

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – November 20, 2019

Present: Abraham, Eick, Fenberg, McLain - Birmingham
 Borgon, Delaney, Gugni – Beverly Hills
 Mydloski – Franklin

Absent Shand – Birmingham
 Burry – Beverly Hills

Also Present: White - BACB Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television
 Jim Creech – Administrator, Village of Franklin
 Kyle Mazurek – Comcast Representative

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

APPROVE MINUTES OF CABLE BOARD MEETING HELD October 16, 2019.

Motion by Gugni, seconded by Delaney to approve the minutes of the Regular Cable Board Meeting on October 16, 2019, as presented.

McLain requested certain revisions under **PUBLIC COMMENTS** of the summary of Mr. Buterbaugh's comments.

Gugni shared that he had had the opportunity to go to the Comcast store in Troy and had a good experience. Fenberg's experience with that particular store was similar.

Motion by Gugni, seconded by Delaney to approve the minutes of the Regular Cable Board Meeting on October 16, 2019, as amended.

Motion Passed (8-0).

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF FRANKLIN

Mydloski, representing the Village of Franklin, referred to Jim Creech's letter, Request of Grant Funds, dated October 30, 2019, which noted a slight increase of costs for Comcast services and documented the expenditures from the 2018-2019 grant funds. The letter requested a 2019-2020 grant to fund the cost of the website support at \$150/mo. (\$1,800/yr.), monthly Comcast services for the Village Hall (Broughton House) at \$138.69/mo. (\$1,664.28/yr.) and monthly Comcast services for the Kreger House (Franklin Community Center) at \$218.32/mo. (\$2,619.84/yr.). The total amount requested is for \$6,084.12.

Borgon noted that the Cable Board has supported such a request over the years for all municipalities.

Motion by Borgon, seconded by Gugni to approve a Municipal Support Services Grant in the amount not to exceed \$6,084.12 to the Village of Franklin for website

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support and Comcast services for the Village Hall (Broughton House) and the Kreger House (Franklin Community Center) for 2019-2020.

(7:50 AM, Jim Creech, Village of Franklin Administrator, arrived)

Creech summarized his letter sent to BACB. McLain questioned how the Village's expanded WiFi coverage was working and Creech responded that they had not had any complaints.

Roll Call Vote:
Motion Passed (8-0).

TREASURER'S REPORT

Fenberg reported on the Multi-Bank Securities (MBS) account balance as of October 31, 2019, including the most recent maturity in September which would be followed by ones in January and in March, 2020.

COMMITTEE REPORTS

Cable Action Committee

Abraham reported that this month's meeting was delayed so it could be combined with the PEG meeting. However, due to the snowstorm that meeting was cancelled. The next meeting would be December 4 at 4:30 PM., which is the first Thursday in December, at the Baldwin Public Library in Birmingham.

PEG Committee

Bob Borgon confirmed that a PEG meeting would follow the BACB meeting this morning to discuss the equipment needed for the truck and "on location" equipment. At this BACB meeting the filming of the Winter Sports needed to be approved. He listed the six (6) events with four (4) known dates of Groves vs. Seaholm games and two (2) unified hockey games with TBD dates. The normal rate is \$2,500 per event.

Motion by Borgon, seconded by Mydloski to approve payment to BCTV in an amount not to exceed \$15,000.00 (\$2,500 each) for the filming of six (6) winter sporting events, beginning December 17, 2019.

Delaney suggested that in the future a specific item be placed on the agenda under PEG indicating the possibility of expenditure of money. Carrier thought it to be a good idea so as to create more transparency.

McLain clarified that these individual sporting events are not included in the BCTV contract. Borgon agreed and explained they have never been included in the main contract but rather on an as needed basis. Borgon, supported by White, stated there was money in the budget; however, in the future this might change depending on BACB revenue.

Roll Call Vote:
Motion Passed (8-0).

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McLain thanked those who were responsible for the concept of filming the sporting events. Including such clips with their college applications could be used by those students who have worked so hard and accomplished so much. This is one purpose of the PEG funds.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated November 11, 2019. There were six (6) complaints since the date of her last report. The first (1st) complaint came from a Beverly Hills resident about a pole in his backyard. This complaint had originally been sent to WOW and was subsequently re-directed to Comcast which needed to remove its wires from the pole first before WOW could remove its wires. This complaint was closed. The second (2nd) complaint involved a Beverly Hills resident who had cancelled his AT&T telephone and internet services. However, he still received bills for his internet service after the termination date. After receiving notification that a collection agency and lawyer fees might be imposed, the resident sent in a check for the amount. He was now seeking a refund for that amount as it was for service after he had terminated the service. This complaint was pending. The third (3rd) complaint from a Birmingham resident involved the increase costs in her monthly bill. The AT&T escalation team representative stayed on the phone with her during her conversation with the business department to find a more affordable package for her. Her monthly bill will now be less expensive. This complaint is closed. The fourth (4th) complaint was from a Birmingham resident and involved Comcast and the loss of service and lack of timely restoration. However, in the afternoon of the call to BACB, the service was working and resident was offered a \$8.00 credit for the two (2) days without service. This complaint is closed. The fifth (5th) complaint came from a Birmingham resident through the BACB website. The resident was unhappy that Comcast had eliminated some channels, including Turner Classic Movies, which had been included in the two (2) year contract. Working with an escalation team representative, the subscriber was offered a promotion of 6 months for TMC and the account was credited to cover the cost for 6 months. This complaint is closed. The sixth (6th) complaint came from a Franklin resident who inquired about the possibility of burying a temporary line and the scheduling for it. This complaint is pending.

FINANCIAL

The account balances for MBS, BBCU and Beverly Hills accounts as of October 31, 2019 were emailed to all Board members and she also provided hard copies for the Board at the meeting, as well as budget to actual figures.

Since the last Board meeting White has written one (1) check on behalf of the BACB to the Charter Township of Bloomfield for BCTV's filming of two (2) October sporting events.

ADDITIONAL NOTES:

The auditors would come to the January meeting to present the annual audit. They have not found any significant issues. Fenberg has been working with them and been very helpful.

As a member of the Birmingham Bloomfield Chamber of Commerce, BACB has been able to interact, network and socialize with the business community. The Chamber will be having its holiday mixer event December 11, 2019 at the Oakland Hills Country Club from 5:30 P.M. to 8:00 P.M. If any Board Member is interested, the cost is \$45 per person. McLain began a

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conversation about the rarity of BACB's involvement in social interactions, especially in terms of covering the costs. In the past each Board member has covered his/her expenses; however, BACB has enough money to cover attendees. Borgon, who has attended such an event, opined that attending such an event was very beneficial for the Cable Board. Currier confirmed that common sense, ethical responsibility and no buying of alcohol were the only policies governing the BACB in this regard. Delaney and Fenberg thought it was appropriate for BACB to be represented.

Motion by Fenberg, seconded by Borgon to authorize BACB to cover the cost of Board members (\$45.00 each) who are interested in attending the Birmingham Bloomfield Chamber of Commerce holiday mixer on December 11, 2019.

Roll Call Vote:
Motion Passed (8-0).

BACB received a refund from Michigan Risk Management Association (liability insurance) and payment representing BACB's share of the distribution of excess assets which will offset the cost of liability insurance for this fiscal year.

White reported that Comcast has made many channel changes: deletions effective October 29, 2019, December 5, 2019 and December 10, 2019 and additions effective December 10, 2019 and December 19, 2019.

Comcast has a website (www.xfinitytv.com/contractrenewals) and toll-free number (866-216-8634) which are updated regularly to provide notices of expiration dates of any and all programming contracts. McLain added that all providers provide such information.

BACB received some Thank You notes sent from the Beverly Hills Police and Fire Departments for the grant received and one from Mel Ettenson for the flowering plant BACB had sent him.

PROVIDER RELATED TOPICS

a. Comcast

Kyle Mazurek, Comcast representative, updated the board on the increase of the speed for the residents and the program for low income households. McLain began a discussion about the importance of carefully reviewing the information found on the subscribers' bill; amount of the bill, the service he/she has signed up for and the channel changes which would be coming. Kyle clarified that with the increase of internet speed there was no need to upgrade a resident's modem as the increase should automatically reset on its own. Responding to McLain's query about any special work scheduled in the right of ways during the holidays, Mazurek was not aware of any. McLain advised residents about how to recognize an authorized employee of a cable provider or utility company and, as a reminder, if a resident had any questions or concerns, to call the police department.

Borgon mentioned that he, being a representative of Beverly Hills, had been contacted by several residents, especially senior citizens, concerning the rationale and reasoning for moving the Turner Classic Movie channel to the Sports Entertainment package. Mazurek was not privy to

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such information. Considering all the different avenues to view TV programs, McLain added that the Cable Action Committee might want to share other options for the public.

White confirmed several issues with Mazurek: Comcast does not typically trim trees around wires and for underground construction, Miss Dig is responsible for the markings of underground facilities and utilities, not Comcast. Mazurek was uncertain of the colors of the Comcast wires on the different poles; however, Comcast wires are usually at the top of the pole. Comcast's Internet Essentials program (state/federal assistance programs) has been expanded to include low income seniors throughout Michigan and low income veterans.

b. AT&T/Uverse/Direct TV

There was no representative present. McLain reported there were a couple of channel changes in its line-up.

c. WOW

There was no representative present. McLain reported there were a couple channel changes in its line-up. Borgon had difficulty watching the Beverly Hills meeting last night and Delaney concurred that this also happened on Comcast. Borgon has spoken with Rota about the problems who stated that those interruptions he had experienced would not be on the rebroadcast. Rota will do some research into the possible problem.

McLain also reminded residents that this was the time of year to review and possibly change their cable plan. When calling the cable provider, take detailed notes, including a caller id, confirmation or reference number and write down the expiration dates of specials and/or promotions.

BAPA/BAMA REPORT

Rota referred to his memo to BACB dated November 17, 2019. He listed the completed **BAMA** Programs which were seven (7) regularly scheduled municipal meetings, the BACB meeting, the Parks and Recreation meeting, the Zoning Board of Appeals meeting, the Advisory Parking Committee meeting, Multi Modal Transportation board meeting, Village of Bingham Farms Council meeting, two (2) Baldwin Library Board and Trustee meetings, Joint City Commission Planning Board meeting and Special Birmingham Community Water Forum.

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

PRODUCER WORKSHOP - 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.

EQUIPMENT – The equipment for the Village of Bingham Farms has been installed and the first Council meeting was taped on October 28, 2019. Congratulations to Mel Ettenson, former BACB member, who has been trying to push this forward for the last 19 years.

OLD BUSINESS

McLain updated the Board on several items. Several months ago BACB received a complaint from a resident concerning the markings of his property. She has sent this complaint to MPSC. Regarding the Bingham Farms Council meeting, she did a training session with them about a live broadcast and guidelines for public meetings and avoiding the lack of transparency. In addition, she and White would be working on the website at the CAC meeting and pro-actively looking for projects for next year while keeping in mind what was happening at the FCC with the revenue stream, the annual audit report and the reserved funds for the grants back to the communities.

White has contacted the Village of Bingham Farms regarding the process of finding a representative to replace Ettenson on the BACB.

On Monday, December 16 at 11 A.M., McLain will be the Guest of Honor on “Eye On Oakland” which is BCTV’s long running show and will speak about the Cable Board, consumer issues, the FCC, relationship with the providers, balance and budget.

At Delaney’s inquiry, Currier updated the Board about any recent developments with the FCC.

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

Delaney expressed his opinions regarding the problems associated with utility poles and wires in Beverly Hills. Members of the Cable Board had several suggestions to remedy those concerns.

There being no further business, the meeting was adjourned at 8:48 AM.