

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – March 20, 2019

Present: Abraham, Eick, Fenberg, McLain - Birmingham  
 Borgon, Bresnahan, Gugni – Beverly Hills  
 Absent: Shand - Birmingham  
 Ettenson – Bingham Farms  
 Stakhiv - Franklin  
 Also Present: White – BACB Executive Director  
 Currier – Attorney for Cable Board  
 Black – 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 January 16, 2019.**

Motion by Borgon seconded by Gugni and Eick to approve the minutes of the Regular Cable Board Meeting on January 16, 2019 as presented.

Motion Passed (7-0).

**PUBLIC COMMENTS**

None

**MUNICIPAL SERVICES GRANT REQUEST – VILLAGE OF BEVERLY HILLS**

Kristin Rutkowski, Village Clerk/Assistant Village Manager, requested a grant for upgraded dictation and transcription software which the Village had recently purchased. She described the Village's outdated system used in the past and the advantages of the new cloud-based system.

The request was in the amount of \$560.41 to cover the cost of the license, package, installation, training and sales tax.

Motion by Borgon, seconded by Fenberg to approve a Municipal Services grant in the amount not to exceed \$560.41 to the Village of Beverly Hills for the cost of the license, package, installation training and sales tax for the new cloud-based system called Phillips SpeechExec Pro.

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

**TREASURER'S REPORT**

Fenberg reported on the interest income and the balance in the Multi-Bank account at the end of February. Today and Monday two (2) CDs will mature and will be re-invested.

**REQUEST TO RATIFY PAYMENT TO VENDOR FOR REPLACEMENT OF AT&T ENCODERS**

Motion by Borgon, seconded by Fenberg to ratify payment to StreamDynamics for the replacement of four (4) TouchStream encoders with UltraStream HDMI HD Encoders for the Web and VBrick encoders for AT&T Uverse compatible stream and Senior Engineer onsite installation and training in the amount not to exceed \$ 2,193.50.

Greg Black, Production Specialist, explained that at the January meeting Rota had mentioned the AT&T encoders failing and the need to replace them. This request is for the replacements.

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

**REQUEST TO APPROVE PAYMENT FOR NEW EQUIPMENT TO COVER MEETINGS AT LOCATIONS THAT DO NOT HAVE A CONTROL ROOM**

Greg Black introduced this item and referred to the quote #12552 from Advanced Lighting & Sound which included the cost of the TriCaster Mini Advanced HD-4 sdi Bundle Q1 2019. He defined the TriCaster mini as a “control room in a small suitcase”. This would allow the staff to bring multiple cameras to cover meetings and/or musical productions and be able to incorporate graphics for a better production. He gave examples of which meetings might benefit from this equipment. Part of the quote was for the cost of possible audio installation of the microphones in Bingham Farms Village Hall.

McLain suggested the vote for the Bingham Farms equipment be postponed until the Bingham Farms Council has had a formal vote on going forward with the project.

Motion by Borgon, seconded by Gugni to approve payment to Advanced Lighting & Sound for the purchase of the TriCaster Mini Advanced HD-4 sdi Bundle Q1 2019 and the appropriate equipment in the amount not to exceed \$15,500. Purchase of equipment for the Bingham Farms meetings will be postponed.

Roll Call Vote:  
Motion Passed (7-0)

(Dollar amount in the Motion will be corrected and passed later in the meeting.)

**COMMITTEE REPORTS**

**Cable Action Committee**

Eick reported that there was nothing new to report. There had not been any complaints and the committee has received good positive feedback about the new website.

McLain stated that she had heard from the partner in this venture who would like some follow-up information from White, herself, and Eick. This morning McLain tried accessing the latest BACB meeting on her phone to test it and it appeared not to be as intuitive as they thought it

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would be. It is possible that it is not as user friendly as originally thought. She asked other Board members to try to access the website on their different phones.

The next meeting will be on April 4, the first Thursday of the month at 4:30 PM at the Baldwin Public Library.

Borgon commended the Cable Action Committee for doing the website. He agreed with McLain that other Board Members should access and navigate the website and provide opinions on it.

### **PEG Committee**

Currently, the PEG Committee's focus is on the request for any bids for Cable Access Management which needed to be sent out. The BCTV contract expires at the end of June, 2019. White brought copies of the current BCTV contract to the meeting but could email them to anyone on request. Borgon asked the committee to review it and White to schedule a meeting at her convenience in early April to review comments in preparation of presenting a recommendation at next month's meeting.

Borgon stated the PEG meeting would not meet immediately after this one due to personal obligations.

### **Personnel Committee**

Stakhiv was not in attendance at this meeting. However, through McLain, she reminded all Board Members to fill out and return to her the evaluation form for the Executive Director. White's review would then be scheduled.

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

White reminded those who wished to have a copy of the RFP for the PEG Committee to see her after the meeting or she could send it electronically to them.

There were two (2) Executive Reports since there was no meeting last month.

White referred to her monthly report dated February 22, 2019. There were two (2) new complaints since the January meeting. The first (1<sup>st</sup>) complaint came from a Birmingham resident, who had been helping his elderly mother cancel her Comcast service since the end of November, 2018 and had returned her equipment in December, 2018. The escalation team became involved and the account was disconnected and backdated to December 10, 2018. This complaint is closed. The second (2<sup>nd</sup>) complaint came from a Franklin resident who was experiencing black edges of varying widths on the top and sides of the TV picture. A technician was dispatched to the house, tightened or replaced connections but the black borders were still present. The technician found that this condition was only present on certain channels and nothing could be done to alleviate it. This was discussed with the subscriber. The resident's next bill included a charge for the service call which he contested because he had not been informed in advance when he initially spoke with a representative. The resident also stated that the representative should have told him that certain channels have black borders and there was no way to eliminate them. This complaint was pending in February, 2019 but resolved and a credit

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given to the customer as reported in White's report for March, 2019. McLain emphasized the importance of clarifying and documenting what service was to be performed, date and time scheduled, whether it is inside or outside, whether there is an underlining contract and whether there would be any charge for it. Also, ask for a reference and a confirmation number.

The account balances for the MBS, BBCU and Beverly Hills accounts as of January 31, 2019 were provided to the Board. The Fund balances were provided for this month (January, 2019); however, the Beverly Hills figures were not available for February, 2019 due to illness. Those would be available electronically as soon as she receives them.

Since the last meeting White has written four (4) checks on behalf of the BACB: Michigan 2019 NATOA membership renewal, Birmingham Bloomfield Chamber of Commerce membership renewal, State of Michigan truck license plate renewal and Charter Township of Bloomfield for BCTV filming of January sports events.

#### Additional Notes

The Cable Board would be researching social media policies of member communities and partners as it begins its review of a policy in preparation for BACB utilizing social media platforms. Staff has also received training on uploading items to the new website.

The Register received word and reported on January 25, 2019 that the FCC has been accused of colluding with the large cable companies it was supposed to oversee in order to protect a controversial decision over new 5G networks. The FCC had issued an order forcing local governments to charge no more than a flat fee of \$270 per site per year for 5G installations. Local governments were not in favor of such a restriction, with California being the most vocal. A challenge to that rule was issued resulting in the Chair of the House Commerce Committee sending a letter to the FCC. The letter requested any relevant communications between FCC staff and the telcos to determine if the FCC was trying to leverage its power as a regulator to influence regulated companies to seek a more friendly court. Currier added that legislation was introduced in Congress to overrule the FCC decision and was still in committee.

According to an article in the Motley Fool on February 11, 2019, depending on what the viewer wants in terms of streaming services, cord cutting does not always save viewers money. Consumers need to consider what they save versus what they would be giving up if they cut the cord.

Since her last report of March 15, 2019, there have been four (4) complaints. The first (1<sup>st</sup>) complaint came from a Birmingham resident about a downed wire behind his business which was believed to have belonged to Comcast. Subsequently, it was determined to belong to AT&T. This complaint is pending. The second (2<sup>nd</sup>) complaint came through the website from a Beverly Hills resident concerning WOW not posting on-line the termination date of his two-year contract. He also felt subscribers should not have to pay an early termination fee because this contract information was not in the account. A WOW representative told him that such information was not posted on their website or the billing statement and the company did not have plans to do so. For more information, call WOW customer service at 1-866-496-9669. This complaint was closed. McLain advised subscribers of all cable services to write down all pertinent information

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regarding their contract, including the termination date. The third (3<sup>rd</sup>) complaint came from a Birmingham resident who had been having problems viewing the Birmingham City Commission meetings on AT&T's Channel 99. BCTV was contacted about this and it appeared to be a problem with the subscriber's home equipment. An AT&T technician was out to address the equipment issue. This issue is pending. The fourth (4<sup>th</sup>) complaint involved downed Comcast lines in a Birmingham resident's backyard. This complaint is closed.

Referencing the third (3<sup>rd</sup>) complaint, McLain advised that when a subscriber sees or hears an interruption of service on a public access channel to please report it in "real time". She further explained that in some cases BCTV does not see the signal that is going out. They can see if they are sending a signal, but they can't actually watch it on TV. They can look at it on the phone and a computer but not on a TV in "real time". Call BCTV #: 248-433-7790 and leave a message. That message goes to whoever is on call for BCTV. For this particular situation, Rota was on call and started to troubleshoot it and she, herself, was on the phone and personally involved. In the past there were different problems which could be solved in several ways. The BCTV equipment has been upgraded and BCTV is aware of some of the on-going issues. The Cable Board's mission is to provide every platform for everyone to access. There is a back-up system so even if a program is interrupted it has been recorded without interruptions and would be replayed in its entirety at a later date.

Black re-iterated that if any viewers experience any kind of interruption related to either the municipal access channel or the public access channel, call 248-433-7790 between 7 AM and 5:30 PM Monday through Thursday, or please leave a message for the person on call.

In response to a question from Abraham, McLain stated that older equipment can be swapped out for a box that would accept all the new updates. She continued by saying that contacting the provider directly to diagnose and troubleshoot the problem can be very beneficial. Additionally, she advised residents to ask questions, such as: Does the equipment need to be replaced or specialized assistance? Does the customer have an underlying contract that covers a home visit? Is there a charge for an inside visit? Is there a charge for an outside visit? All these questions need to be researched.

The subject and ramifications of how a PEG signal is sent was discussed.

White wrote seven (7) checks last month on behalf of the BACB, four (4) of which were for the Administrative Grants approved in January to City of Birmingham, Village of Beverly Hills, Village of Franklin and Village of Bingham Farms. A check was approved for BCTV which filmed three (3) February sports events.

#### Additional Notes

Multichannel News reported on March 5, 2019 that House Democrats introduced a Bill to reinstate Net Neutrality. The Restoring Internet Freedom (RIF) Order which is currently in place would be replaced by the Title II-based Open Internet Order.

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Comcast will be changing its channels that will impact the Xfinity Latino package and adding a new channel effective April 12, 2019. On April 8, 2019 some channels would be cancelled due to the expiration of Comcast's programming agreement with TuTV.

The new contact information for Kristin Rutkowski, Beverly Hills new Village Clerk/Assistant Village Manager is: 248-646-6404 ext.223 and email address: krutkowski@villagebeverlyhills.com.

**PROVIDER RELATED TOPICS**

**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.

To re-enforce the process of reporting problems, etc., McLain explained that the BACB escalation team is connected through White so that all complaints, concerns, or compliments sent directly to the BCTV website or through the cable access phone (248-336-9445) would be written up as a complaint, etc. with the basic facts and the subscriber would get a response. Complaints go immediately through White to the provider's contact people who are responsible for following up and then giving White (BACB) feedback so she has a response. If you do not hear within 24 hours, please let the Cable Board know.

**BAPA/BAMA REPORT**

Rota was not in attendance.

Black did some calculations for the amount of money approved for the new equipment, TriCaster mini, and it actually totaled \$15,884. He requested that the amount be corrected in a new motion.

Motion by Borgon, seconded by Gugni to approve payment to Advanced Lighting & Sound for the purchase of the TriCaster Mini Advanced HD-4 sdi Bundle Q1 2019 and the appropriate equipment in the amount not to exceed \$16,000. Purchase of equipment for the Bingham Farms meetings will be postponed.

Roll Call Vote:  
Motion Passed (7-0)

Black referred to Rota's memo to BACB dated February 21, 2019. He listed the completed **BAMA** Programs which were fourteen (14) regularly scheduled municipal meetings, the BACB meeting, the Parks and Rec Board meeting, two (2) Zoning Board meetings, Advisory Parking Committee meeting, two (2) Multi-Modal Board meetings, and three (3) Baldwin Library Board Meetings.

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For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-one (25) programs were taped, all of which he listed.

**PRODUCER WORKSHOPS and/or CAMERA WORKSHOPS-** BCTV is offering a one-on-one session for those who are interested in producing their own show and for those who want to volunteer and experience “behind the scenes”, as well as do some programming. Please call 248-433-7790 and BCTV will schedule a date and time for you.

Since the BACB’s last meeting the Baldwin Library equipment was approved and has been installed. It was working well at Monday’s Baldwin Library Board meeting.

The request for new equipment was covered earlier in the meeting, as was the ordering and installation of the new AT&T encoders.

Borgon had positive comments about Joe Valentine’s show, Inside City Hall. He suggested that the new Village Clerk of Beverly Hills might want to do something similar for the benefit of its residents.

#### **OLD BUSINESS**

None

#### **NEW BUSINESS**

None

#### **PUBLIC COMMENTS**

None

#### **BOARD COMMENTS**

McLain re-enforced the contact numbers for all three (3) providers: AT&T Uverse – 1-800-288-2020; WOW – 1-866-496-9669; Comcast – 1-800-266-2278.

For years the Cable Board has asked to have BACB’s number on the bill, but to no avail.

**Call the BIRMINGHAM AREA CABLE BOARD PHONE 248-336-9445** with complaints, comments and suggestions.

Next month’s meeting will be the fourth (4<sup>th</sup>) Wednesday in April, April 24, 2019.

There being no further business, the meeting was adjourned at 8:30 AM.