

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, August 15, 2018 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 July 18 , 2018-M
3. Public Comments
4. Municipal Support Services Grant Request from Franklin-Bingham Police Department - M
5. Municipal Support Services Grant Request from Beverly Hills -M
6. Request for Authorization for Filming of Fall Sports Events by BCTV-M
7. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
9. Executive Director's Report
10. 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

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 18, 2018

Present: Abraham, Eick, Fenberg, Heldt, McLain, Shand – Birmingham  
 Bayer, Borgon, Delaney (non-voting liaison), Gugni – Beverly Hills  
 Ettenson – Bingham Farms  
 Stakhiv – Franklin

Absent: None

Also Present: White – BACB Executive Director  
 Currier – Attorney for Cable Board  
 Rota – Bloomfield Community Television

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

**APPROVE MINUTES OF CABLE BOARD MEETING HELD June 20, 2018.**

Motion by Stakhiv, seconded by Gugni to approve the minutes of the Regular Cable Board Meeting on June 20, 2018, as amended.

On page 3, Stakhiv questioned who had seconded the original motion and the amended motion under, **PROPOSED RESTATEMENT OF ADMINISTRATIVE GRANT POLICY**. McLain would review it and report back to the Board.

Motion Passed.

**PUBLIC COMMENTS**

None

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM FRANKLIN-BINGHAM FARMS FIRE DEPARTMENT**

Motion by Stakhiv, seconded by Borgon to approve the **MUNICIPAL SERVICES GRANT** request from the Franklin-Bingham Farms Fire Department in the amount not to exceed \$2,338.56 to cover the internet connectivity for Comcast fire-station internet service and for Verizon Wireless internet access for FY2018-2019.

McLain stated that included in the formal grant request, dated 12 June 2018, there was a summary of those updated systems which were most important to the Department. Ettenson also commented on the Federal Fire Department Assistance Grant for over \$200,000.00 which was awarded to the Department through the Federal Emergency Management Agency and would be used for much needed equipment replacement.

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

**AMEND AGENDA**

Motion by Borgon, seconded by Heldt to amend the agenda to add one item:  
**5 A. DISCUSSION OF THE BCTV CONTRACT**, between 5. **PEG GRANT REQUEST FROM FRANKLIN HISTORICAL SOCIETY** and 6. **ANNUAL ELECTION OF OFFICERS.**

Motion Passed.

**PEG GRANT REQUEST FROM FRANKLIN HISTORICAL SOCIETY**

Motion by Stakhiv, seconded by Ettenson to approve a PEG Grant request in the amount not to exceed \$1,018.80/yr. to the Franklin Historical Society for internet service at the Franklin Historical Museum for FY 2018-2019.

Stakhiv presented the annual formal request from the Franklin Historical Society to continue funding the one year internet subscription from Comcast. She noted all the current projects, including the scanning of archival documents, the interactive demonstrations with the local school children, and the accessibility of internet use for the residents and staff.

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

**DISCUSSION OF THE BCTV CONTRACT**

Borgon, PEG Committee Chairman, stated that the PEG contract with BCTV had expired June 30, 2018. In that contract there was a paragraph provision for BCTV to extend it for one (1) year to June 30, 2019. BCTV has asked for that extension and the PEG Committee has accepted it.

Motion by Borgon, seconded by Fenberg that the Birmingham Area Cable Board accept Bloomfield Community Television's one (1) year extension of the current contract through June 30, 2019 for the amount not to exceed \$216,400.00.

Heldt clarified that paragraph 5B of the 2<sup>nd</sup> amendment to the 2<sup>nd</sup> restated agreement with Cable Access Management grants the Cable Board an option to extend the term of the contract. It does not grant the option to BCTV. Therefore, the BACB Board would be exercising its option to extend the contract for a year.

Motion by Borgon, seconded by Fenberg that the Birmingham Area Board approve the current contract extension of one (1) year with Bloomfield Community Television through June 30, 2019 for the amount not to exceed \$216,400.00, as amended.

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

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McLain expressed her appreciation to all at BCTV for all they do.

### **ANNUAL ELECTION OF OFFICERS**

McLain opened the floor for nominations.

Heldt nominated and Stakhiv seconded the nomination of Elaine McLain to continue as Chairman of the Cable Board. There were no further nominations. McLain accepted the nomination and was elected Chairman by acclamation.

Borgon nominated and Eick seconded the nomination of Mira Stakhiv to continue as Vice Chairman of the Cable Board. There were no further nominations. Stakhiv accepted the nomination and was elected Vice Chairman by acclamation.

Stakhiv nominated and Ettenson seconded the nomination of David Eick to continue as Secretary of the Cable Board. There were no further nominations. Eick accepted the nomination and was elected Secretary by acclamation.

Ettenson nominated and Fenberg seconded the nomination of Jeffrey Heldt as Treasurer of the Cable Board. There were no further nominations. Heldt accepted the nomination and was elected Treasurer by acclamation.

David Eick will continue as Cable Action Committee Chairman, Bob Borgon will continue as PEG Committee Chairman, and Mira Stakhiv will continue as Personnel Committee Chairman.

Bob Borgon will continue as a Program Committee participant. He noted there would be a meeting this Thursday (7/19), 10:30 A.M. at BCTV. Representatives on that committee include participants from Bloomfield Township, Bloomfield Schools, BCTV and one person from the Cable Board. McLain explained that this committee hears new program proposals for BCTV. Rota noted that this meeting was not a set monthly meeting and only met when it received proposals from residents for a program. He further detailed this process. McLain hoped that with the new website information about this committee and its purpose would spread and more residents would participate.

### **COMMITTEE REPORTS**

#### **Cable Action Committee**

Eick reported that the committee had been working with Muniweb to finalize the website. For those who stay after the meeting, there would be a discussion about Muniweb's latest suggestions and recommendations. Bayer wanted to show the template for the new website and also encouraged the Board to stay for the meeting to give any feedback. The next scheduled meeting would be August 2 but might be updated depending on availability of Board members.

#### **PEG Committee**

Borgon reported that three (3) people from BACB attended the last meeting (McLain, Abraham, and himself), as well as BCTV staff (Rota and Black). Options for meeting dates and times were discussed. He encouraged feedback on this matter. As of now, the next meeting was scheduled for Tuesday, August 7. In the future, he would like Rota to detail how he makes the

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programming decisions for BAPA and BAMA and what elements come into play when he is making those decisions. Another topic at the last meeting was the upgrades to the Birmingham and Beverly Hills control rooms which have elevated the production quality and values to new levels. The Baldwin Library has many programs and its equipment is 5 years old. Rota has been requested to be pro-active and obtain several estimates to upgrade the facilities. To upgrade the quality of the sports programs and local events, i.e., parades, the subject of purchasing a drone was discussed. The policy and procedures for BCTV need to be reviewed as it has been several years since they were approved and adopted. The survey about the website was brought up and the committee was surprised that there appeared to be little interest in school programs. The most important topic talked about was the uncertain future with the providers and not knowing where they were going with the funding. This underscores the importance of BACB maintaining and protecting PEG reserve funds.

McLain reported that she was at a Michigan NATOA Board meeting the other day and found it interesting that some of the providers were very active and responsive to some Boards and others were not. With White's coordination and support and respect from the Board members, BACB was one of the fortunate ones. Even though there seemed to be a lack of participation by some at BACB meetings, the providers were always available to resolve problems.

Borgon added that the renewal of the BCTV contract would be an important issue to be discussed in the next 5-6 meetings. McLain reminded Board members to email Borgon and c.c. White with preferences for meeting days and times.

**EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated July 11, 2018. The three (3) pending complaints from last month have been resolved. Comcast buried its line in Franklin, Comcast raised the low-hanging line in Beverly Hills and the Comcast lines which had been hanging from a pole and on the ground in Birmingham were addressed. There were four (4) new complaints filed since her last report in June. The first (1<sup>st</sup>) complaint came from the property manager of Williamsburg of Birmingham Condominiums and involved Comcast cables that were improperly attached to the buildings. This complaint is pending. The second (2<sup>nd</sup>) complaint was from a Beverly Hills resident who was having problems with intermittent phone and internet service. Through the intervention of the escalation team, Comcast has resolved this and issued the customer a credit to her account. This complaint is closed. Even though this was not related to cable service, White likes to assist residents with related service issues, if possible. The third (3<sup>rd</sup>) complaint dealt with a downed wire near a Birmingham resident's condo. Comcast raised the drop to a safe level. This complaint is closed. The fourth (4<sup>th</sup>) complaint came from a Beverly Hills resident who didn't understand why her bill had suddenly increased. After talking with a Comcast escalation team representative it was determined that her promotional rate had expired. She was offered a new 12-month promotion for Starter Triple Play which she has accepted. This complaint is closed.

The account balances for the MBS, BBCU and Beverly Hills accounts as of June 30, 2018 were provided to the Board. If a Board Member has a question about the reports, please let White know.

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Since the last meeting White has written six (6) checks on behalf of the BACB, with the largest ones to Franklin Bingham Fire Department for a PEG Grant for a server and to the Charter Township of Bloomfield for the BCTV filming of May sports (each event is \$2,500.00).

Additional Notes

The Wall Street firm Cowen & Co. conducted a survey in May and determined that Netflix was the No. 1 choice for TV viewing, followed by basic cable and YouTube. Millennials used Netflix (40%), compared to YouTube (17%), basic cable (12.6%), and broadcast (7.5%).

Shand commented that he was really impressed by the elapsed time between when a complaint is received and its resolution by the provider. This spoke to the purpose of the Cable Board being an advocate on behalf of the residents. He felt the success stories should be highlighted on the new website.

**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.

White did not receive any communications from any of the providers. McLain related a recent personal experience with burying lines and Comcast subcontractors who were wearing Comcast T-shirts, but had no personal/proper identification and the truck that had no identification on it. Under the Franchise Agreement, ID should be worn around the neck of all those working in the rights-of-way and those walking through your personal property and identification should be on the trucks. She advised the public that if they have any concerns to call the police.

Ettenson noted that although the providers are no longer required to attend the Cable Board meetings, he was pleased to see Comcast had been in attendance last month. He encouraged White to relate to WOW and AT&T that Comcast was here; maybe this informal type of competitive pressure would encourage them to show up. White confirmed that she had sent letters to all three (3) providers informing them and encouraging them to come to this meeting. McLain even suggested that the providers go to the website, pull up the meeting and review it to see exactly what the Board was talking about.

Currier updated the Board on the latest franchise fee audit performed by a different cable consortium and questioned if that task was worth the time and dollars expended.

**BAPA/BAMA REPORT**

Rota thanked the Board for extending the BCTV contract for another year. The support and partnership of the last 19-20 years is appreciated.

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Rota referred to his memo to BACB dated June 12, 2018. He listed the completed **BAMA** Programs which were seven (7) regularly scheduled municipal meetings, the BACB Meeting, the Parks and Rec Board Meeting, the Advisory Board Meeting, the Multi Modal Meeting, the Zoning Board Meeting, the Village of Franklin Police Ceremony and the Baldwin Library Board and Trust Meetings. He added that all the municipal meetings get equal playing time, unless one (1) meeting goes 4-5 hours which throws everything out of kilter. These meeting can be seen on TV or are posted online on the individual community's website.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-one (21) programs were taped. He listed all the programs. He added that there were only 2 or 3 more concerts in the Concerts in the Park series.

**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 experience behind the scenes. Please call 248-433-7790 and BCTV to schedule a date and time for you.

Last month the purchase of the SMON card for the Production Truck Camera was approved in the amount of \$811.00. When it arrives all four cameras should be back in action. A new transmitter and receiver for Beverly Hills were approved for purchase and Advanced Lighting helped with the installation. He would be getting a new quote with a small labor cost but because the original request was a little higher, this new quote would still fall within the "not to exceed" range that the Board had approved.

### **OLD BUSINESS**

McLain talked about the NATOA (National Association of Telecommunications Officers and Advisors) meeting, August 27-30. She has received the registration fee, the agenda, and flight information. This was discussed at last week's Michigan NATOA Board meeting but none of the other Board Members would be attending this year because they felt strongly that the focus on the national level was on Broadband and Streaming and there wouldn't be enough focus on what was being done at the local level about revenue streams and programming. She felt that the networking she does when she goes to those meetings was very valuable. She asked for input from the Cable Board to discuss the value and cost of going to the meeting which would be held in Philadelphia this year. In former years she found attendance was very valuable especially in connecting with representatives for the providers who were in responsible public positions and named specific people and their titles.

This expense is in the budget; however, she assured the Board that she would renegotiate the Registration Fee as she has done in the past and adjust her expenses accordingly. She disclosed that a major sponsor is Mobilitie, which is an organization and company that is responsible for the DAS (Distributed Antenna System).

Ettenson commented that Philadelphia was the home base to Comcast. He is of the opinion that the company might dominate the meeting, due to logistics and also because they dominate our cable coverage. According to McLain, Comcast has no public presence at all at the meeting and it was dramatically obvious that it was not involved, as they were not a major sponsor and

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officially was not sending anyone. Bayer was in favor of McLain attending, noting that it was an opportunity for conversations about the future. Borgon noted that Michigan needed presence at the meeting to protect its/our interests, i.e. PEG, as Bayer had stated.

Motion by Borgon, seconded by Ettenson and Bayer to authorize the BACB Chairman, Elaine McLain as the BACB representative to attend the NATOA Conference in Philadelphia, PA, August 27-30, 2018, the cost not to exceed \$3,200.00

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

McLain will give a report after the conference.

**NEW BUSINESS**

None

**PUBLIC COMMENTS**

None

**BOARD COMMENTS**

Borgon wished his Mother-in-Law, Camilla Kavanagh, a Happy Birthday on her 101<sup>st</sup> birthday.

There being no further business, the meeting was adjourned at 8:37 A.M.



# FRANKLIN POLICE DEPARTMENT

VILLAGE OF FRANKLIN - VILLAGE OF BINGHAM FARMS

OAKLAND COUNTY

MICHIGAN

franklinpolice@comcast.net

32311 FRANKLIN RD.  
FRANKLIN, MI 48025

TELEPHONE  
(248) 626-9672

DANIEL D. ROBERTS  
Chief of Police

August 1, 2018

FAX  
(248) 538-5450

Ms. Cathryn White, Executive Director  
Birmingham Area Cable Board  
P.O. Box 165  
Birmingham, MI 48012

Dear Ms. White,

The Franklin-Bingham Farms Police Department currently obtains Internet access through a contractual agreement with Comcast. This service was selected based upon cost and previous experience with the company so that we may communicate with our personnel via a secure web connection.

While we are a member of the Oakland County CLEMIS Network, we remain reliant on Internet connectivity so that we may be able to communicate effectively during normal times, as well as when involved with emergency situations. The Internet allows us to quickly access email and websites such as:

- The State of Michigan Homeland Security Networks
- The FBI's Law Enforcement Online
- The International Association of Chief's of Police Online
- The Michigan State Police Website, known as I-Chat
- NOAA Severe Weather Services

Our department, like many others, relies on access to the Internet, we are also faced with many of the same increasing costs of doing business. As a result, it is becoming more and more difficult to meet our current obligations. With this in mind, I am writing to you to request any available grant assistance to the department to cover our Internet connectivity cost of \$123.41 per month. For the fiscal year starting July 1, 2018, this would total \$1,480.92. Your support, if approved, would help us in providing our services to the public by allowing us to maintain a level of service commensurate with our obligations.

Thank you for any and all consideration and assistance. Please feel free to contact me at (248) 626-9672 with any questions, comments, or other information needs you may have.

Sincerely,

Daniel D. Roberts, Chief of Police  
Franklin - Bingham Farms Police Department

cc: Ms. Mira Stakhiv

## **MEMO**

To: Elaine McLain, Chairperson  
Birmingham Area Cable Board Members

From: Ellen Marshall, Village Clerk Village of Beverly Hills

Date: August 1, 2018

Re: Grant Request for Internet Services at the Beverly Hills Village Office

The Village of Beverly Hills utilizes the internet and the Village website to post community activities and updates as well as minutes, the Charter, the Municipal Code, etc. We also stream Village Council and Cable Board meetings both live and on-demand through our website and we send weekly GovDelivery messages over the internet that push information out to those who sign up for the free service.

The Village of Beverly Hills currently contracts with WOW! for internet services at the Village Offices at a cost of \$110.75 per month. WOW! has satisfactorily provided these services since May 2011.

The Village of Beverly Hills respectfully requests a grant in the amount of \$110.75 per month for Fiscal Year 2018/19 (July 1, 2018 through June 30, 2019) totaling \$1,329 to cover internet services for the Village Offices.

Thank you for your consideration.

## MEMORANDUM

DATE: August 7, 2018  
TO: Board Members  
FROM: Cathy White  
Re: Monthly Report

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### CUSTOMER COMPLAINTS

The one complaint that was still pending last month has been resolved. Complaint No. 2018-20 involved Comcast cables that were improperly attached to two units at Williamsburg of Birmingham condominiums and needed to be buried. One location was completed and the Comcast representative was awaiting a response from the bury crew as to the other location. This complaint is now closed.

We have received four (4) complaints since the date of my last report. Complaint No. 2018-24 was received from a Beverly Hills resident regarding a low hanging AT&T wire in her backyard that was almost on the ground. This matter has been addressed by AT&T and this complaint is now closed.

Complaint No. 2018-25 was submitted by a Birmingham resident who had been overcharged by WOW for years for a digital converter after the resident had switched to internet only service. He also has had problems getting WOW to honor the original price he was quoted for his internet service. The escalation team representative offered him a lower rate which he accepted. He also was given a one- time credit for the overcharge on the DTA. This complaint is now closed.

Complaint No. 2018-26 was received from a Birmingham resident who was unhappy about the fact that Comcast made a change to its programming without prior notice. This change resulted in the CMT channel becoming a pay per view channel. The Comcast escalation team representative explained the migration of the CMT network to the Sports Entertainment package. This resident was enrolled in a promotion in February and his new premier plan no longer included the Sports Entertainment package. Comcast offered to add the Sports Entertainment package for free for one month but he declined. However, he stated that he only wanted to see the last two episodes of Nashville and Comcast offered to cover the cost of ordering these episodes of Nashville On Demand and he was satisfied with this resolution. This complaint is now closed.

Complaint No. 2018-27 was submitted directly to our website by a Beverly Hills resident who signed up for 1 gig service from WOW but was only getting between 50 mgbs and 130 mgbs speed. He has called WOW multiple times and has scheduled multiple service visits but the speed is still significantly lower than the 1 gig service he was promised. This complaint is pending.

#### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of July 31, 2018 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

Since the date of our last meeting, I have written five (5) checks as follows:

1. Steve Rota (reimbursement for PEG Committee meeting refreshments): \$34.07
2. Franklin Bingham Fire Dept (Municipal Support Services grant for internet costs): \$2,338.56
3. Franklin Historical Society (PEG Grant for internet costs): \$1,018.80
4. Advanced Lighting & Sound (PEG Grant for BH Council Chambers equipment): \$2,034.50
5. Michigan Municipal Risk Management Authority (insurance): \$4,620.00

#### ADDITIONAL NOTES:

1. We received disbursements from the Michigan Municipal Risk Management Authority in the amount of \$969.00 (distribution of state pool excess assets) and \$1,793.00 (distribution of excess net assets). We use these funds to offset the cost of insurance for the upcoming fiscal year.

2. Comcast has notified us that their right to carry beIN Sports' beIN and beIN en Espanol expired on July 31, 2018 and that they lost authorization to continue carrying these beIN networks as part of their channel lineup on August 1, 2018. In their letter to us, Comcast stated that they want to carry these networks but "...beIN Sports has been unwilling to provide an agreement that would enable us to carry its content in a way that reflects the value of these networks in a very competitive marketplace."



# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 18th, 2018 through August 15th, 2018.

Date: July 9th, 2018

Cc: Greg Kowalski; Cathy White; Elaine McLain

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### **BAMA Programs**

During this time period we've completed five regularly scheduled municipal meetings, the BACB meeting, the Parks and Rec Board Meeting, Multi Modal Meeting, the Zoning Board Meeting and the Old Woodward Ribbon Cutting Ceremony.

### **BAPA Programs**

**From BACB area individual producers and organizations we've taped 19 programs. From individuals:**

- ❖ *Inside Birmingham City Hall August Edition* hosted by Joe Valentine.
- ❖ *Four Managing Problems of Daily Living* hosted by Linda Sircus.
- ❖ *Six Michigan Entrepreneur* hosted by Tara Kachaturoff.

**From BACB area organizations:**

- ❖ *Two TCH Women's Club Lectures.*
- ❖ *Five In the Park Concerts.*
- ❖ *Birmingham Bloomfield Republican Club candidate forum.*

### **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.

### **EQUIPMENT**

The SMON card for the Truck Camera has arrived. It's installed and working.

### **PROGRAM DEVELOPMENT COMMITTEE**

The PDC has approved three new shows. "The Collectors", "Breaking Bread", "Elizabeth's Kind Café"

### **UPCOMING FALL SPORTS SCHEDULE**

9/6 Boys Tennis @ Groves  
9/6 Boys Soccer @ Seaholm  
9/29 Boys Soccer @ Groves  
10/11 Girls Swim @ Seaholm  
10/18 Volleyball @ Seaholm  
10/19 Football @ Groves  
TBD- Boys Water Polo

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