

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, October 21, 2020 at 7:45 am

****This meeting will be held remotely via ZOOM****

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of September 16, 2020-M
3. Public Comments
4. Municipal Support Services Grant Request-Village of Beverly Hills-M
5. Municipal Support Services Grant Request-Village of Beverly Hills Dept of Public Safety-M
6. Treasurer's Report
7. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
8. Executive Director's Report
9. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
10. BAPA/BAMA Report
11. Old Business
12. New Business
13. Public Comments
14. Board Comments
15. Adjourn

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 16, 2020

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

Absent: McLain, Shand - Birmingham
 Burry – Beverly Hills

Also Present: White - BACB Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television
 Brunk – IT Manager, City of Birmingham

Gugni, Vice Chairman, called the meeting to order at 7:45 AM via Remote Zoom.us meeting with closed captioning. He indicated that McLain was unable to attend this meeting.

APPROVE MINUTES OF CABLE BOARD MEETING HELD August 19, 2020.

Motion by Eick, seconded by Fenberg to approve the minutes of the Cable Board meeting on August 19, 2020, as presented.

Motion Passed. (7-0).

PUBLIC COMMENTS

There were no public comments at this time.

COMMITTEE REPORTS

Cable Action Committee

Abraham reported there had not been a meeting in September as there was nothing to discuss. The next meeting is scheduled for Thursday, October 1 at 4:30 P.M.

PEG Committee

Mydloski reported there had not been a meeting last month.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated September 8, 2020. A complaint from last month involving an elderly Beverly Hills resident wanting to lower her cable bill has been resolved. An escalation team member had contacted her, reviewed her viewing habits, and recommended the best available pricing. In addition the resident would be returning two (2) TV boxes which will reduce her monthly bill by \$10 per month.

There were four (4) complaints last month. A Beverly Hills resident was trying to get a new Comcast account since her husband had died. Her cable service was working but not her internet service. An escalation team member determined that the issue was with receiving email. She updated her password which resolved the problem. The complaint is closed. The second complaint was from a Birmingham resident who wanted AT&T to move a cable which had been buried in his landscape bed and instead place it along the fence line which was where he had been told it would be placed. AT&T gave him options to consider and the resident was to make a decision. This complaint is closed. The third complaint was from a Beverly Hills resident who

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 16, 2020

had a Comcast cable line laying in water on the ground in his yard. Comcast resolved the issue. This complaint is closed.

The fourth complaint was from a Franklin resident who was dealing with a power outage. When power was restored she did not have her Comcast cable or phone service. Comcast was able to restore her cable service. This complaint is closed.

FINANCIAL

Financial information for MBS, BBCU and Beverly Hills accounts as of the end of August was emailed to all Board members.

Since the last Board meeting White has written six (6) checks on behalf of the BACB. The biggest ones were to Birmingham Public Schools for the PEG Grant- Evergreen Room Upgrade and to NEXT for the PEG Grant – internet, cable and registration software.

Additional Notes

AT&T submitted its 13th Annual Video Report to the Michigan Public Service Commission. She summarized what had been in the Report for the Board members. The U-verse TV service is now provided in 341 Michigan communities. In March it was announced that requests for the U-verse TV orders would no longer be accepted; however, this would not impact existing U-verse customer service. It was noted that AT&T has invested more than \$1.5 billion in Michigan wireless and wireline networks from 2017-2019.

Comcast notified BACB of channel changes, effective October 27, 2020: StarzEncore, StarzEncore Western, StrazEncore Black and StarzEncore Action would only be available with a subscription to Starz. They would not be part of the digital preferred package and MoviePlex would no longer be available. A Zona Football HD channel was being added; however, it would only be available when there were soccer games to broadcast.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present and no new information received.

b. AT&T/Uverse/Direct TV

There was no representative present and no new information received.

c. WOW

There was no representative present and no new information received.

BAPA/BAMA REPORT

Rota referred to his August 20, 2020 report.

For the **BAMA** programs he listed all the regularly scheduled municipal meetings that were covered: the BACB meeting, the Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting, the Multi-Modal Board meeting, Bingham Farms Council meeting and the Baldwin Public Library Board meeting.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 16, 2020

For the **BAPA** Programs, the producers have used Zoom to complete 18 programs, all of which he listed. Hopefully, by October 1, the studio will be open for those residents who feel comfortable to record their shows. For those who do not, Zoom will be used. As usual, please call (248) 433-7790 if interested in doing a volunteer workshop or to produce a show.

MHSAA has allowed the fall sports program to continue this year. Four (4) sporting events have been scheduled: Soccer on Oct. 8, Football on Oct. 9, Swim & Dive on Oct. 15 and Volleyball on Oct. 20.

Last month the Board approved the filming of up to eight (8) sporting events. An additional four (4) might be covered so residents could view their children play, as there is a limit as to the number of spectators allowed into the stadium. There may be a possibility that more might be added. BCTV would have to speak with the Athletic Directors, keeping in mind that eight (8) events would be the limit.

Mydloski questioned if there is a request for more than the eight (8) events could Rota bring that request back to the BACB? Rota answered in the affirmative; however, eight (8) was manageable. The average was eight (8) to ten (10) per season.

Eick was at the Girls' Swim and Dive parents' meeting last night. He was encouraged that Rota might consider more events since the parents can't attend the meets, only volunteers. He would appreciate anything Rota can do. Rota advised that those sporting events that are covered will not be "live", but rebroadcast. He suggested that a parent film the event through Facebook Live or on YouTube. He has been thinking about other possibilities.

White questioned if he had been able to use the upgraded Tri-Caster that the Board authorized at last month's meeting? He has not but Brunk said he has used it about 6 times so far; more for supporting techs than running it from home which has been helpful. He thanked the Board for approving the purchase.

OLD BUSINESS

Mydolski thanked Abraham for making the graph of grants for the different communities. She is also working on making a graph and putting them together.

NEW BUSINESS.

White has been in contact with BACB's Auditor and the process has changed due to not being able to meet with them in person. It is anticipated that this process would take place on Oct. 6 and Oct. 7. At the end of the year or in January the Auditors will present the report.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

Henry reported that last Wednesday there had been a lot of flooding in the old building of Beverly Hills and everyone wanted to get to the Council meeting. Unfortunately, the Zoom was

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 16, 2020

very difficult. He directed them to the BACB BAMA website and everyone had a wonderful HD quality experience. He congratulated Rota. With that in mind, maybe something could be figured out to provide live sporting events. Parents might want to see their children, if not live, then the next day. Eick agreed. Having high school announcers would be great.

Motion by Henry and Eick to adjourn the meeting.

There being no further business, the meeting was adjourned at 8:02 AM.



To: Elaine McLain, Chairperson; Members of the Birmingham Area Cable Board

From: Kristin Rutkowski, Village Clerk/Assistant Village Manager, Village of Beverly Hills

Subject: Municipal Services Grant Request (Internet Services)

Date: October 13, 2020

The Village of Beverly Hills utilizes the internet daily to share information through the Village website, GovDelivery email messages, and social media. The internet is used to post community activities, updates, and important dates. Meeting agendas, minutes, the Village Charter, and the Municipal Code are also posted online. Moreover, we stream Village Council and Cable Board meetings both live and on-demand through our website.

During the COVID-19 pandemic, internet service was crucial to carry out essential services remotely and to keep residents informed in real time.

The Village currently contracts with WOW! Business for internet services in the amount of \$178.98 per month. This includes high speed internet, 5 additional static IPs, and a modem. WOW! has satisfactorily provided these services to the Village since 2011. A copy of a recent bill is attached for your reference.

The Village of Beverly Hills respectfully requests a grant in the amount of \$2,147.76 (\$178.98 per month) for the Fiscal Year 2020-2021 (July 1, 2020 to June 30, 2021) to cover internet services for the Village Offices.

Thank you for your consideration.



Internet • Phone • Enterprise

Page 2 of 8

Account Name VILLAGE OF BEVERLY HILLS
Account Number 011988140
Statement Code 001
Customer Phone (248) 646-6404
Billing Date July 20, 2020

WOW! SERVICE CHARGES

VILLAGE OF BEVERLY HILLS
18500 W 13 MILE RD
BEVERLY HILLS, MI 48025-5262
248-646-6404

07/19-08/18 50 DID Number(s)\$12.50
07/19-08/18 3 Bus Basic Cable\$0.00
07/19-08/18 Broadcast TV Fee\$0.00

The Broadcast TV Fee, which is not a government tax or fee, recovers costs associated with retransmitting television broadcast signals and is in addition to other charges associated with WOW! Cable services.

07/19-08/18 Sports Surcharge\$0.00

Offsets some of the costs WOW! must pay to sports programming networks.

07/19-08/18 3 Bus Digital Adapter\$0.00
SU0AA0191919
SU0AA0254895
SU0AA0449188

07/19-08/18 3 Bus Digital Adapter\$0.00
SU0AA0191919
SU0AA0254895
SU0AA0449188

07/19-08/18 Performance High Speed
Internet 240/15\$149.99

07/19-08/18 Additional Bus 5 Static IPs\$21.99

07/19-08/18 Bus Cable Modem\$7.00
2C99242F3233

07/19-08/18 Bus .050/.050\$0.00

07/19-08/18 Voice Trunking (PRI) 23 Call Path Plan\$300.00

07/19-08/18 Subscriber Line Charge\$25.50

*Offsets costs for WOW! interconnection to phone network.
Not a tax or gov't imposed fee.*

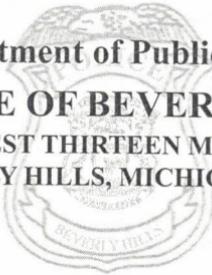
Total WOW! Service Charges\$516.98

TAXES, SURCHARGES & FEES

VILLAGE OF BEVERLY HILLS
18500 W 13 MILE RD
BEVERLY HILLS, MI 48025-5262

07/19 E911 Surcharge\$0.67
07/19 FCC Phone Fee\$0.05
07/19 Federal Excise Tax\$10.49
07/19 Federal Telecom Relay Service Fee\$0.35
07/19 Federal Universal Service Fund\$1.67
07/19 Sales Tax\$22.41

Total Taxes, Surcharges & Fees\$35.64



Department of Public Safety
VILLAGE OF BEVERLY HILLS
18600 WEST THIRTEEN MILE ROAD
BEVERLY HILLS, MICHIGAN 48025

Richard C. Torongeau
Director of
Public Safety

PHONE: (248) 540-3400
FAX: (248) 540-3437

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Richard Torongeau, Public Safety Director

Date: October 14, 2020

Re: Internet Access Grant Request

During FY 2019/20, the Birmingham Area Cable Board provided a grant to the Department of Public Safety to cover the costs of Internet access to four computer services; local area network, building video, in-car video and audio recording. Each of these servers are monitored and maintained by off-site vendors.

Comcast Cable Communications is currently providing the Department with Internet service at a cost of \$101.85 per month (\$1222.20 per year). The Beverly Hills Department of Public Safety respectfully requests a grant in the amount of \$1222.20 for Fiscal Year 2020/21 (July 1, 2020 through June 30, 2021) to cover Internet services for the Department. I have attached copies of the August and September 2020 statements for the above mentioned services.

Thank you for your consideration.

attachment

Hello,

Thanks for choosing Comcast Business.

Your bill at a glance

For 18600 W 13 MILE RD, BEVERLY HILLS, MI, 48025-5263

Previous balance		\$101.85
Payments		\$0.00
Balance forward due now	REC'D 9/4/20	\$101.85
Regular monthly charges	Page 3	\$101.85
One-time charges	Page 3	\$10.00
Taxes, fees and other charges		\$0.00
New charges due Sep 18, 2020		\$111.85

Amount due

~~\$213.70~~

\$111.85

! Your account is past due

Your account is past due, so you may have been charged a late fee of \$10.00. To keep your account current, please pay the balance forward immediately.

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Your bill explained

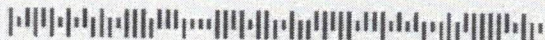
- The charge on your bill is different this month because you have some one-time charges on your account. See One-time charges for more details.
- Any payments received or account activity after Aug 28, 2020 will show up on your next bill. View your most up-to-date account balance at business.comcast.com/myaccount.
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

BEVERLY HILLS
PUBLIC SAFETY DEPT.
APPROVED FOR PAYMENTBY [Signature]
ACCT. # 205-345-851

Detach the bottom portion of this bill and enclose with your payment

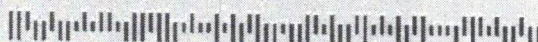
Please write your account number on your check or money order

Do not include correspondence with payment

COMCAST
BUSINESS41112 CONCEPT DR
PLYMOUTH MI 48170-4253
98331290 NO RP 28 20200828 NNNNNNNY 0001747 0006BEVERLY HILLS POLICE
18600 W 13 MILE RD
BEVERLY HILLS, MI 48025-5263

852910257004171400213702

Account number	8529 10 257 0041714
Balance forward due now	\$101.85 - REC'D 9/4/20
New charges due Sep 18, 2020	\$111.85
Total amount due	\$213.70 \$111.85
Amount enclosed	\$

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Do not send cashSend payment to
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PO BOX 70219
PHILADELPHIA PA 19176-0219

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Attn: M. Gifford.



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Regular monthly charges

\$101.85

Comcast Business services

\$84.90

Business Internet 75	\$59.95
Includes \$90.00 Service Discount	
Static IP - 5	\$24.95

Equipment & services

\$16.95

Equipment Fee	\$16.95
Internet	

One-time charges

\$10.00

Other charges

\$10.00

Late Fee	Aug 28	\$10.00
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Previous balance		\$213.70
Payments - thank you	Page 3	-\$213.70
Balance forward		\$0.00
Regular monthly charges	Page 3	\$101.85
Taxes, fees and other charges		\$0.00
New charges		\$101.85

Amount due Oct 19, 2020 \$101.85

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BEVERLY HILLS
PUBLIC SAFETY DEPT.
APPROVED FOR PAYMENT
BY [Signature]
ACCT. # 205-345-851

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment

**COMCAST
BUSINESS**41112 CONCEPT DR
PLYMOUTH MI 48170-4253
96331290 NO RP 28 20200928 NNNNNNNY 0001742 0006BEVERLY HILLS POLICE
18600 W 13 MILE RD
BEVERLY HILLS, MI 48025-5263

Account number

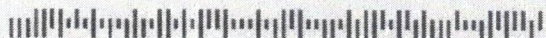
8529 10 257 0041714

Payment due

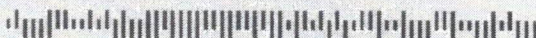
Oct 19, 2020**Please pay****\$101.85**

Amount enclosed

\$

Make checks payable to Comcast
Do not send cash

Send payment to

COMCAST
PO BOX 70219
PHILADELPHIA PA 19176-0219

852910257004171400101857

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Attn: M. Gifford.



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Payments			- \$213.70
Payment	Sep 04	- \$101.85	
Payment	Sep 19	- \$111.85	

Regular monthly charges			\$101.85
Comcast Business services			\$84.90
Business Internet 75		\$59.95	
Includes \$90.00 Service Discount			
Static IP - 5		\$24.95	
Equipment & services			\$16.95
Equipment Fee		\$16.95	
Internet			

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MEMORANDUM

DATE: October 15, 2020

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received four (4) complaints since the date of my last report. Complaint No. 2020-29 was received from a Beverly Hills resident seeking assistance in restoring his internet, cable and telephone service which was disrupted due to construction excavation on his street. He was especially frustrated since it was the second time it had happened and his entire street had lost the Comcast service. The service issue has now been resolved and this complaint is closed.

Complaint No. 2020-30 was submitted by a former Franklin resident recently moved to Milford but was having trouble getting Comcast to port the landline number that she had for 37 years to her new address. She also paid for a month for the old address that she needed to be credited to her new account. She was finally advised that due to a different "trace center" that tracks 911 calls, she would not be able to keep her old number. The escalation team representative also agreed to manually credit the amount she had paid for the old address. This complaint is now closed.

Complaint No 2020-31 was received from a Beverly Hills resident who needs to get a low-hanging Comcast cable in his backyard repaired or raised. This complaint is pending.

Complaint No. 2020-32 was submitted by a Bingham Farms resident who has a Comcast cable attached to his house that is hanging too low over the adjacent roadway. The cable was hit by a truck and the road is closed until the cable can be raised. This is the third time this has happened and the cable needs to be hung high enough so that this will not happen again. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of September 30, 2020

will be e-mailed to all Board members, as well as BACB financial reports for the month of September, 2020.

CHECK DISBURSEMENT

Five (5) checks have been written since the date of our last meeting as follows:

1. Birmingham Bloomfield Credit Union (Visa-software renewal): \$63.59
2. Clearview Captioning (closed captioning for meeting): \$120.00
3. Birmingham Bloomfield Credit Union (Visa-office supplies & phone): \$92.64
4. Charter Township of Bloomfield (Comcast internet for BCTV): \$430.05
5. Charter Township of Bloomfield (quarterly contract payment): \$54,100.00

ADDITIONAL NOTES:

1. Comcast has notified us that since many sporting events and broadcasts were put on hold from April through June, they have been working hard to recover the fees that regional sports networks charged during the hiatus to pass back to Comcast customers. Comcast is currently notifying customers in our communities of a courtesy adjustment related to these fees. This adjustment reflects what has been committed to Comcast by the regional sports networks in our area to date. They will continue to work to recover additional funds where possible and are committed to giving their customers 100% of what Comcast receives.
2. TV Technology reported on September 22, 2020 that 2020 has brought about a massive loss for the pay-TV industry. Even though TV watching has been up in 2020, when it comes to pay-TV subscriptions the numbers are historic in the wrong kind of way. According to a report from eMarketer, cable, satellite and telecom TV providers are on pace to lose the most subscribers ever in a single year in 2020. Projecting down the road, eMarketer estimates that a third of U.S. households will have cut the pay-TV cord by 2024. Analysts indicate that consumers are choosing to cut the cord because of high prices, especially compared with streaming alternatives. The loss of live sports earlier in the year contributed to further declines. While sports have returned, it is not anticipated that people will return to their old cable or satellite plans.
3. Our meeting schedule for 2021 will be the following Wednesdays:
January 20, 2021
February 17, 2021
March 17, 2021
April 28, 2021* (*Note: This is the 4th Wednesday in April)
May 19, 2021
June 16, 2021
July 21, 2021
August 18, 2021
September 15, 2021
October 20, 2021
November 17, 2021

December 15, 2021

4. Cable Action Committee meetings (if needed) for 2021 will be the following Thursdays:

January 7, 2021

February 4, 2021

March 4, 2021

April 1, 2021

May 6, 2021

June 3, 2021

July 1, 2021

August 5, 2021

September 2, 2021

October 7, 2021

November 4, 2021

December 2, 2021



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report September 17th, 2020 through October 21st, 2020

Date: October 15th, 2020

Cc: Greg Black; Cathy White; Elaine McLain, Heather Mydloski

BAMA Programs

During this time period we've completed all regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting, the Multi-Modal Board meeting. Bingham Farms Council Meeting and the Baldwin Public Library Board Meeting.

BAPA Programs

From BACB area individual producers and organizations, we've taped 18 program. From individuals:

- ❖ Two *Boomer Health* at Home hosted by Greg Jamian.
- ❖ Two *About You* hosted by Ellen Rogers.
- ❖ Three *Health Talk* hosted by Dr. Niru Prasad.
- ❖ Four *Gracefully Greying* hosted by Henry Gorenbein.
- ❖ Two *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Four Sporting events *Soccer, Volleyball, Swim and Dive and Football.*

From BACB area organizations:

The Cultural Council of Birmingham Bloomfield '25th Annual Birmingham Bloomfield Cultural Arts Awards'

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

BACB SPORTS COVERAGE

Boys Soccer

Football

Swim & Dive and

Volleyball

STUDIO UPDATE

I mentioned last month that our studio might open by appointment only in October but, we have decided to keep the studio closed at least for another month. We will continue to operate using zoom and as soon as I have information on our studio reopening, I will let everyone know. Thank you for your patience.