

Present: Bello, Laidlaw and Spivak – Birmingham
Borgon, Delaney, Lacroix and Woodard – Beverly Hills
Ettenson – Bingham Farms
Anderson – Franklin

Absent: Kokubo and Lane - Birmingham

Also Present: Hagaman - Executive Director
Currier – Attorney for Cable Board
Helwig – Bloomfield Community Television representative
Pfeifer – Beverly Hills Council liaison
DiMaria and Black - Comcast representatives

Borgon called the meeting to order at 7:46 a.m. in the Village of Beverly Hills municipal building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF FEBRUARY 20, 2002 CABLE BOARD MEETING MINUTES

On page 10, paragraph 3, the web site address should be corrected to read www.birminghamareacableboard.com. On page 5, paragraph 7, add the following sentence, “DiMaria responded in the affirmative”.

Motion by Spivak, seconded by Woodard, that the minutes of a regular Birmingham Area Cable Board meeting held on February 20, 2002 be approved as amended.

Motion passed unanimously.

COMCAST RELATED TOPICS

Comcast Performance

Borgon reported on a conference call that occurred yesterday, March 19 at 3:00 p.m. between board representatives Kathryn Hagaman, Tim Currier, himself and Comcast representatives Mike DiMaria and Anna Gabriel. DiMaria informed Board representatives of a meeting between Comcast and the Bloomfield Township consortium in an attempt to quantify the issues and problems that have been occurring in Bloomfield. He mentioned that Comcast has issued large amounts of credit to subscribers in both the Birmingham and Bloomfield consortiums. To date approximately \$30,000 has been credited to subscribers in the Birmingham Area consortium and \$75,000 to subscribers in the Bloomfield consortium.

Comcast proposes to mail a survey to its customers. There are plans to customize that survey in Bloomfield by drafting a joint cover letter from Bloomfield and Comcast with the hope that this will encourage subscribers to complete the survey. Comcast will stagger this research in the different communities. Borgon related that Currier addressed concerns relative to the Consumer Protection Ordinance and lack of compliance.

DiMaria explained his recommendation to the Board. Comcast proposes to customize its survey for the Birmingham consortium with input from the Cable Board. He is working with Leslie Helwig at BCTV on the format for a joint cover letter and creative ways of mailing the survey

that will encourage responses. The joint cover letter will demonstrate to the Board's constituents that it is doing everything it can to move forward on the situation and to quantify and identify problems with Comcast service. The survey results will enable Comcast to issue additional credits to customers or give them the opportunity if they did not receive credit before. This was discussed during the conference call. DiMaria commented that Currier has some other ideas on what he wants from the company.

Currier stated that the concern he has with DiMaria's proposal to send out the survey and cover letter is that not everyone will respond, and those customers' problems will not be addressed. There seems to be interest on the Cable Board to seek a customer friendly alternative to assessing liquidated damages against Comcast as in a system-wide rebate to the customers for the problems that occurred over the last six months.

Currier is suggesting that Comcast deal with all of the customers who have had problems, not just those who report a problem to the Board or fill out the survey card. He quoted Section 30.252. (b) from Birmingham's Consumer Protection Ordinance relative to the franchisee's responsibility to submit to the Board a quarterly complaint log.

The section also indicates that failure to provide this log becomes an ordinance violation subject to liquidated damages. Currier does not recall receiving quarterly reports from Comcast. It is his suggestion that the Cable Board ask to receive that log for the last six months and confirm all of the subscriber complaints that Comcast has received.

Currier reported that, at a special meeting last week of the Intergovernmental Cable Communications Authority (ICCA) representing 11 communities, there were reports presented showing that they were receiving hundreds of thousands of consumer complaint calls during the monthly reporting period. Adding up the monthly calls, there seemed to be more than a million complaint calls.

Borgon asked DiMaria if there is a reason that the Board has not received a copy of the complaint log each quarter. DiMaria responded that a complaint log is typically submitted upon request. He will gather that data for the Board.

Currier interjected that the CPO language is mandatory indicating that the franchisee *shall* provide a quarterly log.

Ettenson commented on the possibility that the Board received a complaint that is not noted in Comcast's log. Some of the complaints the Board receives are that the customer cannot get through to Comcast. The complaints can be cross referenced if the log is received

DiMaria asked that Currier provide a written request to Comcast to submit the complaint log to the Cable Board. Currier suggested that the Board pass a motion directing that Comcast provide those logs to the Cable Board. He added that the Board should be able to tell the subscribers where they could review these logs.

Motion by Bello, seconded by Lacroix, to request that Comcast provide the Birmingham Area Cable Board with copies of the quarterly complaint logs since the time Comcast took over the franchise within ten days of this meeting in accordance with the Consumer Protection Ordinance.

Currier stated that Comcast can provide the information on electronic transmission form on a disk from a period beginning January 1, 2001.

DiMaria stated that the complaint logs will be available for public viewing at the Comcast Warren Facility at the corner of Dequindre and East 11 Mile Road. The hours of operation are 9-5 from Monday through Friday.

Motion passed unanimously.

Subscriber Complaints

The Board has prepared another letter to Comcast listing approximately a dozen cable related complaints. It was suggested at the last Cable Board meeting that the members may want to assess liquidated damages as it reviews each complaint rather than having the attorney's office calculate the amount of liquidated damages. The Board was in agreement to proceed with a review of each complaint and discussion of liquidated damages.

DiMaria stated that Comcast requires a written resolution of the Board regarding liquidated damages to be able to respond appropriately. Currier will produce the written form requested and provide it to DiMaria.

Hagaman reviewed Complaints #39-#58, which include both cable television and Internet service issues. DiMaria related how and when the matter was resolved in each case and whether a credit was issued. A few complaints were held over until the next meeting pending resolution of certain matters.

The board focused on complaint #02-46 involving the collection agency used by Comcast. Attached to this complaint form was an e-mail written by DiMaria providing an explanation from Comcast's collection representatives. DiMaria stated that the situation involves the combination of a new employee and a misunderstanding. All late fees were removed and the disconnection order was removed.

Board members pointed out that this is the second serious complaint concerning the collection agency. There was an unacceptable invasion of the customer's privacy and intimidation and misrepresentation by an agent of Comcast. It was suggested that Comcast revisit its collection procedures with Synergy, the company representing them.

Currier was asked if there is anything in the Franchise Agreement or Consumer Protection Ordinance regarding collection procedures. He indicated that these documents are silent on that matter. It does say that bills should be clear and concise. Disconnection can only occur after the subscriber has failed to pay 45 days after the due date, and a written notice to the subscriber must be sent 10 days prior to disconnect.

Currier stated that the practice of the cable operator sending a bill collection agency to the door is new in the experience of this and other franchises throughout the state. However, the Franchise Agreement and Consumer Protection Ordinance indicate that the cable operator must comply with all other laws of the State of Michigan. There are some laws involving consumer protection in the area of good faith debt collection practices. Currier did not examine those laws in terms of whether this might be a violation of debt collection practices. There are aspects of this complaint that may be criminal in nature. He asked that Comcast provide the Board with the name of the individual involved. It may be appropriate to turn him over to law enforcement authorities in Birmingham for further investigation.

The Board requested information from Comcast for its next meeting regarding the cable company's policy and procedures for collection of accounts so that the Board knows exactly what is going to happen and when. The Board is interested in knowing the training procedures for Synergy agents. The Board also requested Comcast supply specifics of complaint #02-46.

MOTION by Ettenson, seconded by Bello, to authorize the chairperson of the Birmingham Area Cable Board to issue a letter to Kate Ebli, Area Vice-President of Comcast Communications, Inc., dated February 19, 2002 that will accompany subscriber complaints received this month and place Comcast on notice of new defaults.

Laidlaw stated that he will not vote for the motion on the basis that Board members should receive a copy of the letter prior to the meeting in order to verify that these particular complaints are violations of the contract and the ordinance. He questioned if some of the defaults listed would stand up in court, noting that some of the complaints were resolved.

Laidlaw referred to DiMaria's March 3 response letter to the Cable Board's February 19, 2002 letter in which DiMaria maintains that a number of complaints do not fit any categories listed in the ordinance. Laidlaw asked if the Board sent a subsequent letter disagreeing with DiMaria's evaluation of the defaults. Borgon stated that the Board did not send a response letter to Comcast.

Borgon clarified that all of the issues attached to the letter have been resolved between Comcast and the subscriber. The first step is to send Comcast a letter informing them that they are in violation of the Franchise Agreement and Consumer Protection Ordinance. The Board will then discuss each complaint and decide whether to assess liquidated damages and the amount. Borgon stated that the default letter will be included in the Board's packet in the future.

Currier listed and briefly described the complaints that the Executive Director determined to qualify as defaults for cable television service: #39, #40, #41, #42, #45, #46, #49, #52, #53, #54, #55, #56, #57 and #58. The remainder of the complaints either did not qualify as defaults or were Internet related. The Internet related complaints are being forwarded to the Michigan Attorney General at her request.

Currier explained that it is within the Board's authority to assess liquidated damages or provide rebates to the customer, whichever remedy is appropriate in that particular case.

Ayes - Anderson, Bello, Borgon, Delaney, Ettenson, Lacroix, Spivak, Woodard

Nays - Laidlaw
Motion passed (8 – 1).

Currier led the board through the complaints to determine whether to levy liquidated damages or rebates.

Complaint #02-39: Mr. John Schnarre of Birmingham received damage to his lawn as a result of Comcast laying new wires. Currier questioned when the lawn will be repaired. DiMaria stated that common practice is for restoration of the property to its original state.

Currier thinks that it is appropriate to bring this complaint back next month because Comcast cannot be expected to do the restoration until weather permits. The Board suggested that the property be restored by April 17, the date of the next regular Board meeting. It will be decided at that meeting if the weather allowed the work to be done and if liquidated damages should be imposed.

In response to an inquiry, Currier stated that a rebate goes to the customer while liquidated damages go to the Cable Board. If Comcast wishes to appeal a decision of this Board, that appeal would go back to the community in which the complaining citizen resides.

Complaint #02-40 – Mrs. Marge Kotsam called Comcast about a problem with her bill. She was issued the proper credit but did not receive an explanation of the current rates.

Currier stated that the board can technically fine Comcast for a problem with this bill, which was resolved when it came to their attention. A conservative approach would be to treat this as a one-day issue and assess a \$100 a day penalty. The complaint was sent to Comcast on 2/20 and responded to on 2/27 according to the Board's information.

Bello suggested that, considering that this subscriber had a problem with her bill, a one month credit would be reasonable in lieu of sending the board a few hundred dollars.

DiMaria responded that the customer was issued a credit. He will check with the advocate on the amount of that credit.

Laidlaw questioned how this billing issue violates the ordinance. Currier responded that the Consumer Protection Ordinance states that franchise bills to subscribers shall be clear, concise, understandable, and shall correctly itemize each charge. There was not correct itemization, and this customer was overcharged. A full month's credit would exceed what the Board is permitted to issue for a rebate to the customer. However, the Board can assess liquidated damages of \$100 a day.

Bello commented that this issue took a week to be addressed by Comcast, which would allow the Board to assess liquidated damages in the amount of \$700. He suggested that Comcast may be willing to give the customer a one-month credit in lieu of the \$700 liquidated damages. He offered this as a suggestion for a consent resolution with Comcast on this issue.

DiMaria stated that it will not be a problem to issue this subscriber a full month credit if she has not already been given a month's credit.

Ettenson expressed the view that assessing liquidated damages is acted upon to get Comcast to take notice. He does not think the Board should trade off liquidated damages for a rebate to the customer. That should come from Comcast.

Motion by Ettenson, seconded by Lacroix, to assess liquidated damages to the extent of \$100 a day times the number of days it took Comcast to respond with respect to Complaint #02-40 in accordance with the Franchise Agreement.

Roll Call Vote:

Ayes - Borgon, Ettenson, Lacroix, Woodard

Nays - Anderson, Bello, Delaney and Laidlaw, Spivak

Motion fails (4 – 5).

Motion by Bello, seconded by Laidlaw, that, in lieu of assessing liquidated damages on Complaint #02-40, the Board requests that Comcast provide an additional one month credit to this complainant.

Ettenson asked how the board can be assured that a credit will be issued in a timely manner. Bello assumes that the Board can act to assess liquidated damages if Comcast does not issue a credit by the next meeting.

Roll Call Vote:

Ayes - Bello, Delaney, Laidlaw, Spivak, Woodard

Nays - Anderson, Borgon, Ettenson, Lacroix,

Motion passed (5 – 4).

Complaint #02-41: A complaint from Mr. Antonio Foglia involves a billing problem that has gone on for more than three months. DiMaria was notified of the problem on 2/21; the proper rate codes were placed on his account on 2/22.

Motion by Lacroix, seconded by Ettenson, to assess liquidated damages in the amount of \$200 for complaint #02-41 based on the fact that a three-month billing error is unreasonable.

Roll Call Vote:

Motion passed unanimously.

Complaint #02-42: Nancy Paterson of Birmingham indicated that cable lines were not buried at the Williamsburg condominiums. Comcast was notified on 2/21 and the drop was buried on 3/19. Currier stated that proper maintenance is required under the Consumer Protection Ordinance and Franchise Agreement.

Motion by Bello, seconded by Lacroix, that liquidated damages be assessed in the amount of \$2,500 for Complaint #02-42.

Ayes - Bello, Borgon, Ettenson, Lacroix, Spivak,
Nays - Anderson, Delaney, Laidlaw, Woodard
Motion passed (5 – 4).

Complaint #02-45: A complaint from Patrick LePine concerns quality problems that could not be rectified by the technicians. Comcast was notified on 2/26 and responded on 3/19.

DiMaria explained that the earliest that Comcast could set up a call was for this Saturday at the customer's convenience. If it is appropriate, the customer will be issued a rebate. In response to an inquiry, DiMaria commented on the difficulty of detecting intermittent problems. DiMaria and Bill Black addressed questions from the Board on procedures followed by technicians on a service call.

Motion by Ettenson, seconded by Laidlaw, to defer any action on Complaint #02-45 until the next meeting pending the resolution and report back on the problem and its resolution.

Motion passed unanimously.

Complaint #02-46: Ms. Mary Phillips of Birmingham complained of collection company harassment.

Currier stated that this is a default in the sense that it is not in the spirit of Comcast's authorized remedies, but he does not think that the Board is in a position to impose liquidated damages because it appears to be a matter of unauthorized activity of the agent. It falls into a different statutory area.

Delaney disagreed on the basis that Comcast is using this agency to collect on their account. He would like to defer action on this complaint to the next meeting in order to receive facts on this matter.

Motion by Delaney, seconded by Ettenson, to defer action on Complaint #02-46 for further review of the matter.

Motion passed unanimously.

Currier informed the Board that assessing liquidated damages or rebates for a default does not preclude any additional legal remedies including sending this matter to law enforcement agencies.

Complaint #02-49: Mrs. Beth Popovich of Franklin indicated that she has called Comcast numerous times about clearing the cable wires in her back yard that are covered by trees. Comcast was notified on 3/01/02, and a technician was sent out on 3/6. This is a matter of maintenance of lines which is addressed in the Consumer Protection Ordinance and other areas. There is a requirement for next day service repair for this problem.

DiMaria responded that this is not technically a repair and there is a question of whether the trees are in the right-of-way or outside of the right-of-way. Edison is usually responsible for trimming of trees that impact wires on their poles. Currier mentioned that Comcast contracts with Edison for this service.

Bello understands that the cable company has to keep the cable lines clear, but there are uncertain issues with respect to this complaint. However, Comcast should have responded by 3/2 and they responded on 3/6.

Motion by Bello, seconded by Laidlaw, to request that Comcast provide the customer in Complaint #02-49 a one-month credit and to delay assessing liquidated damages to the next meeting at which time nothing will be assessed if Comcast has issued the credit.

DiMaria agreed to this resolution in the spirit of cooperation.

Ayes - Anderson, Bello, Borgon, Delaney, Lacroix, Laidlaw, Spivak, Woodard
Nays - Ettenson
Motion passed (8 – 1).

Complaint #02-52: Ms. Jean Nielsen of Birmingham has not had cable in her bedroom since 2/22. Comcast was notified on 3/1/02 of the service outage and the complaint was responded to on 3/5. Currier stated that there are two violations, an outage and a response time issue. Next day service is required for an outage. The Board can impose a four day rebate in addition to liquidated damages.

Motion by Bello, seconded by Spivak, to assess liquidated damages of \$400 and a four day rebate to the subscriber.

Ayes - Anderson, Bello, Borgon, Delaney, Ettenson, Lacroix, Spivak, Woodard
Nays - Laidlaw
Motion passed (8 – 1).

Complaint #02-53: John Caronis of Birmingham indicated that a cable box has been lying on the ground at his condominium complex for the past several months instead of being attached to one of the buildings. He called Comcast five times to get the cable box attached. Comcast was notified on March 1 and responded on 3/19.

Currier stated that this is a service issue. There is a 24 hour requirement for service, and it took Comcast 18 days to respond.

Motion by Ettenson, seconded by Bello, to assess liquidated damages in the amount of \$1,800 in the matter of complaint #02-53.

Motion passed unanimously.

Complaint #02-54: Michael McGillivray of Birmingham issued a complaint about the modem charge and an increase in the cable bill. He believes that the Comcast cable bill is misleading and inaccurate. A letter from McGillivray is attached to the complaint form.

Currier noted that the price change was brought to the attention of the Board and forwarded to the customers in accordance with the timing required by the Franchise Agreement.

There were questions from the Board on this customer's bill. DiMaria suggested that the Board defer this matter until next month to give him an opportunity look at the specific bill.

Motion by Laidlaw, seconded by Delaney, to defer complaint #02-54 until next month.

Motion passed unanimously.

Complaints #02-55 and #02-56 are references to #02-52 and #02-53.

Complaint #02-57: A complaint from Ms. Ruth Clevers involves failure to receive TV Guide for three days. Comcast was notified of the problem on 3/07 and an appointment was scheduled for 3/18 at the customer's convenience.

Bello stated that the maximum liquidated damages that could be levied for this default would be \$100. He would rather see the customer receive a rebate.

Motion by Bello, seconded by Lacroix, that the Board request that Comcast provide an additional one month credit for this customer, or the Board will reassess this default next month.

There was discussion on the motion. DiMaria stated that he would like to check the record to determine if the customer called Hagaman only or if she called Comcast to notify them of the problem. He maintains that it is unrealistic to expect that nothing ever goes wrong in a complicated cable system. He did not agree with the additional credit on the basis that he would like time to research this further.

Roll Call Vote:

Ayes - Bello, Borgon, Delaney, Lacroix, Spivak,

Nays - Anderson, Ettenson, Laidlaw, Woodard,

Motion passed (5 – 4).

Complaint #02-58: Ms. Kathy Murphy called Comcast about a power outage and was told by the technician who came out that it was a Detroit Edison problem. It turned out not to be a Detroit Edison problem. Comcast was contacted on 3/13 and service was restored on 3/15. The customer was issued a credit for two-day service in lieu of the required next day service. The Board delayed action until next month to determine the amount of the credit received by the customer.

There was agreement by the Board to appoint Delaney as chair of a subcommittee to draft standards for assessing liquidated damages. Delaney was authorized to consult with Attorney

Currier on this matter. Interested Board members were asked to participate in this task. Borgon will sit in on the subcommittee.

Internet Status

DiMaria stated that the last part of the Internet e-mail conversion process occurred on February 28. There was a massive rush in the last couple of days because 45% of the subscribers had not registered their new e-mail accounts. The file storage locker service is available. Comcast worked out an agreement to carry newsgroups and is waiting to launch that service with the selected vendor.

DiMaria reiterated that Comcast had originally planned to make this transition to its new network in June. The bankruptcy of Excite At Home resulted in the early conversion. He is proud of the work people have done throughout this difficult two months of conversion so that customers did not lose their high speed Internet service altogether. DiMaria commented that Comcast is continually adding servers and network hardware to the system, which is much more stable today than it was in January.

Comcast is working with customers if they have ancillary issues with their Internet service. The company is constructing a building outside of Ann Arbor where it will house tech support. Comcast will have local tech support and be able to manage the network without having to go through a third party. DiMaria appreciates everyone's patience and thanked the board working with Comcast to rectify individual customer problems.

Birmingham Link

DiMaria stated that he misspoke at the last meeting and that construction plans did go to Comcast's consulting engineering firm for the revisions requested by the Birmingham City engineer. He will provide the Board with updates on the completion date for the underground fiber link leading to Birmingham City Hall.

Monthly Subscriber Statistics

The Board received the system statistics for February. DiMaria noted that the format will be revised for next month's report to include data requested by the Board. In answer to an inquiry, DiMaria stated that the number of high speed Internet subscribers has been increasing by a couple hundred every month since the beginning of the year.

Form 394

Comcast has provided each member community with FCC Form 394 in electronic form. DiMaria stated that, unlike previous transfers of the franchise that have occurred in this consortium, this is a change of control at the top level. The franchise holder stays the same, Comcast Cablevision of the South. This is a consent to the merging of AT&T Broadband with Comcast.

Currier stated that a printed copy of Form 394 is available for review at his office. He reviewed past procedures followed with a request for transfer. Each community has 120 days to reject, approve, or approve with conditions the transfer of control. This Board makes a recommendation to the member communities after completing a due diligence inquiry as to the financial, technical, and managerial capability of the new party that will be in control. The 120 days runs from the

date that the municipal clerks receive the Form 394 application. The communities should have received it on or about February 25, 2002.

This franchise and most of southeast Michigan has looked at these with some degree of approving with conditions to make sure that the interests of the communities are maintained and that all concerns are addressed by the new entity. Currier understands that AT&T is going to merge with Comcast corporation to form a new company to absorb the AT&T cable link and Comcast itself.

Comcast has represented that the estimated cost of the transaction related to the ATT/Comcast final entity is \$49,235,600,000.00 in the cost of stocks and cash to put this corporation together. The new corporation will be run generally by the Comcast side of the operation. The president of Comcast will be the chief executive officer of the new company with day-to-day authority for the operations.

Currier has had preliminary discussions with DiMaria. It is anticipated that there will be no visible change in the cable operation. This consortium was an AT&T franchise that Comcast acquired. Comcast is acquiring other AT&T franchises in other parts of the country. We are not expecting another billing changeover. This is more of a change in people at the top. It is anticipated that Comcast will become the largest cable television company in the country with approximately 22 million customers.

Currier has some concerns. Reports indicate that Comcast intends to improve the profitability of the AT&T system it is acquiring by trimming the overhead of those systems from their current \$500 million budget to \$50 million. We want assurances that this consortium would not be affected adversely by such a major merger. There will be discussions and questions to that nature.

Currier stated that the Board will have to make a recommendation to its member communities so they can act no later than June to meet the 120 day time limit. He hopes that the review is completed and questions addressed in April so that the Board can make its recommendations in April or May for consideration by the governing bodies at their June meetings.

There was clarification made with respect to recent erroneous newspaper reports relative to liquidated damages. DiMaria explained that Mr. Black representing Comcast was misquoted by the Eccentric newspapers and others about the process. He clarified that Comcast does not agree with the liquidated damages assessed, but agrees that the Cable Board has a process to go through for assessing liquidated damages on defaults.

DiMaria would like to work with the Board on a cover letter for Comcast's customer survey. He suggested setting a time frame for getting together on developing an approach that would result in sending out a market piece that will get people's attention. Comcast strives to receive quality feedback to take care of outstanding issues. DiMaria proposes working together to share that feedback.

EXECUTIVE DIRECTOR'S REPORT

Hagaman related that she has received several complaints and correspondence from subscribers through the Board's web site.

Board members are in receipt of financial statements for the quarter ending March 31, 2002 prepared by Hagaman and Bello. Bello referred to the balance sheet, income statement, and a reconciliation of actual vs. budget for the 2001/02 fiscal year. He reviewed the income statement and pointed out major variances on the revenue and expense side from the budget versus actual to date. Questions on the financial statements were addressed by Bello and Hagaman.

Bello stated that the fiscal year 2002/03 proposed budget for the Birmingham Area Cable Board is being submitted to the Board for review today. The intent is to give the members a first look at the budget along with the underlying assumptions so that the Board could consider approval of the budget next month and forward it to the member communities.

Bello pointed out a drop in revenues from franchise fees and PEG revenues. It is projected that the FCC will not require franchise fees or PEG revenues on Internet services next year. That will result in approximately a \$100,000 drop in revenue for this Board and a 12% drop in total revenue next year.

On the expense side, there are several differences from last year's budget. The Board budgeted \$100,000 for the van in the current year and will spend about \$125,000. This line item will decrease next year to about \$50,000 in maintenance and continued renovation of the van. The Executive Director's anticipated expenses will increase by 3 percent. Attorney fees are up \$5,000 to match our projected actuals for this year. Insurance costs are anticipated to increase another \$500 next year.

Projected revenues for next year are \$318,500.00 and anticipated expenses are \$320,865.00. Based on this budget, the Board would transfer \$2,365.00 from the surplus for the next fiscal year. Questions on the budget were addressed by Bello.

MLTV15/PA18 REPORT

Helwig reported on the MLAC and Channel 18 meetings and programs produced during the last month. The last few Beverly Hills meetings and "Meet the Candidates" night went smoothly. The technical problems have been addressed.

Helwig stated that two of Birmingham's three cameras are currently out of service. This has been discussed with the City of Birmingham, and they will be sending the cameras out for repair. The Birmingham meetings are being broadcast with one camera.

Laidlaw suggested that in the future BCTV should write a memo on these matters so they will be handled properly.

The BCTV staff is walking through the mobile van this morning with the contractor to review operating procedures. She will report on this at the next meeting.

Helwig followed up on problems discussed at the last meeting with regard to weekend playback and their resolution.

BCTV has taped three Birmingham Planning Board meetings.

Two volunteer workshops were held yesterday, March 20, with six people in attendance. In answer to an inquiry, Helwig stated that occasionally someone from outside of the consortium communities attends the workshop. BCTV will accept volunteers to work on productions.

Laidlaw referred to the memo from BCTV on weekend playback expenses and asked that the one-time up-front cost and additional staff cost be itemized in a bill and resubmitted to the Board. He suggested that approval of this expense be postponed until the next meeting. It was noted that the quarterly cost is in dispute.

Borgon stated that he has concerns regarding the playback expenses and would like to meet with BCTV, PEG access committee, and Currier before the next Board meeting. Borgon mentioned that he has other topics of discussion he would like to address with BCTV at that time. It was noted that Laidlaw and Spivak are the remaining members of the PEG access committee.

Laidlaw commented favorably on the St. Patrick's Day programming on Channel 18.

BOARD COMMENTS

Laidlaw thinks that Comcast is trying to improve its quality and customer satisfaction, and he encourages them to do that.

Pfeifer asked if the communities' election results could be posted on Channel 15. Helwig answered in the affirmative. Borgon stated that it is the responsibility of each community's clerk or administration to report to BCTV any information they want disseminated on the municipal/library channel. He encouraged the communities to get that information to Helwig.

Motion by Spivak, seconded by Bello, to adjourn the meeting at 10:43 a.m.

Motion passed unanimously.