



GREATER WEST BLOOMFIELD
CABLE COMMUNICATIONS
COMMISSION

KEEGO HARBOR • ORCHARD LAKE • SYLVAN LAKE • WEST BLOOMFIELD

MINUTES

July 14, 2016

1. Call to Order

The meeting was called to order by the Chairperson, Harvey Gersin, at 7:32PM at West Bloomfield Town Hall.

2. Roll Call

Members Present:

Representing Keego Harbor: Michael Grogan, John Horger

Representing Orchard Lake: Anne Dziuba, Dan Krause

Representing Sylvan Lake: Matt Benavides, Jim Endres

Representing West Bloomfield: Larry Brown, Harvey Gersin, Suzanne Levine,
Deborah Macon

Members Absent:

Representing West Bloomfield: Mark Kowalsky, Gerald Walters

Others in Attendance:

Dave Scott (General Manager, Civic Center TV), David Albery (Executive Director, GWBCCC)

The Executive Director stated that Mr. Walters and Mr. Kowalsky had communicated their inability to attend the meeting. He added that material in addition to that delivered earlier in the week had been provided for commissioners at the dais.

The Chairperson welcomed Mr. Benavides to the Commission as a representative of the city of Sylvan Lake. At the Chairperson's invitation, Mr. Benavides introduced himself to his fellow commissioners, and they introduced themselves to him.

3. Approval of Agenda

Motion by Mr. Krause, support from Mr. Horger:

“That the Greater West Bloomfield Cable Communications Commission approve the agenda as provided for the July 14, 2016 meeting.”

Voting YES: Benavides, Brown, Dziuba, Endres, Gersin, Grogan, Horger, Krause, Levine,
Macon

Voting NO:

The motion carried.

4. Public Forum

The Chairperson stated that the forum provides an opportunity for residents to address the Commission regarding cable-related issues at the beginning and the end of each meeting. Those unable to attend should contact the Commission at gwbcable.org.

No member of the public rose to address the Commission.

5. Approval of Minutes

Motion by Mr. Brown, support from Mr. Endres:

"That the Minutes of the June 9, 2016 meeting be approved as presented."

Voting YES: Benavides, Brown, Dziuba, Endres, Gersin, Grogan, Horger, Krause, Levine,
Macon

Voting NO:

The motion carried.

6. Acceptance of Financial Report

The report was summarized by Mr. Grogan, the Commission's Treasurer.

Motion by Mr. Horger, support from Mr. Endres:

"That the Financial Report be accepted."

Voting YES: Benavides, Brown, Dziuba, Endres, Gersin, Grogan, Horger, Krause, Levine,
Macon

Voting NO:

The motion carried.

7. Commission Reports

The Chairperson stated that this portion of the agenda provides an opportunity for committees to report to the Commission.

Report of the Commission Operations and Strategic Planning Committee

Commissioners were provided a written report which was summarized, in the absence of

committee chairperson Mark Kowalsky, by the Executive Director.

Report of the Community Programming Committee

Commissioners were provided a written report which was summarized by Mrs. Dziuba, the chairperson of the committee.

In response to a question from Mr. Endres regarding commissioner involvement in the production of Civic Center TV programming, the Executive Director referred to the language in the report, that “commissioners be offered as resources to Civic Center TV producers to provide background information and context” and emphasized that such involvement would be completely at the discretion of Civic Center TV staff. Mrs. Macon thanked the Executive Director for the clarification and stated that before any such involvement occurs, which could be very beneficial, clear boundaries will need to be established.

Motion by Mr. Endres, support from Ms. Levine:

“That the Greater West Bloomfield Cable Communications Commission accept the reports of the Commission Operations and Strategic Planning and Community Programming committees.”

Voting YES: Benavides, Brown, Dziuba, Endres, Gersin, Grogan, Horger, Krause, Levine,
Macon

Voting NO:

The motion carried.

8. Executive Director's Report

Civic Center TV

Members were provided a written report of programming produced for Civic Center TV in 2016. Mr. Scott addressed the Commission regarding new CCT staff members, the radio/TV simulcast from the Orchard Lake Fine Art Show on July 30, the Township candidate forums on July 19 at the Main Library, live election night coverage on August 2, programming segments from “The Splash”, the events database at civiccentertv.com, and new photos displayed on the walls at Green Media Center.

In response to a question from Mr. Endres, Mr. Scott stated that the July 19 candidate forums are the only ones currently scheduled for the Greater West Bloomfield communities. Mrs. Macon stated that the League of Women Voters will schedule forums based on public requests, and Mr. Scott stated that the forums belong to the League and Civic Center TV serves only as the technical resource to provide coverage, both live and recorded, to the public.

Mr. Krause mentioned the Maker Faire at Greenfield Village on July 30 and upcoming CCT coverage of the event.

Mrs. Macon commended the CCT events database and its role in assisting community groups in

scheduling events without conflicts.

The Executive Director stated that the July 19 candidate forums are the only ones currently scheduled because only the Township has elective offices on the August 2 primary ballot. Additional forums can be scheduled through the League of Women Voters for council positions in the three cities, which will be on the November 8 general election ballot.

Cable Operators

No communication was received from AT&T or Comcast.

GWBCCC Directory

Members were provided an updated directory of Commission membership, contractors, and committee assignments, including Mr. Benavides' appointment by the Sylvan Lake City Council and Mrs. Dziuba's reappointment by the Orchard Lake City Council.

2nd Quarter Report to the Four Communities

Commissioners were provided copies of the report to the Keego Harbor City Council, the Orchard Lake City Council, the Sylvan Lake City Council, and the West Bloomfield Township Board.

Periodical Review

The Senate Permanent Subcommittee on Investigations, chaired by Sen. Rob Portman (R-OH), with ranking member Sen. Claire McCaskill (D-MO), held a hearing in late June, focusing on cable industry billing, fees, refunds, and customer service issues.

The subcommittee's press release announcing the hearing stated that industry customer service practices are at best confusing and at worst deceptive and cited the fact that the American Customer Satisfaction Index consistently shows pay TV providers near the bottom of the list.

The subcommittee issued a report before the hearing which cited failure on the part of some operators to reimburse subscribers for equipment over-charges, hidden fees, and customer service representatives who were not solving problems but trying to sell additional services.

Industry representatives were asked to respond to the findings, and Comcast's Senior Vice-President for Customer Service apologized, stating that the industry has not always made customer service the priority it should be and citing improvements Comcast is instituting.

The subcommittee's investigation will continue into the fall, with additional focus on barriers to competition in the cable industry.

Communication

Commissioners were provided copies of letters from its two contractors, Cable Commission Consulting and Motown Digital, requesting renewal of their contracts for 2017 pursuant to the provisions of those agreements.

Preview

The Executive Director presented his agenda for the time period between this meeting and the next.

9. Unfinished Business

No items of Unfinished Business were presented.

10. New Business

August GWBCCC Meeting

The Chairperson stated that the Commission decides each July whether or not to meet in August.

Motion by Mr. Gersin, support from Mr. Brown:

“That the Greater West Bloomfield Cable Communications Commission cancel its meeting scheduled for August 11, 2016.”

Mrs. Macon stated that she supports the motion and asked whether, looking at the calendar, the Commission could keep the notion of having a time to reflect collectively on how it is doing, to catch up a bit coming off the strategic planning process. She requested that the Chairperson think about another opportunity for the Commission to learn together regarding whatever topic would be relevant to the body at that time.

Voting YES: Benavides, Brown, Dziuba, Endres, Gersin, Grogan, Horger, Krause, Levine,
Macon

Voting NO:

The motion carried.

The Executive Director announced that with the Cable Commission’s August 11 meeting canceled, the Finance Committee will meet that evening at 7:30PM at Green Media Center.

11. Public Forum

The Chairperson stated that the forum provides an opportunity for residents to address the Commission regarding cable-related issues at the beginning and the end of each meeting.

No member of the public rose to address the Commission.

Mr. Brown commended the Executive Director for the services he provides to the Commission.

He reminded all in attendance and watching to vote on August 2. Discussion focused on filing deadlines for the November 8 general election and the importance of the August 2 primary election in West Bloomfield, when many offices will be effectively decided due to lack of candidates from both parties for all positions.

Mrs. Macon urged all to attend and support the charity pancake breakfast at West Bloomfield High School on Saturday, July 30, benefitting the Optimist Club, Rotary, and the Greater West Bloomfield Community Coalition.

12. Adjournment

The meeting was adjourned by the Chairperson at 8:18PM.

The next meeting of the Greater West Bloomfield Cable Communications Commission is **THURSDAY, SEPTEMBER 8, 2016**, at **7:30PM** at **WEST BLOOMFIELD TOWN HALL**, 4550 Walnut Lake Road, West Bloomfield, Michigan.