

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – November 18, 2015

Present: Heldt, McLain – Birmingham  
 Stakhiv – Franklin  
 Ettenson – Bingham Farms  
 Burry, Heyman, Schneider, Verdi-Hus – Beverly Hills

Absent: McAlear - Birmingham

Also Present: White – Executive Director  
 Currier – Attorney for Cable Board  
 Eaton – Comcast Representative (arrived at 7:50 AM)  
 Rota – Bloomfield Community Television

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

**APPROVE MINUTES OF CABLE BOARD MEETING HELD October 21 2015**

Motion by Heldt, seconded by Ettenson to approve the minutes of the Regular Cable Board Meeting on October 21, 2015.

Motion passed.

**PUBLIC COMMENTS**

None

**AUDIT PRESENTATION FOR FY 2014-15 BY PLANTE & MORAN**

Ali Hajazi and Spencer Tawa from Plante & Moran presented the audit report of the Birmingham Area Cable Board and the financial statements as of June 30, 2015. The Independent Auditor's Report indicated that the Cable Board's financial statements received an unmodified audit opinion for 2015, which meant that the financial records were in compliance with accounting rules.

Spencer Tawa used the SmartBoard to present an overview of the financial statements and supplemental information. He mentioned that there were no changes in accounting policies during 2015 and no new accounting standards which would impact the Board. Mr. Hajazi reviewed the Management Letter from Plante & Moran and noted three (3) material weaknesses which the firm had identified as deficiencies in the Board's internal control and gave its recommendations. 1. Implement a process at year end for financial adjustments, 2. Implement a more timely process to track revenue throughout the year, and 3. Enhancement of internal control of bank reconciliations. Questions from the Board were answered by Hajazi.

McLain thanked Hajazi and Tawa for their presentation. The audit report would be forwarded to the member municipalities, and a link would be posted on the Cable Board website.

**TREASURER'S REPORT**

Treasurer Heldt provided each Board member with a partial copy of the brokerage account statement from MBS Securities for the period ending October 31, 2015. It contained a complete display of the Cable Board's portfolio and mentioned it was being managed accordingly.

**PURCHASE OF UNIFORMS/JACKETS FOR BCTV STAFF AND VOLUNTEERS**

BCTV received quotes for uniforms/jackets. Rota identified the two (2) local companies (Bloomfield Sports and KTM Logo Gear in Birmingham) and explained the comparison chart which had been given to each Board Member. He had investigated and compared prices for regular black T-shirts with a color

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logo in front and a silk-screened logo on the back, ponchos, and polo shirts. He included T-shirts with embroidery on the front and silk-screen on the back, which was his preference. Also, on the chart were the High End and Low End Costs for each company, noting that the Low End prices were for silk-screening on both front and back. In terms of pricing, he noted that one company might have cheaper prices in one category and the other company would be cheaper in another.

He clarified that the shirts would be for full time staff, part-time staff, and volunteers and worn in the field for not only sporting events but also for programs related to Birmingham, Beverly Hills, Bingham Farms or Franklin.

He would like to initially order 20 T-shirts, 10 ponchos, and 20 polos, at the cost not to exceed \$1000.

Schneider had three (3) questions for Rota to consider: 1. In terms of sizing, did he take into consideration those persons with smaller frames? She suggested he obtain quotes which would include said sizes. 2. Are the volunteers going to “borrow” the T-shirts or would they “keep” them? Rota explained that Bloomfield Sports has a “one-time” set up fee for logos on the front and back. Thus, the price for any additional shirts would be less. Rota also wanted to take advantage of buying in bulk which would lower the price. 3. Is there a possibility to “mix” the purchase from the two (2) companies? Rota replied that this had been done with equipment purchases from different vendors, but it all depended on the process of doing that.

Heldt suggested that there should be a line item in the budget for “uniforms”.

Motion by Heldt, seconded by Stakhiv to budget and authorize \$1000.00 for a purchase of an initial inventory of uniforms the discretion of which would be left to BCTV as to exactly what to buy and where to buy it. Periodically BCTV would report back to the Board as to its inventory supply.

Roll Call Vote  
Motion passed (7-0)  
Mr. Heyman abstained from voting.

**AUTHORIZATION TO PAY COST OF REPAIR OF CAMERA LENS**

Rota presented this item. Greg Black, Equipment Coordinator/Senior Production Specialist, Bloomfield Community Television, worked with FUJIFILM, the manufacturer, and received an estimated quote of \$4,300.30 to repair the lens which was broken on October 3, 2015. A new lens would have cost \$18,000.

Motion by Heldt, seconded by Heyman to approve the request for FUJIFILM to repair the camera lens at a cost not to exceed \$4,300.30.

Roll Call Vote  
Motion passed (8-0)

**AUTHORIZATION TO PAY COST OF REPAIR OF TRUCK CAMERA**

Rota presented this item. This referred to a reimbursement to BCTV for the repair of a truck camera which had been having trouble getting the signal back to the truck. Greg Black brought this to the Board’s attention in August but at the time no estimate had been obtained. Due to the timing of the upcoming sporting events, BCTV paid for the repair.

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Motion by Heldt, seconded by Ettenson, to approve the reimbursement of \$1, 075.90 to Bloomfield Township for the repair of a truck camera.

Roll Call Vote

Motion passed (8-0)

### **COMMITTEE REPORTS**

#### **Cable Action Committee**

Verdi-Hus summarized the meeting which was held on November 5, 2015 with Burry, White, McLain, and she in attendance. One topic was the possibility of doing another resident survey. One had been done in August 2013 at the cost of approximately \$19,000 and there seemed to be no advantage to undergo another one so soon. It was felt that there were no new important additions/subtractions to our whole program which would necessitate the cost of another one. Online questions from residents were discussed. It was their decision that any and all questions should be sent to White after the meeting, as the answering of said questions would be too disruptive to the meeting. The preliminary audit was discussed. The time of the meetings has been changed back to 5:30 PM. The next meeting will be Thursday, December 3, 2015 at 5:30 PM at the Baldwin Library.

#### **PEG Committee – Authorization for BCTV to Tape Winter Sports Events**

White reported on the behalf of McAlear, requesting \$15,000 for the filming of six (6) winter sporting events at the cost of \$2,500 per event.

Motion by Ettenson, seconded by Heldt to approve payment to BCTV in an amount not to exceed \$15,000 for filming six (6) winter sporting events at a cost of \$2,500 per event.

McLain listed the events would be Girls Basketball at Groves, Wrestling at Seaholm, Boys Basketball at Seaholm, Boys Swim and Dive at Seaholm, Hockey at the Birmingham Ice Arena, and Boys Basketball at Groves.

Roll Call Vote

Motion passed (7-0)

Mr. Heyman abstained from voting.

### **EXECUTIVE DIRECTOR'S REPORT**

White reported that on the day of her last report one complaint had been resolved and three (3) were still pending. She summarized the three (3) complaints she received since the last meeting. One involved a large number of old cable lines in a Birmingham resident's yard which had been resolved. Another Birmingham resident had a billing issue about a disputed amount but it has now been closed. The last one involved a complaint forwarded by a Board Member concerning an elderly Bingham Farms resident who did not have a working remote. In her report she labeled it as "pending" but it, too has been resolved.

Copies of the account balance for the MBS, BBCU, and Beverly Hills accounts were provided at the meeting, in addition to budget to actual figures. This information was also emailed to all Board members in advance of the meeting.

Since the last meeting she has written five (5) checks, including the PEG Grant to Birmingham for \$19,431.77 and the quarterly BCTV contract payment to Bloomfield Township for \$48,737.50.

Additional notes included a notification from Comcast that beginning on November 29, 2015 there would be some changes in its fees. All video, data, and/or voice installations along with in-home service visits

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would be one flat fee of \$75. There would no longer be a \$15 fee for activating pre-wired outlets or any wireless network set-fees. In addition, Comcast had indicated that pursuant to P.A. 480 of 2006, Section 9 (4), Comcast does not deny access to services to any group of potential residential subscribers because of the race or income of the residents in the local area. Comcast would be adding 400 jobs in Michigan but Fred Eaton, Comcast representative, could elaborate on that. The MPSC has provided the Cable Board with copies of two (2) “Consumer Tips” publications: one addressed the procedures for filing a video/cable complaint with the MPSC and the other provided an explanation of the dispute resolution process when there is a complaint between municipalities and providers. Copies of these publications would be distributed at the meeting and would be posted to our website or a link provided. She prepared and distributed to each member a new updated roster of current Board Members. Comcast notified the Board that beginning January 7, 2016 there would be some channel changes as reported in her Executive Director’s Report.

**PROVIDER RELATED TOPICS**

**a. Comcast**

Fred Eaton, Comcast Representative, announced that Comcast would be adding 5500 more employees across the country and investing substantial monies into constructing new call centers. At the end of October, 400 new positions would be added in Michigan within the next 12 months. More than 300 of which would be in customer care roles in support services in Michigan’s three (3) call centers in Sterling Heights, Plymouth Township, and Scio Township (Ann Arbor). There are also jobs in technical operations. He stated that Comcast was making a concerted effort to improve Customer Service.

Eaton noted that not only has he been with Comcast for almost 19 years, but also tonight the Free Press would be honoring Comcast as one of Detroit’s Best Places to work. For those interested in pursuing a career with Comcast go to [www.comcast.com/careers](http://www.comcast.com/careers).

White mentioned that she had received calls from subscribers who would like to have a direct line to a certain Call Center. She inquired if this was a possibility? Eaton replied in the negative stating that the call routing infrastructure didn’t work that way and a lot depended on the call volume. He took the opportunity to explain the different functions of the different Call Centers and how they all worked together.

Stakhiv passed on complaints she had received from Franklin residents involving pixelating. Burry related comments from the Beverly Hills Council meeting regarding outages and streaming. Eaton said he would look into those issues.

**b. AT&T/Uverse/Direct TV**

There was no representative present and no news from AT&T.

**c. WOW**

There was no representative present. White followed up on Ettenson’s request last month that WOW provide a written communication regarding whether WOW had any plans to extend service to Franklin and Bingham Farms. She received an email from Parson who responded, no. At present WOW had no plans to expand and it was devoting all its efforts to the expansion in Livonia.

Cable equipment replacement was discussed.

**BAPA/BAMA REPORT**

Steve Rota referred to his memo to BACB, dated 11/11/15 and pointed out the seven (7) completed BAMA Programs were regularly scheduled municipal meetings: Multi-Modal Transportation Board

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meeting, Board of Zoning Appeals meeting, Board of Ethics meeting, Baldwin Library Board meetings and the BACB meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations they taped 21 programs. He listed all the programs.

The Producer Workshop was held in October with one resident attending. The next volunteer Producer workshop has been scheduled for Tuesday, January 19, 2016 from 10AM to Noon or 6:30PM to 8:30PM. Call 248-433-7790 to sign up for a Producer Workshop or a Camera Workshop. To schedule a one-on-one session, call 248-433-7790.

Rota updated the BACB on the technical issue (audio) that occurred at the beginning of the Beverly Hills Council meeting last night and its positive outcome. He will be contacting Ellen Marshall, Beverly Hills Clerk about the audio file she recorded of the meeting and would be piecing together those 30 minutes of the lost audio with the video of the meeting. The recorded audio and video would be at the beginning of the meeting with the regular audio kicking in for the remainder of the regular meeting.

**OLD BUSINESS**

None

**NEW BUSINESS**

None

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

Ettenson complimented the cable companies for being attentive to the recent unfortunate events (terrorist attacks) and the presidential debates being carried by the companies.

Heyman pointed out that there were three (3) open seats on the Cable Board from Birmingham that needed to be filled. He encouraged all those residents who were interested in participating to please join the Cable Board. No experience is required. It's a "learn on the job" assignment. Call the Birmingham Clerk or Cathy White, Birmingham Area Cable Executive Director, 248-336-9445.

The meeting was adjourned at 9:10 AM.