

Present: Correa, Fredrick, Frishman, Hirsch, Hollinshead, Jones - Birmingham
Borgon, Delaney, Verdi-Hus and Woodard – Beverly Hills
Ettenson – Bingham Farms

Absent: Decker – Birmingham
Gallasch - Franklin

Also Present: Hagaman - Executive Director
Currier - Attorney for Cable Board
Gillis – Bloomfield Community Television representative
Valentine – Birmingham Staff Liaison
Beller - Comcast representative
Pfeifer – Beverly Hills Council liaison
Tarini - Birmingham alternate Board member

Borgon called the meeting to order at 7:45 a.m. in the Village of Beverly Hills municipal building at 18500 W. Thirteen Mile Road.

APPROVE MEETING MINUTES FOR CABLE BOARD MEETING OF DECEMBER 15, 2004

The minutes were corrected to note that Bob Borgon was present.

Motion by Woodard, second by Hirsch, that the minutes of a Cable Board meeting held on December 15, 2004 be approved as amended.

Motion passed.

COMMITTEE REPORTS

PEG Committee

Hollinshead reported that the PEG Committee met on December 22 and considered two issues. At its December 15 meeting, the Cable Board directed the PEG Committee to contact the administration of member communities to discuss the matter of the Cable Board providing a grant for premium cable television services to consortium community police and fire and public safety departments. This action was a result of a request from the Birmingham Fire Fighters Association for a grant from the Cable Board to cover the cost of a premium channel cable service at their facilities.

The PEG Committee considered this matter and consulted with Birmingham, Franklin and Bingham Farms. The matter has yet to be formally brought to the attention of Beverly Hills. In consulting with municipal officials, it became clear to members of the PEG Committee that this was a matter of human resources policy and workplace conditions. It is the type of issue that employees should first bring to the attention of their management. The City of Birmingham's has indicated that it does not support this request at this time. A similar response was obtained from Franklin and Bingham Farms.

It is the recommendation of the PEG Committee that requests for support for additional cable service for police and fire and other municipal facilities be brought to the BACB by the affected municipality's administration. Secondly, it is recommended that the Cable Board respond to the letter dated December 3, 2004 from Mr. Chapman of the Birmingham Firefighter's Association and advise him that this is a matter that should be initially be brought to the attention of the city administration of Birmingham.

Ettenson commented that, while that the Cable Board recognizes that Comcast has a right to manage its business, the Board thinks that the unilateral move on their part to discontinue courtesy cable programming does not foster good community relations.

The PEG Committee reviewed the second Rouge River program at its December 22 meeting. Hollinshead described it as a beautiful piece of work. The program was completed on time and within budget. The Board thanked Jim Gillis, Leslie Helwig and the team from BCTV for their efforts on this project.

Hollinshead reported that progress is being made on a project to update the video capabilities of the Birmingham Commission chambers. Joe Valentine convened a meeting last Friday, January 14, with perspective vendors to do a walk through of the Birmingham facilities. The scope of the undertaking should be known by the end of this month or early next month.

Cable Action Committee

Hirsch commented that the Cable Action Committee did not meet over the holidays. A comparison of cable rate increases that was requested by Chairman Borgon has been prepared and distributed.

WEB STREAMING PRESENTATION – GRANICUS

Borgon introduced Charles Blanchet, Sales Director from Granicus, who will give a presentation to the Board on web streaming. Granicus is a California based company founded in 1999 that provides comprehensive solutions for creating, managing and distributing live and on-demand streaming media content to support and enhance public meeting communications.

As a streaming media solution provider, Granicus supplies local government agencies with the software, hardware, infrastructure and expertise to quickly integrate streaming media into their communications tool set. Granicus has built infrastructure and software that helps local governments push information out to the Internet.

Granicus has listened to various groups within municipalities and has identified their work flow and how its product could save them time. It takes video, supporting documents such as minutes and staff reports, and puts them out on the web. The software streamlines the process of working with this information.

Blanchet displayed web pages from some of their clients to show what Granicus can do for a municipality. All of the information from meeting minutes, staff reports, and other

documents flows into a data base and creates a searchable archive. Agenda items are hyper-text so that a reader can click on an item as he is reading minutes and go to that point in the video. Staff reports are shown as icons that can be clicked on and viewed or printed. A meeting is indexed by agenda items so that an individual can click on an item of interest and go to that point in the streaming video.

Questions from Board members were addressed by Blanchet. Granicus is working with 42 municipalities at present in California, Florida, Kansas, Kentucky and Washington.

In order to proceed with this process for the Birmingham area communities, Blanchet would meet with people within the organizations to determine their specific needs and develop a proposal based on those goals. If that proposal moves forward, the service is delivered. Blanchet explained how the indexing and integration process works in order to make a meeting and accompanying documents available on demand.

Pricing and funding of the service was a topic of discussion. Blanchet stated that he will need to determine what features each community is interested in receiving. The cost of the service includes hardware, training, and software. Population is a component of pricing. There is an up front fee and monthly service fee associated with the service. Blanchet hopes to prepare a package for the four communities that will result in a cost savings. It was anticipated that the communities would ask the Cable Board for funding if they were interested in the concept of web streaming.

Borgon commented on the positive aspects of web streaming and suggested that the Cable Board continue to evaluate and consider this service. He thanked Blanchet for his informative presentation.

Hagaman remarked that Blanchet is scheduled to meet with the clerks from Beverly Hills and Franklin and with Joe Valentine from Birmingham to demonstrate the product. Blanchet will prepare a line item proposal based on the input from each municipality.

COMCAST RELATED TOPICS

Subscriber Complaints

Hagaman reviewed the status of three outstanding complaints and five new complaints. All complaints have been addressed or resolved. A complaint about an unburied cable will be held over until the weather improves (#04-48) .

Comcast is still working with a Birmingham subscriber on intermittent problems with cable reception (#05-02). Another pending complaint involves a Franklin customer who is not receiving a good signal (#05-03). Beller commented that the challenge with this complaint has been the inability to deal with the customer directly to resolve the issue.

The Board requested a quarterly complaint log from Comcast.

Monthly Subscriber Statistics

There were no comments on the Comcast system statistics for December.

Other Issues

Beller has provided the Board with a letter that will be mailed to subscribers announcing a realignment of some of Comcast's digital channels effective March 5, 2005. Comcast has also completed its annual privacy notification to customers. Beller stated that Comcast is making an announcement today that it is adding value to its high speed Internet product. Subscribers will have 4 Mbps download speeds available at no additional cost.

Beller offered to schedule tours of various Comcast facilities for the benefit of new Board members to show them the inner workings of Comcast operations from a technical and customer service point of view. She extended the opportunity for the Board chairperson to sit down with Comcast representatives in mid-February and go over Comcast plans for 2005. Borgon asked Hagaman to schedule that meeting.

Fredrick commented that the TV guide channel reduced its program listings to miniscule type at the bottom of the screen last Sunday in order to make room for Golden Globe award coverage. It occurred to him that the consortium's PEG channels have a small audience. He suggested asking Comcast to allow the Cable Board to run the TV guide crawl on one of its PEG channels, which could increase viewership dramatically.

EXECUTIVE DIRECTOR REPORT

Hagaman reported that Birmingham is moving forward on soliciting bids for a video upgrade to improve its broadcast of commission meetings. Joe Valentine has provided Board members with a memo on this topic.

Included in the members' packets was an announcement that Governor Granholm has signed into law an Identity Theft Law, which makes it a felony to use personal identifying information to obtain goods and services without consent. Last month a subscriber complained that Comcast requested his social security number in order to change his service to a vacation schedule. Hagaman stated that businesses can no longer use a social security number to confirm a customer's identity. Beller was asked to provide the Board with Comcast's approach to conforming with the new law.

Hagaman commented that the Rouge River series premiered ahead of its January 20th target date. She has a copy of this program if anyone on the Board would like to view the tape.

Hagaman reported that Lisa Martinico has informed her that the Birmingham School District does not have a facility to garage the Board's production van during the winter months. Their school bus lot consists of all outside parking.

MLTV15/PA18 REPORT

Gillis referred to his monthly report noting that it has been a standard month for broadcasting municipal meetings. Production numbers are starting to increase for public access programming.

BCTV has purchased and begun using a software program called Facil that is specially designed to aid access centers in the tracking of resources and programs that a facility uses. BCTV is in the process of working on details of how to implement this program to meet its needs.

Gillis stated that he participated in a meeting that Joe Valentine arranged with vendors bidding on the Birmingham video upgrade project.

The Rouge project was completed and aired in early January. Zack from BCTV has created two 30-second promotions, one for Bloomfield Township and one for MLTV.

OLD BUSINESS

None

NEW BUSINESS

None

BOARD COMMENTS

Delaney commented that he was not present at the last meeting at which time there was discussion of Cable Board meeting times. He asked that the record reflect that this discussion began many months ago when the Board was five members short. It was questioned whether the Board was having trouble filling vacancies because of its morning meeting schedule. Those positions are now filled, and Delaney is in agreement that the meeting time should continue at 7:45 a.m.

PUBLIC COMMENTS

None

The meeting was adjourned at 8:58 a.m.