



GREATER WEST BLOOMFIELD
**CABLE COMMUNICATIONS
COMMISSION**

KEEGO HARBOR • ORCHARD LAKE • SYLVAN LAKE • WEST BLOOMFIELD

MINUTES

April 12, 2018

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

Representing Orchard Lake: Anne Dziuba, Dan Krause

Representing Sylvan Lake: Sharon Miller

Representing West Bloomfield: Harvey Gersin, Nada Jamoua, Mark Kowalsky,
Suzanne Levine, Deborah Macon (arrived at 7:37PM),
Jonathan Warshay

Members Absent:

Representing Sylvan Lake: Matthew Benavides

Others in Attendance:

David Albery (Executive Director, GWBCCC)

The Executive Director stated that Mr. Benavides had communicated his inability to attend the meeting. He added that material in addition to that delivered earlier in the week, including a revised agenda, had been provided for commissioners at the dais.

3. Approval of Agenda

Motion by Mr. Warshay, support from Mrs. Dziuba:

“That the Greater West Bloomfield Cable Communications Commission approve the agenda as revised for the April 12, 2018 meeting.”

Voting YES: Dziuba, Gersin, Grogan, Jamoua, Kowalsky, Krause, Levine, Miller, Warshay
Voting NO:

The motion carried.

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 2

4. Public Comment

The Chairperson stated that residents are provided an opportunity 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. Krause, support from Mr. Warshay:

“That the Minutes of the March 8, 2018 meeting, the April 3, 2018 Joint Meeting, and the April 5, 2018 Joint Meeting be approved as presented.”

Voting YES: Dziuba, Gersin, Grogan, Jamoua, Kowalsky, Krause, Levine, Miller, Warshay
Voting NO:

The motion carried.

6. Acceptance of Financial Report

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

Motion by Mr. Warshay, support from Ms. Jamoua:

“That the Financial Report be accepted.”

Voting YES: Dziuba, Gersin, Grogan, Jamoua, Kowalsky, Krause, Levine, Miller, Warshay
Voting NO:

The motion carried.

7. Committee 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 by Mr. Kowalsky, the committee chairperson.

Mrs. Macon arrived at 7:37PM.

Report of the Community Programming Committee

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

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 3

The Executive Director asked that each member of the committee respond to his inquiry regarding the scheduling of the initial meeting of the Cable Community Panel.

Report of the Finance Committee

Commissioners were provided a written report which was presented by Mr. Grogan, the committee chairperson.

Motion by Ms. Miller, support from Mr. Kowalsky:

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

Voting YES: Dziuba, Gersin, Grogan, Jamoua, Kowalsky, Krause, Levine, Macon, Miller, Warshay

Voting NO:

The motion carried.

8. Executive Director's Report

Civic Center TV

Commissioners were provided a written report of programming produced for Civic Center TV in March, as well as programs in production and those planned for the upcoming months.

Cable Operators

No communications were received from Comcast or AT&T.

Third Amendment to Intergovernmental Agreement

The proposed amendment has been approved by West Bloomfield, Keego Harbor, and Sylvan Lake, with consideration by the Orchard Lake City Council scheduled for April 16.

Michigan Week Breakfast – May 18

Commissioners were reminded to reserve tickets for the event on Friday, May 18, at Glen Oaks Country Club.

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 4

Cable Industry News

The six top cable operators lost 1.4 percent of subscribers in 2017, up from .4 percent loss in 2016.

Morgan Stanley has advised its clients to not assume that traditional cable television is dead, to not assume that all streaming services are a good investment, that many traditional media companies are streaming content as a supplement to their broadcast or cable distribution, and that the vast majority of U.S. household are still receiving video services as they have in the past.

The use of broadcast television in the U.S. has increased to 20 percent from 16 percent three years ago.

A Price Waterhouse survey reports that cable subscribers are willing to pay nearly 9 percent more for a great customer service experience, including more human interaction. Many cable operators are offering shorter appointment windows and multiple ways to interact with the company.

JD Power reports that cable customer satisfaction is based on shorter windows, contact from technicians before on-time arrival from technicians, and resolution of problems in one service call.

Communication

No communication was received.

Commission Assistance to Residents

Much of the assistance the Commission provides to residents revolves around billing issues.

A resident with limited English-language skills did not understand his billing, and, at the Commission's request, Comcast was very patient in answering his questions and clarifying his account.

Another resident was unaware that a promotional offer was based on electronic billing and payment. The Commission asked that Comcast contact the subscriber and the company applied the discount as a courtesy.

Preview

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

The Chairperson stated his support for the assistance the Commission offers to residents in resolving their concerns regarding their cable service.

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 5

Mrs. Macon stated that she is always interested in the cable industry news provided during Commission meetings and asked that links be provided to any articles that are available to the general public. She added that she appreciates that fact that commissioners provide information to be included in the monthly report and reported information that she discovered regarding multi-generational households and the varied preferences in that household regarding how video is received, either via cable or streaming.

The Executive Director thanked commissioners who have provided information to him for inclusion in his monthly report.

9. Unfinished Business

No items of Unfinished Business were presented.

10. New Business

Second Reading – Amendment to GWBCCC Bylaws

The Chairperson stated that the Commission had received the first reading of the proposed amendment at its March 8 meeting and placed the amendment in front of the Commission for second reading and consideration.

ARTICLE VII

COMMITTEES

SEC. 1. STRUCTURE OF COMMITTEES. The Commission may establish both standing committees and select committees. Each standing committee shall have no more than six members, including no more than three members representing West Bloomfield Township and one member representing each of the cities, and each commissioner shall serve as a member of one or two committees. The Commission Chairperson shall appoint the chairperson, the vice-chairperson, and members of each committee, subject to approval by a majority vote of the Commission. The Commission Chairperson shall also have the authority to remove members from committees, subject to approval by a majority vote of the Commission. Each committee shall establish its meeting schedule and procedures and shall form sub-committees as needed.

Motion by Mr. Warshay, support from Mr. Kowalsky:

“That the Greater West Bloomfield amend Article VII of its bylaws as presented.” Mrs. Dziuba asked whether ad-hoc sub-committees are the same as select committees, and the Chairperson stated that they are not and are not mentioned in the Commission’s bylaws.

Mrs. Macon stated her belief that the purpose of this amendment is to expand the engagement of commissioners in committee work and added that she supports that goal and has appreciated her opportunity to serve on the Commission’s three standing committees. She stated that she will give up her membership on the Finance Committee and remain with the other two on which she serves and will take advantage of the opportunity afforded to all commissioners to attend committee meetings whether a member of that committee or not.

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 6

Mr. Warshay asked whether there will be committee vacancies other than the one Mrs. Macon just outlined, and the Chairperson stated that he will describe the next step in the committee assignment process once the amendment is approved.

Voting YES: Dziuba, Gersin, Grogan, Jamoua, Kowalsky, Krause, Levine, Macon, Miller, Warshay

Voting NO:

The motion carried. The Chairperson noted that the amendment is approved pursuant to the requirement that two-thirds of Commission members approve any amendment to the bylaws.

The Chairperson stated that with the amendment approved, he will, through the Executive Director, survey each commissioner regarding committee assignment preferences and then provide a recommendation regarding all committee assignments for the May 10 Commission meeting. He described the opportunity for all commissioners to express their preferences as a clean slate for committee assignments.

Discussion of the Chairperson's plans focused on each commissioner's opportunity to retain current committee assignments or move to different committees, the problem the amendment was designed to solve, matching commissioners' skill sets to committee assignments, the opportunity for commissioners to attend all committee meetings and contribute, and the likelihood that after commissioners have submitted their preferences, assignments will not change.

Additional discussion focused on the fact that the bylaws limit committee membership to six commissioners to avoid having every committee meeting also be a Commission meeting, the fact that with the Commission membership at eleven over most of the past eighteen months, many more committee meetings have been joint meetings with the Commission, the possibility of having seven members on a committee, which would require another amendment of the bylaws, and the fact that the current bylaw provisions regarding committee membership are designed to ensure that each community is represented and that the committee membership is proportional to Commission membership.

Also discussed was the fact that committee assignments in the past have not been based on preference but on available openings, the fact that the amendment opens up committee appointments for more commissioners, the fact that when a committee meeting becomes a joint meeting with the Commission, members who were not expected to be present are noted as absent, and the possibility that when a committee meeting becomes a joint meeting of the Commission, Commission business can be conducted.

Further discussion focused on the possibility of adopting a committee-of-the-whole model where all committee work is conducted by the entire Commission and the fact that commissioner attendance at a committee meeting as a non-member does not involve voting.

11. Public Comment

The Chairperson stated that residents are provided an opportunity 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.

GREATER WEST BLOOMFIELD CABLE COMMUNICATIONS COMMISSION MINUTES

April 12, 2018

Page 7

12. Commissioner Comments

Ms. Miller stated that SEMCOG has introduced an app called “Parkfinder”, which includes information about the 2,600 parks in Southeast Michigan. She also reported that the Sylvan Shuffle will occur in Sylvan Lake on May 5.

Mr. Warshay stated that he will be dropping his cable service but will make a donation equal to his current PEG support payment to the Cable Joint Venture Fund to support the Commission and local cable programming.

Mrs. Macon mentioned the Police Memorial at 12NOON on May 3 in front of the West Bloomfield Police Department and the Clergy Association and Community Forum luncheon immediately afterward at Holy Spirit Lutheran Church. She also mentioned Charity Cakes on Saturday, May 12 at Orchard Lake Middle School, in support of Rotary, the Optimist Club, and the Greater West Bloomfield Community Coalition, and the Greater West Bloomfield Michigan Week Community Awards Breakfast on May 18, in honor of public safety in the four communities, with sponsorship opportunities available at michiganweek.org.

Ms. Levine mentioned BIG (Business Innovation Generator) Events coming up at the West Bloomfield Township Public Library and the Greater West Bloomfield Key to the Township Awards Dinner on May 15 at Shenandoah.

Ms. Jamoua stated that the Household Hazardous Waste event will occur on Saturday, April 21 at the Civic Center site on Walnut Lake Road.

Mrs. Macon stated that April 15-21 is National Volunteer Week.

13. Adjournment

The meeting was adjourned by the Chairperson at 8:27PM.

The next meeting of the Greater West Bloomfield Cable Communications Commission is **THURSDAY, MAY 10, 2018**, at **7:30PM** at **WEST BLOOMFIELD TOWN HALL**, 4550 Walnut Lake Road, West Bloomfield, Michigan.