

Present: Heldt, Kelly, McAlear, McLain, Thorsby - Birmingham
Heyman, McFadden, Pfeifer, Verdi-Hus – Beverly Hills
Stakhiv – Franklin
Ettenson – Bingham Farms

Absent: Lurie - Birmingham

Also Present: Executive Director – Cathryn White
Currier - Attorney for Cable Board
Rota - Bloomfield Community Television representative
Valentine - Birmingham staff representative
Burry – Beverly Hills Council Liaison

Chairperson McLain 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 MINUTES OF CABLE BOARD MEETING HELD MAY 15, 2013

The correction was made to change the month to May in the heading.

Motion by Pfeifer, second by Heldt, that the minutes of a regular Cable Board meeting held on May 15, 2013 be approved as amended.

Motion passed.

PUBLIC COMMENTS

None

GRANT REQUEST FROM FRANKLIN-BINGHAM FARMS FIRE DEPARTMENT

The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station Internet access and Verizon Wireless for scene based EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive a static IP address so that staff can host its public website as well as communicate with personnel via secure web connection.

In a letter dated June 3, 2013, Franklin-Bingham Fire Department Chief Tony Averbuch requested grant assistance to cover Internet connectivity cost of \$89.85 per month for Comcast service and \$40.01 per month for Verizon Wireless Internet access. This would total \$1,558.32 for the fiscal year starting July 1, 2013.

Motion by Stakhiv, second by Ettenson, to approve the grant request from the Franklin-Bingham Fire Department to cover the monthly cost of \$89.85 per month for Internet connectivity from Comcast and the cost of \$40.01 per month for Verizon Wireless service at a total of \$1,558.32 for fiscal year 2013/14.

Roll Call Vote:

Motion passed (11- 0).

COMMITTEE REPORTS

Cable Action Committee

McFadden reported that the Cable Action Committee met this month and discussed the status of the ongoing survey. As of a few days ago, there were 462 responses, which exceeded the planned rate of 400. Compilation should begin shortly with a summary anticipated by the next meeting.

The Committee also addressed preparation for the upcoming Plante Moran audit process. It is proposed to download data from the Board's Quickbook software used to run financial reporting into an Excel spreadsheet for use by the auditors.

McLain remarked that the BACB-Community Resident Survey remains open online on the municipal websites. The Board would like to reflect everyone's opinion in the survey results.

McFadden stated that the next Cable Action Committee will be held on July 11, 2013 at 5:30 pm at Baldwin Public Library.

PEG Committee

Heldt had no report. There will be a brief PEG Committee meeting following the Board meeting.

McLain mentioned that work is near completion on the Birmingham Public Schools administration building project. An update will be forthcoming.

Personnel Committee

Stakhiv commented that the Committee is in the process of refining a performance appraisal document pertaining to the Cable Board Executive Director.

EXECUTIVE DIRECTOR'S REPORT

White reported that there were five formal complaints received in the past month; she outlined each of the complaints and their status. White is working with the Board's web service provider on a way to include complaints in members' electronic packets while preserving the confidentiality of the subscriber.

The Executive Director's report included monthly financial reports and check disbursement information. The Cable Board audit will take place on July 22-24. Members are in receipt of the engagement letter dated April 30, 2013 from Plante & Moran explaining the process, timing and scope of the audit.

Correspondence has been received from Michigan NATOA about renewing the BACB membership in this organization. The Board is also being requested to contribute a separate amount to the MI-NATOA Public Education Fund. Board action to authorize the expenditure of funds for MI-NATOA membership was postponed to the next meeting in order to clarify whether the cost is per board member or by member community.

The Board has received notice regarding the annual NATOA conference to be held in Orlando from September 16-19, 2013. Consideration should be given on whether to send members to the

conference to represent the BACB. The cost for registration this year is \$650 per member plus lodging costs of \$135 per night.

McLain requested a summary of the program topics in order to determine if this year's subject matter applies to the Cable Board. This will be an item for Board consideration at next month's meeting.

White noted that she has a new Cable Board email address separate from her personal email. She asked to be emailed regarding Board matters using info@birminghamareacableboard.org

White reported that she received an e-mail communication regarding the new Illinois State Cable Bill which recently passed in that state. The State of Illinois rejected an attempt by the Cable Television and Communications Assoc. of Illinois to obtain sweeping changes to Illinois' cable franchise law that would have impaired municipal authority and wreaked havoc on the state's PEG access channels. The law, however, fails to rectify AT&T's failure to meet the equivalency standard in the law and its inferior treatment of PEG channels.

The Board received a letter dated June 3, 2013 from Comcast with information on channel and price changes. On or about July 24, 2013, Fox Soccer/Fox Soccer HD will move from the Digital Preferred service and Sports Entertainment package to the Digital Starter service. Effective August 1, 2013, as a result of changes in business costs, the Service Vehicle Trip Charge will change from \$30.00 to \$39.95; the Upgrade/Downgrade of Service (in-home visit required) installation rate will change from \$30.00 to \$39.95; and the Late Fee charge will change from \$8.00 to \$9.50.

PROVIDER RELATED TOPICS

Comcast

Leslie Brogan representing Comcast was present. Thorsby referred to the complaint regarding Comcast business class service and asked whether Comcast separates consumer service from business class situations. Brogan responded that business class customers are usually referred to the business service call center problem resolve in Philadelphia. Most Comcast business customers sign a contract for a certain level of service and amount of time. The concern of business customers who do not know what channels they are paying for and receiving was addressed by Brogan, who indicated that this information is available on the Comcast website.

Ettenson described his difficulty with securing the channel line up he was seeking as a Comcast business class service subscriber.

Another Comcast issue related to account verification. Brogan addressed how an account is verified, noting that consumer service representatives are under strict guidelines to verify an account before sharing information or making a change in an account. There is one name on an account, but another authorized person could be added if both a husband and wife want access to the account. Brogan suggested that CSRs do not ask for multiple pieces of information unless there is an issue with the responses received. Information used for verification are: 1) name, address and phone number; 2) account number; 3) one of several pieces of identification

including the last four digits of your Social Security number. Brogan will pass along the comments from Board members on this subject.

Brogan introduced third year Comcast intern Julian Roberson, who is gathering experience at various venues.

Brogan related that Comcast conducts a Leaders and Achievers Program where \$1,000 scholarships are awarded to high school seniors nominated by their principals. This ceremony took place last week at the Capitol lawn. There were 86 high school seniors who qualified through academic achievement, civic leadership, or most improved. One person received an \$8,000 scholarship; two people received Net Books. Eleven students from Oakland County were recipients.

WOW

A representative was not in attendance. McLain mentioned that WOW customers are currently not receiving PEG programming. Service has been temporarily interrupted.

AT&T

A representative was not in attendance. McLain has been attempting to contact new AT&T representative Dan Smith.

BAPA/BAMA REPORT

Steve Rota highlighted programming outlined in the written report from Bloomfield Community Television on programming taped for Municipal Channel 15 (BAMA), PA Channel 18 (BAPA), and programming from BACB area organizations during the last month (information included in BCTV monthly report for May 16, 2013 – June 19, 2013).

The next camera workshop is scheduled for Tuesday, July 23 from 10:00 am until noon and 6:30 to 8:30 pm. BCTV staff gave two Tiger Cub Scout tours of the studio during the last two weeks.

Rota addressed necessary equipment repairs. He related the history associated with the malfunction of a particular truck camera and camera card and addressed related questions from Board members. BCTV staff is in communication with AVI to determine whether the problem involves another software upgrade or another new camera card. Board members suggested that they should get better performance out of these expensive products.

Rota requested authorization to spend a not to exceed amount to repair the camera and get it back into service considering the summer concert schedule.

Motion by Heldt, second by McFadden, to authorize the expenditure of up to \$2,000 to repair the production truck camera.

Roll Call Vote:

Verdi-Hus - yes
Stakhiv - yes
Ettenson - yes

| | |
|----------|-------|
| Heldt | - yes |
| Kelly | - yes |
| McLain | - yes |
| Thorsby | - yes |
| McAlear | - yes |
| Heyman | - yes |
| McFadden | - yes |
| Pfeifer | - no |

Motion passed (10 – 1).

Rota stated that there is also an ENG (Electronic News Gathering) camera that has a malfunctioning sensor zoom. BCTV has two of these cameras that are taken on location; they are 4-5 years old. The problem camera will sent to AVI to determine the issue and a cost estimate for repair.

A number of years ago, the Board purchased a 13 ft. camera jib arm that is attached to a tripod. The equipment is used to obtain creative shots at parades and sporting events. A piece of the jib is broken; the cost of the replacement part is \$200.

Motion by Heldt, second by Heyman, that the Cable Board authorize the expenditure of up to \$200 for a part to repair a camera jib arm.

Roll Call Vote:

Motion passed (11 – 0).

OLD BUSINESS

None

NEW BUSINESS

McLain referred to a Wall Street Journal article in today's edition regarding Dish Network in negotiations with Sprint. This is important for the cable landscape and the cable consumer. She added that there is a lot in the news currently about FCC guidelines. NATOA does not believe that there will be decisions on pending items forthcoming any time soon.

PUBLIC COMMENTS

None

BOARD COMMENTS

None

The meeting was adjourned at 8:42 am.