

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, May 15, 2019 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 April 24, 2019-M
3. Public Comments
4. Treasurer's Report
5. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel Committee
6. Executive Director's Report
7. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
8. BAPA/BAMA Report
9. Old Business
10. New Business
11. Public Comments
12. Board Comments
13. Adjourn

MEMORANDUM

DATE: May 9, 2019
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No.2019-08, which was pending on the date of my last report, has been resolved. This complaint was received from a Birmingham resident who indicated that AT&T was running fiber in his neighborhood approximately one month ago but no work had been done since. He wanted to know when AT&T would complete the work, especially since the pole appeared to be leaning. The AT&T escalation team representative has provided us with a timeline for completion of the work and indicated that AT&T was not concerned about the structural integrity of the pole (which is owned by DTE). This information has been shared with the resident and this complaint is now closed.

We have received three (3) complaints since the date of my last report. Complaint No. 2019-10 was received from a Franklin resident who requested that Comcast bury its line so that it was not going from the pole across the front yard to the southeast corner of the house. A Comcast team went out to the location and stated that there is a new drop that is running aerial and there is nothing to bury there. The Comcast escalation team representative called the customer several times but was unable to reach him. Messages were left (as well as e-mailed) with the direct contact information of the Comcast representative in the event of further questions or any desired assistance. This complaint is now closed.

Complaint No. 2019-11 was received from a Beverly Hills resident who recently moved into his house and noticed low-hanging wires in his backyard. Comcast and WOW have removed their lines and this complaint is now closed.

Complaint No. 2019-12 was received from a Birmingham resident requesting that Comcast remove or repair its wire which was hanging down in the middle of his backyard. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of April 30, 2019 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

Four (4) checks have been written since the date of our last meeting as follows:

1. Charter Township of Bloomfield (filming December 2018 sports events): \$5,000.00
2. Charter Township of Bloomfield (Oct-Nov 2018 internet costs): \$419.55
3. Charter Township of Bloomfield (quarterly contract payment): \$53,200.00
4. Stream Dynamics (replace encoders): \$2,193.00

ADDITIONAL NOTES:

1. We have received a proposal to publish another BACB advertisement in the annual Birmingham Bloomfield Chamber of Commerce publication. The cost would remain the same as last year (\$1,046.00) for a half-page ad and it is recommended that the Board adopt a resolution approving payment for this purpose.
2. TV Technology reported on April 22, 2019 that the NFL is reportedly in talks with Amazon and Disney to offer the NFL Sunday ticket to cord cutters.
3. Charter Communications has made the surprising revelation that their executives have had discussions with Comcast about licensing their X1 platform and their new IP video platform, according to Multichannel News on May 3, 2019. Charter has already spent years and hundreds of millions of dollars developing its own Spectrum Guide cloud-based video system. As of now, however, Charter Communications Chairman and CEO states that the company likes having their own UI. He added: "If we could check all the boxes in terms of flexibility and low cost, we could be a vendor of Comcast and their platform. But to date, we haven't been able to do that."
4. Variety.com reported on May 6, 2019 that the number of cord-cutters reached new records in the first three months of this year. The traditional pay-TV industry lost more than one million subscribers in Q1 after shedding 3.2 million subscribers through all of 2018. Analysts are forecasting "a notable acceleration in cord-cutting trends throughout 2019."

Birmingham Bloomfield Chamber's Community Guide

5/9/19 3:05 PM

From: "Hubbard, John" <jhubbard@dailyherald.com>

To: BACB <execdir@birminghamareacableboard.org>

Hi Cathy –

I received your email and here are the specific details regarding the Chamber's Guide....I hope the below will suffice as a sufficient write up for your Board meeting.

Publication: Birmingham Bloomfield Chamber's Annual Community Guide and Membership Directory

Publishing Date: September 21st, 2019

Distribution: 5,000 copies will be printed and distributed throughout the communities served by the Chamber

Size Ad: Half Page (Vertical)

Investment: \$1,046

The Guide really is a nice publication with great distribution and interesting content....and would be an effective vehicle to spotlight and showcase **Birmingham Area Cable Board** to the local community.

Once you and your Board have had a chance to review the information, let me know your thoughts and how you would like to proceed.

Regards,

John



John Hubbard | Account Executive

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