

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – APRIL 28, 2021

McLain, called the meeting to order at 7:45 AM via Remote Zoom.us with closed captioning.

Present: Fenberg (Puerto Vallarta), McLain (Miami Beach, FL), Cleary (Birmingham, MI), Eick (Birmingham, MI), Shand (Birmingham, MI), Abraham (Birmingham, MI) – Birmingham  
Gugni (Beverly Hills, MI), Kamoo (Beverly Hills, MI), Tootell (Beverly Hills, MI)– Beverly Hills  
Blackburn (Bingham Farms, MI) – Bingham Farms  
Absent: Henry, Mydloski  
Also Present: White - BACB Executive Director  
Currier – Attorney for Cable Board  
Rota – Bloomfield Community Television  
Brunk – IT Manager, City of Birmingham  
Black – BCTV

McLain welcomed Ray Kamoo, a new member of the Cable Board. He introduced himself and the reasons why he joined the Board.

**APPROVE MINUTES OF CABLE BOARD MEETING HELD March 17, 2021**

Motion by Gugni, seconded by Fenberg and Shand to approve the minutes of the Cable Board meeting on March 17, 2021, as presented.

Roll Call Vote

Cleary	Aye
Eick	Aye
Gugni	Aye
Blackburn	Aye
Abraham	Aye
Tootell	Aye
Shand	Aye
Kamoo	Aye
McLain	Aye
Fenberg	Aye

Motion Passed.

**PUBLIC COMMENTS**

There were no public comments at this time.

**COMMITTEE REPORTS**

**Cable Action Committee**

Abraham reported there had been a meeting on April 8, 2021: attendees were McLain, Brunk, and himself. There was a discussion about utilizing social media to compliment the BACB website’s outreach to the community. Brunk informed them that Birmingham will be starting an in-house social media platform for their communication and will keep BACB apprised of its progress. McLain indicated that such usage of anything other than our traditional website would

require permission from all four (4) communities that BACB serves. He welcomed any help from the BACB Board members.

Currier shared some cautionary issues of social media of which BACB needed to be aware. Consulting with a Social Media Specialist might be explored.

The next meeting will be a Zoom meeting, Thursday, May 13 at 4:30 PM. McLain reminded the new members of the Board that all meetings were open to anyone. Cleary informed the Board that he taught Social Media five (5) years ago. If possible, Tootell will join in the meeting.

### **PEG Committee**

In Mydloski's absence, White sent an email to the Board regarding a request from the Village of Franklin for BCTV to cover three (3) more meetings. This will be discussed following this meeting.

### **Personnel Committee**

Gugni reported there had been an open Personnel meeting about two (2) weeks ago followed by a closed meeting to discuss the evaluation of the BACB Executive Director, Cathy White. The Board members' submission of evaluation forms was 100% and extremely positive. The evaluations were discussed with White.

White thanked everyone for their participation in her annual review.

### **EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated April 22, 2021. There were six (6) complaints since her last report. The first (1<sup>st</sup>) was from a Birmingham resident who said Comcast had charged him large overage fees for data usage. After some research it was found that the Wi Fi network on his computer-owned modem was left unsecured which allowed access by other parties. The resident replaced the modem and signed up for Comcast unlimited data. This complaint is closed. The second (2<sup>nd</sup>) complaint was from a representative for a Birmingham condominium complex who requested that an overhead cable which was attached to one of the buildings and not permitted in that area be relocated and placed underground. The complex's architect/designer will find the specific location to use for the drop. The field supervisor will be contacted directly when they want it completed. This complaint is closed. The third (3<sup>rd</sup>) complaint came from a Bingham Farms resident who inquired why Comcast had eliminated its Xfinity app which she used on a regular basis. The escalation team contacted her and explained that the app had expired; however, except for Voice2Go, all other features were available at connect.xfinity.com. This complaint is closed. The fourth (4<sup>th</sup>) complaint was submitted by the Board Chair on behalf of the City of Birmingham. A new homeowner who had contacted the city requested that Comcast bury or relocate wires which were on the ground and across the sidewalk. The wires were buried on April 8, 2021. This complaint is closed. The fifth (5<sup>th</sup>) complaint came from a Birmingham resident who had multiple outages and interruptions to her WOW phone, internet and cable TV service. She has made several requests for assistance but to no avail. Being a senior citizen, she felt this was a potential health and safety issue. When there was no resolution

to these problems an escalation representative became involved and scheduled a visit from a senior tech to resolve the issues. This complaint is closed. The sixth (6<sup>th</sup>) complaint came from a Beverly Hills resident who, even though she was not a Comcast customer, had granted Comcast technicians access to her backyard to install service to a new customer. After the work was completed, a wire was left lying on the ground. Because her backyard frequently floods, she requested the new wire be put on a pole rather than buried. This complaint is pending.

### **FINANCIAL**

Financial information for MBS, BBCU and Beverly Hills accounts as of March 31, 2021 was emailed to the Board Members, as well as BACB financial reports for March 2021.

White wrote five (5) checks since the last meeting; the largest ones were to the City of Birmingham for the PEG Grant for the DPS Conference room video upgrade and two (2) to Charter Township of Bloomfield for the quarterly contract payment and for Comcast Internet Jan.-March 2021.

Referencing last month's meeting which he was unable to attend, Abraham commented about the importance of having a modem protected with a secure password. He further explained the connectivity of the cable box and modem. McLain added that understanding one's plan, the different programs the providers offer and the upgrading of equipment as technology changes, such as a modem, were also most important.

### **PROVIDER RELATED TOPICS**

#### **a. Comcast**

White heard from Mazurek who wanted to be make sure BACB was aware of the FCC Emergency Broadband Benefit Program which will provide assistance to eligible households for broadband costs up to \$50/month and a one-time payment of \$100 for a purchase of a laptop or desktop computer or tablet. Mazurek thought this program would start this week so she has notified all four (4) communities. White detailed the program and will put a link to it on the BACB website.

#### **b. AT&T/Uverse/Direct TV**

There was no representative present and no new information received.

#### **c. WOW**

There was no representative present and no new information received.

### **BAPA/BAMA REPORT**

Rota referred to his memo to BACB dated April 28, 2021. He listed the completed **BAMA** regularly scheduled municipal meetings: the BACB Meeting, Parks and Rec Board Meeting, Advisory Parking Committee Meeting, Zoning Board Meeting, the Multi-Modal Board Meeting, Bingham Farms Council Meeting, the Baldwin Public Library Board Meeting, Special Village

of Beverly Hills Meeting, Special Village of Bingham Farms Council Meeting and Birmingham Joint Planning and Commission Meeting.

For the **BAPA** Programs, 25 programs by producers and organizations (which he identified) were taped via Zoom. He listed the high school sporting events which were covered via Zoom and those coming up in May.

He has been notified that the parades in Birmingham and Beverly Hills and the Concerts in the Park have been cancelled. Instead, reruns will be scheduled, including the Beverly Hills Memorial Day Marathons.

### **PRODUCER WORKSHOP**

As usual, for those interested in producing a program or want to volunteer behind the scenes, please call the office at 248-433-7790 to set up a future time and date.

### **STUDIO UPDATE**

For new Board members, give the office a call to schedule a future date and time for a studio tour. The Board will be notified when the studio will re-open.

He and Greg Black will be at the PEG meeting following this one to discuss the upcoming Franklin meetings.

### **OLD BUSINESS**

There was none.

### **NEW BUSINESS.**

McLain shared the schedule of Michigan NATOA scheduled meetings: every Monday at 2PM via Zoom and listed some of the issues which will be discussed. In September the National organization of NATOA will be having a virtual meeting. When the agenda is distributed White will share it. McLain stated these sessions are very well done and quite interesting to find out what happens in other communities and states.

### **PUBLIC COMMENTS**

There were none.

### **BOARD COMMENTS**

There were none.

There being no further business, the meeting was adjourned at 8:38 AM.