

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 18, 2017

Present: Abraham (alternate), Bozell, Eick, Fenberg, Heldt, McAlear, McLain –
Birmingham
Bayer, Borgon, Gugni, Maly, Delaney (alternate) – Village of Beverly Hills
Stakhiv - Franklin

Absent: Weller – Birmingham
Ettenson – Village of Bingham Farms

Also Present: Currier – Attorney for Cable Board
Black – Bloomfield Community Television
Marshall – Assistant Manager/Clerk – Village of Beverly Hills
Brunk – IT Manager, City of Birmingham (arrived towards the end of the
meeting)

McLain called the meeting to order at 7:47 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE AMMENDMENT TO THE AGENDA

Motion by Heldt, seconded by Maly to amend the agenda to add two (2) items: **5 A. PEG GRANT REQUEST – BIRMINGHAM CITY HALL CONTROL ROOM** and **5 B. EQUIPMENT PURCHASE REQUEST - BIRMINGHAM AREA CABLE BOARD PRODUCTION TRUCK.**

Motion Passed.

APPROVE MINUTES OF CABLE BOARD MEETING HELD September 20, 2017

Motion by Gugni, seconded by Stakhiv to approve the minutes of the Regular Cable Board Meeting on September 20, 2017, as presented.

Motion Passed.

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST - THE VILLAGE OF BEVERLY HILLS

Ellen Marshall, Beverly Hills Assistant Manager/Clerk, presented the first of two (2) requests. The first, as referenced in her September 22, 2017 Memo, is the Village's annual request for internet services at the Village Office.

McLain noted this was part of the Municipal Support Services line item in the budget and the amount is \$1,125.00.

Motion by Borgon, seconded by Stakhiv to approve a Municipal Support Services Grant for Internet Services for the Beverly Hills Village for an amount not to exceed \$ 1,125.00 for FY 2017/2018.

Roll Call Vote:

Motion Passed (11-0).

PEG GRANT REQUEST – VILLAGE OF BEVERLY HILLS

The second request, as referenced in Marshall's second September 22, 2017 Memo, is for the redesigning and rebuilding of the Village of Beverly Hills website. A majority of the residents use a mobile device to access the current site but it is not user friendly. They obtained proposals from three (3) companies, met with Revize and at its July 18, 2017 meeting the Village Council awarded the contract to Revize for the cost of \$9,800.00 with annual tech support being \$1,850.00

Motion by Borgon, seconded by Heldt to approve the PEG grant request from the Village of Beverly Hills in the amount not to exceed \$9,800.00 for a complete redesign of its website, including \$1,800.00 for tech support. It was noted that three (3) bids were received with the one from Revize being the lowest.

Marshall noted that the website was last upgraded in 2013 with a grant of \$2,000.00 from the Cable Board, but did not include navigation from a mobile device.

McLain complimented Marshall for her memo which included a summarization of past grant requests (July 1, 2016/2017) to the Cable Board and how the Village spent said monies. Bayer was supportive of the Village focusing in on the mobile device usage. Borgon also thanked Marshall for recapping what grants had been awarded in the past and how they had been used. He would like to see all four communities follow suit. Bayer noted that Revize was the same company which bid and won the contract for Franklin.

Roll Call Vote:
Motion Passed (11-0).

PEG GRANT REQUEST - CONTROL ROOM , CITY OF BIRMINGHAM

Greg Black, Senior Production Specialist and Equipment Coordinator, BCTV, referred to his Memo dated October 11, 2017 detailing the proposed upgrades to the Birmingham City Hall Control Room with the Tricaster system, which he explained, and the PTZ cameras. These audio and video upgrades would closely resemble those of the 2014 improvements to the production set-up at the Village Offices of Beverly Hills. With these similar upgrades, uniform training could be given to all production staff and crew members and thus make it easy to direct a program by using identical equipment but in different locations. He listed all the advantages of the proposed Tricaster system. The only difference would be the individual monitors which the IT Department at Birmingham has requested at each Council/Commission member's seat. These would mirror whatever PowerPoint presentation was being shown to the audience in the room or to those at home. Two quotes for the video production were received, one being from Advanced Lighting and Sound which also worked on the Beverly Hills Council Chambers. The IT Department also provided a quote from CDW for the laptops. He is requesting a grant in the amount of \$65,000.00 to complete the update.

Motion by Heldt, seconded by Fenberg to approve the PEG grant request from the City of

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Birmingham (as presented by BCTV) in the amount not to exceed \$65,000.00 for the upgrade to the Control Room, Birmingham City Hall.

McLain inquired as to the origin of this request. To Black's knowledge, Steve Rota had been in contact with Joe Valentine, City Manager of Birmingham, since last spring discussing possible renovations. The IT Department has also been involved and the bid process went throughout the summer. He acknowledged the audio issues experienced by McLain and others and said they would be resolved with the new equipment.

Borgon commented that it was unusual that such a request would be coming from BCTV instead of the City of Birmingham. Black confirmed that the current Birmingham system is over 12 years old, with older and different equipment than at Beverly Hills or in the studio at BCTV. The main incentive, in addition to upgrading the overall quality of the production, is having something streamlined so that without any further training any crew member could go into any control room and immediately produce a show. Borgon was concerned with the phrase "quality of production" and was bothered that the request was to replace equipment that was still functioning. The remodeling in the Beverly Hills City Hall was necessitated because of the bad equipment and the timing of the remodeling opportunities. These are two (2) different scenarios. He is aware that there is money in the budget but it bothers him that the request is for equipment that is still functioning.

McLain followed up by inquiring if there was equipment about which the staff was concerned, i.e. failing. Black answered that this was always a possibility. Stakhiv mentioned that she wished a representative from Birmingham was at this meeting to give a presentation but she was supportive of the request. Replying to Fenberg's question about the audio quality problem, Black gave several possible reasons.

Roll Call Vote:

Eick	- yes
Heldt	- yes
McAlear	- yes
McLain	- yes
Fenberg	- yes
Bozell	- yes
Bayer	- yes
Borgon	- no
Gugni	- yes
Maly	- yes
Stakhiv	- yes

Motion Passed (10-1).

REQUEST TO PURCHASE BACB TRUCK EQUIPMENT

Greg Black provided a Memo to the Cable Board, dated October 11, 2017, in which he outlined

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the request to replace and update several pieces of equipment in the Control Room inside the production truck which were outdated and unused. The request would incorporate the Tricaster Brand which incorporates several pieces of equipment into one user friendly computer processor. With the Tricaster installed at the Village of Beverly Hills, in the BCTV studio control room and the City of Birmingham, it is BCTV's hope to streamline the process of producing and directing a program, *i.e.*, any crew member will be able produce and/or direct a program using the same piece of equipment. Three quotes were received, Bluewater having the median quote. However, they were waiting for a finalized quote from Bluewater. BCTV is requesting approval to move forward with their quote not to exceed \$87,000.00. If the finalized quote exceeds this amount BCTV will return to the Board requesting more funds or approval for another vendor's quote before proceeding with the project.

Motion by Fenberg, seconded by McAlear to approve the request from BCTV in the amount not to exceed \$87,000.00 to purchase equipment from Bluewater to upgrade the Birmingham Area Cable Board Production Truck.

For the benefit of the Board and the residents, Borgon provided some personal background details of the purchase of the current truck in 2008, including the possible funding for a new truck in the future. He clarified that the size of the current truck was adequate and would not be replaced; only the equipment would be updated. He was very supportive of this endeavor and would consider enhancing the production capabilities by investigating the possibility of adding the drone use for the athletic events or parades. He reminded the Board of the drone incident of the past but was confident that technology had progressed since then.

Bayer was also in support of the request. Her only concern was that there wasn't a final quote. Black gave a brief background of the bidding process with Bluewater and stated that due to the timing of the Board meeting the company had not gotten back to him with a new estimate but he had been assured that the numbers would be similar. Fenberg clarified that the labor costs would be a set number which Black confirmed and stated that it was one of the reasons for the delay of the final quote. Once that fluctuating number was solidified, the final consideration would be brought before the Board for approval.

McLain inquired if there had been any discussions with Bluewater about a warranty package on equipment or on work. Black affirmed that the equipment manufacturers had warranties which were part of the purchase prices. Answering Stakhiv's question about the final choice of Bluewater over Advanced Lighting and Sound which was the lowest quote, Black stated that BCTV does a lot of work with Advanced Lighting and Sound, including the City Hall and Control Room, but BCTV wanted to expand to other vendor options. He said that they were impressed with many aspects of Bluewater: the drawings and layout they provided were impressive, the specific questions they had about the setup BCTV had requested, plus the number of references they provided. Bluewater has given them impeccable service leading up to this point, which included coming out to go over the drawings they had done to make sure everything was in place. Stakhiv voiced her concern that even though Advanced Lighting was very busy at this time, BCTV has worked with them before and the \$15,000 difference between that company and Bluewater was quite large. Borgon agreed, plus the fact that a final quote had

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not been received from Bluewater and the timing of the job should not be a factor. He suggested that a final vote be postponed until further information was obtained. Black confirmed for McAlear that the differences between the three quotes were probably the costs for the labor and the services. The hardware as quoted would remain the same. Delaney inquired if this would prolong the life of this vehicle and its production capacity, i.e. bring it up-to-date. Referring to the competitive bid process, he had not heard sufficient reasons to award this bid to Bluewater and he felt the Board should be vigilant.

Motion by Heldt, seconded by McAlear to amend the previous motion to approve the request from BCTV to purchase equipment from Bluewater in the amount not to exceed \$80,000.00 to upgrade the Birmingham Area Cable Board Production Truck.

Borgon did not think the Board was ready to vote on this item as Bluewater needs to provide a final quote and Advanced Lighting and Sound needed to be contacted about its timing for such a project.

Motion by Borgon, seconded by Fenberg to table the consideration to approve the request from BCTV to purchase equipment from Bluewater in the amount not to exceed \$80,000 to upgrade the Birmingham Area Cable Board Production Truck.

Roll Call Vote:

Eick	- no
Heldt	- no
McAlear	- no
McLain	- no
Fenberg	- yes
Bozell	- no
Bayer	- yes
Borgon	- yes
Gugni	- yes
Maly	- yes
Stakhiv	- yes

Motion Passed (6-5).

The request from BCTV to purchase equipment from Bluewater to upgrade the Birmingham Area Cable Board Production Truck was tabled until next month.

Bayer, being in the technology business, expressed her support of having more than one supplier and emphasized that the Board was in support of upgrading the truck but more details were needed to establish why there is a variance in the quotes.

Taking into consideration that the truck was 10 years old and had had some issues in the past, Maly inquired if there were any mechanical problems with the vehicle. Black indicated that there were none to his knowledge.

COMMITTEE REPORTS

Cable Action Committee

Eick, Chairman, noted there had been a meeting last week. Issues discussed centered around the updating of the BACB website: general observations of the current website in comparison to other local websites, fact finding of who and what was available and what was needed to do the update, the next step of generating an RFP, meeting with Muniweb which is the current website company and getting suggestions from them. Two Muniweb representatives met with the committee and answered questions. The next meeting will be Thursday, November 2, 2017 at 5:30 PM in the Baldwin Public Library in Birmingham on the second (2nd) floor.

PEG Committee

McAlear advised the Board there would be a brief meeting following this one to further discuss the truck and what to bring back for next month. McLain added that a representative from the Library would also be present to comment on a Library PEG grant.

EXECUTIVE DIRECTOR'S REPORT

In White's absence McLain gave an overview of White's monthly report which was dated October 11, 2017. This month there were three (3) complaints since the date of her last report.

The first was submitted by a Birmingham resident who wanted to lower her cable rate with Comcast. She had negotiated with a representative to reduce her rate but later found she wasn't receiving the same channels. She believed that she had been a victim of a "bait and switch" scheme. The escalation team representative contacted and apologized to the resident and the resident has been placed into a 24-month promotion for Double Play for \$84.99/month. This complaint is closed. The second complaint was from a Franklin resident who had received an unsolicited call from Comcast offering to bundle his services. He was assured he could keep his longtime landline number but was subsequently informed by family and friends that his landline had been disconnected. After a long period of time it was re-activated and restored back to him. This complaint is closed. The third complaint was from another Franklin resident who had switched from Comcast to another provider. Comcast had told him that the computer would figure out the credits owed him but subsequently he received a bill for over \$475.00. Comcast agreed to a prorated credit and refund which he should receive within several weeks. This complaint is now closed.

The account balances for the MBS, BBCU and Beverly Hills accounts were provided to the Board, in addition to the monthly Revenue and Expense Budget Reports, as of September 30, 2017.

Since the last meeting White has written three (3) checks on behalf of the BACB, including one to the Village of Franklin (Municipal Support Services Grant), to the Village of Beverly Hills (Municipal Support Services Grant) and to the Village of Franklin (PEG Grant for website design).

Additional Notes

There were a couple of articles in Marketing Daily about consumers becoming more satisfied and comfortable with streaming services. McLain added the news about Netflix partnering with a mobile provider. There is also a report that the FCC will send 77 million dollars to Puerto Rico for the island's communications networks and assistance after the hurricanes.

McLain commented that she had been involved with the complaint from the first Franklin resident. Speaking directly to the public, she stated that no matter which provider they have, if a resident receives a call or he/she calls about changing his/her service, bundling the service or transferring the service, you need to ask for the ID and contact information of the person with whom you are speaking. Write down all pertinent information, including notes about the conversation. At the end of the call confirm any changes you have agreed to and request an email confirming those changes. She continued by noting that because the providers have customers all over the world, there might be times when residents are unable to get a customer service person who is within the contiguous United States answering their questions. However, they all try to have the same resources available. It is the consumer's responsibility to know what you're agreeing to even though most, but not all, calls are recorded. If there is a problem, don't wait the 30 days until the next bill arrives to make contact with the provider. Call immediately.

PROVIDER RELATED TOPICS**a. Comcast**

There was no representative present. Mazurek had another meeting so he could not attend.

b. AT&T/Uverse/Direct TV

There was no representative present. Robert Jones did not attend.

c. WOW

There was no representative present. Ken Parson did not attend.

Stakhiv had some comments about Comcast concerning the two (2) complaints from Franklin residents. She found the first incident regarding the loss of the landline, which the resident had had for over 40 years, intolerable and unacceptable. The company was not apologetic or willing to immediately fix the problem but rather blamed the resident instead of accepting responsibility for what had happened. This took days to resolve and hours of texting and sending emails to correct. The resident is a senior citizen and depends on that landline. She supported McLain's advice to residents and added that before a resident makes a commitment, he/she should call Comcast directly to verify the same offer. The second complaint from a Franklin resident involved the switching from Comcast to AT&T internet due to poor service. When asked for a refund the resident was informed that the computer had to figure out the amount and he would have to wait for the next billing. In the next month's bill there was a charge for over \$475.00. Stakhiv opined that the computer didn't do a very good job. Bottom line, it had been a very frustrating month in terms of Comcast's responses.

McLain re-iterated that, as usual, BACB will invite all the providers to the next meeting to have follow-up conversations, as has been customary each month. Other than the glitch in these recent

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complaints BACB has received outstanding escalation of complaints; within a few hours or a day 99% of the complaints from residents and municipalities are resolved. She noted that the lack of a landline phone or cell phone connectivity are health and safety issues.

BAPA/BAMA REPORT

Greg Black referred to his memo to BACB dated October 11, 2017. He listed the completed **BAMA** Programs which were the six (6) regularly scheduled municipal meetings, the Board of Zoning and Appeals meeting, the BACB Meeting, the Parks and Rec Board meeting, the Baldwin Public Library Board and Trust Meetings and the Advisory meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-eight (28) programs were taped. He listed all the programs.

Regarding the **VOLUNTEER PRODUCER and CAMERA WORKSHOPS**, those residents who are interested in doing a workshop, producing their own show and/or volunteering on a program can contact BCTV at 248-433-7790 to schedule a one-on-one appointment date and time. Black also listed his email GBlack@BloomfieldTwp.org. He invited all Board members to visit the new Control Room which is now fully HD.

Black added that the BCTV staff won several awards and handed out a photo of several winners, including Steve Rota and himself.

Bozell inquired as to how the sports events were selected. Black explained that any event between Seaholm and Groves is covered, as are the Unified team games (hockey and lacrosse). Heldt further clarified that the Athletic Department requests which events should be produced. Borgon congratulated all the winners for their awards. He also mentioned watching McLain's program. There was a discussion centered around the workings of the Programming Committee. McLain thanked BCTV for recording the very informative and inspiring program about aging, "Next Boomer Summit", which will be made into a shortened program and given to the Executive Director of NEXT to be uploaded on YouTube.

OLD BUSINESS

Borgon apologized to the Board for leaving last month's meeting early before the discussion about the NATOA meeting. He requested that for the January, February, or March meeting an intensive discussion on NATOA be placed on the agenda. The information gathered at those meetings is extensive and eye-opening and BACB should consider sending a representative or two to the next one. McLain explained that for several years she refused to attend because the organization had changed and was struggling and she did not want to fund an organization that was not focused on what local control they should be representing. She didn't want it to be all about "internet". Now that there is a better understanding she not only participates with Michigan NATOA but also is on its Board. She is also stated there are interim meetings.

NEW BUSINESS

Bayer updated the Board on the new security flaw in the WiFi code. All WiFi routers used in the home and business will be or have already been infected. It's a "copy bug". She suggested that as

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a community provider of information the Board should speak with all the providers and see what their plan is for putting patches in place in all our homes and businesses. She gave some suggestions to limit personal and business vulnerability: anything that is encrypted will remain encrypted, use “https” sites instead of “http” sites, cable is always secure as opposed to WiFi, and there are patches available for Windows and Apple but as of yet there are no patches for the phone. She emphasized that the Providers need to be asked how they intend to patch this security flaw. McLain stated that she would be contacting them as soon as the meeting is over.

McLain strongly advised the public to be very careful. Bayer mentioned that this occurred in the last few days and noted that the public can access more information on Google under “KRACK”.

PUBLIC COMMENTS

Eric Brunk, IT Manager for the City of Birmingham, was available for any questions about the technology the Board might have in regards to the grant for the Control Room. His email address is: EBrunk@Bhamgov.org.

BOARD COMMENTS

None

There being no further business, the meeting was adjourned at 9:00 AM.