage and if there were going to be credits on customer bills. He will keep the Cable Board posted on this matter and possibly the BACB, even though it is a smaller group, might want to take a similar look into the situation. The ICCA is also conducting an official audit through Plante Moran of the three (3) cable companies to determine the proper amount of revenue being reported. Currier explained to the new members that every couple of years the Cable board conducts a Franchise Fee review. The Cable Board accepts the amount of revenue being stated by the cable companies as being accurate for purposes of paying the proper PEG and Franchise fees on that. Twice the Cable Board has found them short. The last time they lived up to their agreements correctly. But if they are not monitored, there is a risk that they're going to fall back into their "evil" ways. The ICCA's audit of the cable providers' gross revenues will be made public and he will report back to the board. Plant Moran charges \$3,000 per cable company per year for the audit.

McLain reminded residents that their conversations with the cable companies are almost always recorded but to write everything down. When speaking with a representative immediately request an ID # so that, if need be, that person can be identified in future dealings with the company. If he or she is resistant or reluctant to give it to you, you should request to be transferred immediately to a supervisor. Keep in mind cable companies want to improve the process in order to keep your business.

a. Comcast

There was no representative present.

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 March 6, 2017, and pointed out the seven (7) completed **BAMA** Programs which were regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, Multi Modal Board meeting, Advisory Board meeting, and the Baldwin Public Library Board and Trust meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-three (23) programs were taped. He listed all the programs.

Regarding the **PRODUCER and CAMERA WORKSHOPS**, 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. Residents can contact BCTV at 248-433-7790 to schedule a one-on-one appointment date and time. There is no fee for those living in one of the four BACB communities.

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A couple of months ago the Board approved the purchase of long sleeved uniforms for the staff which have the BACB logo and web site on them. He showed the new winter caps and described the new hoodies with the web site on the back. All have been ordered and received.

He mentioned the spring sports events schedule which McLear had already noted.

Volunteers are always welcomed to help and learn.

He gave an update on this meeting room. The power that supplies everything is hooked up so the multi-camera shoot is working. The Beverly Hills and Cable meetings are streaming live but those at home will not able to watch this meeting live; however, will be able to see the rebroadcast. For the last several weeks he, personally, has been trying to troubleshoot the problems. Assuming one of the fiber lines is bad, he purchased a new one and will install it after this meeting.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

McLain stated that there would be a meeting for the new members.

Jim Delaney stated that he couldn't access and copy the packet for this morning's meeting. McLain explained that it is a default problem on the web site which has been reset several times since she discovered it on Monday. Laura from Muni-web will be getting back to her today. If properly working, McLain explained the two ways to access the agenda and packet for the Board members or the public. Borgon suggested Delaney might want to receive the packet in the mail as he does.

There being no further business, the meeting was adjourned at 8:31 AM.

MEMORANDUM

TO: BOARD MEMBERS

FROM: CATHY WHITE, BACB EXECUTIVE DIRECTOR

SUBJECT: BUDGET AMENDMENT NEEDED FOR FY 2016-17

When the FY 2016-17 BACB Budget was adopted, the line-item amount budgeted for Administrative Grants was \$137,639.00 which was based on the previous year's Administrative Grants awarded back to the four communities. As many of you know, we typically wait until the annual audit is concluded each year before determining the final amount of Administrative Grants for the fiscal year. Based on this year's audit which was presented to the Board in November, 2017, the Board determined to award a higher amount of Administrative Grants than what was originally budgeted. Therefore, it is respectfully requested that the Board authorize an amendment to the FY 2016-17 BACB Budget to revise the amount budgeted for Administrative Grants from \$137,639.00 to \$237,182.58. This amount reflects what was paid this year for Administrative Grants.

MEMORANDUM

DATE: April 13, 2017
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

We have received seven (7) complaints since the date of our last meeting. Complaint No. 2017-5 was received from a Beverly Hills resident whose cable service went out after the March windstorm and was having difficulties getting it restored in a timely manner. She contacted Comcast many times and was given incorrect information. After the escalation team got involved, line repairs were made which restored her service. She was given a credit on her bill for the interruption in service and no tech visit fees were applied. She was also set up for a new package that will reduce her monthly rate from \$219.70 before taxes to \$180.89 before taxes for a two-year period. This subscriber is satisfied and the complaint is now closed.

Complaint No. 2017-6 was submitted on behalf of a Beverly Hills resident who switched her service from Comcast to AT&T on 3/15/17 but Comcast told her that she could not cancel her service until 3/26/17 because she would lose phone service. AT&T advised her that phone service had already been transferred and that what Comcast told her was incorrect. She would like a call or written correspondence from Comcast confirming that all her Comcast services were in fact cancelled as of 3/15/17 with no additional charges. This complaint is pending.

Complaint No. 2017-7 was received from a Beverly Hills resident who needed some dropped cable lines moved to a new pole. This was submitted to all three providers; Comcast is working on the issue and has turned it over to its construction team. This complaint is pending.

Complaint No. 2017-8 was received via an e-mail from a Birmingham resident who was upset about a man who entered his fenced yard and claimed he was an installer from Comcast. He had no uniform, no visible badge and offered no business card. This resident does not have Comcast service and the man indicated that he was installing service for a neighbor. The resident is requesting that Comcast remove any cables left by the installer that are not within the recorded utility easement, to pay for the damage to his property caused by the installer and that Comcast and its contractors refrain from ever entering his property without his express

consent and that they fully comply with the recorded utility easement applicable to this property. This complaint is pending.

Complaint No. 2017-9 was received from a Birmingham resident who was getting intermittent internet and phone service although her Comcast cable TV service was working fine. Comcast has replaced the cable drop and the line feeding her modem and these actions have corrected the problem. This complaint is now closed.

Complaint No. 2017-10 was received from a Bingham Farms resident who was having trouble sending or receiving e-mails and her Comcast phone service was also not working properly. This was especially troublesome for her since she runs a business from her home. She talked to at least five different Comcast representatives to no avail. Comcast was able to fix both the phone service and her e-mail problems and she was ecstatic. She called us to express her appreciation for the assistance provided by BACB. This complaint is now closed.

Complaint No. 2017-11 was submitted by a Franklin resident who had a wire down on his property. Comcast sent a crew out and determined that it was not their line. It turned out to be a line belonging to AT&T which was subsequently removed by AT&T. This complaint is now closed and the resident sent a very complimentary e-mail stating as follows: "Thanks so much, Cathy. AT&T was out yesterday and removed the offending wire. My only regret in all this is not contacting you in the first place. The Franklin police, village offices, DTE and Comcast all seemed helpless to identify this wire and handle it—despite several calls and explanations. Your office was THE ONLY resource I had while on holiday (and even when I returned!). I know this is above and beyond your usual duties, and we sincerely appreciate your willingness to help and ability to get action! Highest kudos to you and the cable board!!"

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of February 28, 2017 has been e-mailed to all Board members. This information (in addition to the balances as of March 31, 2017) will be provided via hard copies at the meeting, as well as budget to actual figures. The March, 2017 reports 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. Charter Township of Bloomfield (BCTV filming Feb sports events) - \$7,500.00
2. Charter Township of Bloomfield (BCTV internet fees) - \$419.55
3. KTM Logo Gear, LLC (BCTV uniforms) - \$995.66
4. Franklin Historical Society (PEG Grant for internet costs for FY 2016-17) - \$1,018.80
5. Village of Bingham Farms (Municipal Support Services Grant for website hosting & hosting Village ordinances & minutes & search engine for FY 2016-17) - \$1,470.00

ADDITIONAL NOTES:

1. Beginning March 15, 2017, a limited number of Comcast customers will be asked to upgrade their Comcast TV boxes to take advantage of new technology enhancements. With the upgrade, customers will have improved HD picture quality and be able to record and store more shows on their DVRs. They will receive a notice with their bills requesting that they tune to channel 1995 on each TV connected to their account and follow the instructions on the screen to order the replacement equipment and to set up and activate the equipment.
2. The change to the Comcast channel lineup (reorganizing channels in the 1000+ range into channel neighborhoods) which was scheduled to take place on or after March 30, 2017 has been delayed. The change will now occur on or after April 25, 2017.
3. A new roster has been prepared since we have had several new members appointed to the Board. Please use the new information enclosed herein and discard any former roster that you have received.

**BIRMINGHAM AREA CABLE BOARD MEMBERS
APRIL, 2017**

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Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 4/12/17
Re: Report March 16th, 2017 through April 19th, 2017.

BAMA Programs

During this time period we've completed seven regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, Multi Modal Board Meeting, Advisory Board Meeting, Parks and Rec Board Meeting and two Baldwin Public Library Board and Trust Meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 25 programs. From individuals:

- ❖ Inside Birmingham City Hall hosted by City Manager, Joe Valentine.
- ❖ Three *Managing the Problems of Daily Living* hosted by Linda Sircus.
- ❖ Three *Tough Talk* hosted by Paul Taros.
- ❖ Four *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ Six Eye on Oakland hosted by Chuck Moss and David Potts.

From BACB area organizations:

- ❖ *First Presbyterian Church Lunch and Learn* Lecture.
- ❖ *Baldwin Public Library* Lecture.
- ❖ *4th Annual Patrick Henry Awards Ceremony*.
- ❖ Birmingham Bloomfield Chamber *'Real Estate Forecast'*.
- ❖ *Birmingham Musicales*.
- ❖ *PBNSG* Lecture.
- ❖ Birmingham Community Coalition *'Choices 2017 Youth Dialogue'*.
- ❖ *Birmingham Republican Women's Club* Lecture.

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.

BACB UPCOMING SPRING SPORTS COVERAGE THIS MONTH

Girls Soccer - April 20th at 7pm Seaholm
Girls Water Polo – April 25th at 6pm Groves
Girls Lacrosse – April 28th at 7pm Seaholm