

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, November 18, 2020 at 7:45 am

****This meeting will be held remotely via ZOOM****

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of October 21, 2020-M
3. Public Comments
4. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
5. Executive Director's Report
6. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
7. BAPA/BAMA Report
8. Old Business
9. New Business
10. Public Comments
11. Board Comments
12. Adjourn

BIRMINGHAM AREA CABLE BOARD – OCTOBER 21, 2020

Present: Abraham, Eick, Fenberg, McLain, Shand – Birmingham
Burry, Delaney, Gugni, Henry – Beverly Hills
Mydloski – Franklin

Absent: None

Also Present: White - BACB Executive Director
Currier – Attorney for Cable Board
Rota – Bloomfield Community Television
Brunk – IT Manager, City of Birmingham

McLain, called the meeting to order at 7:45 AM via Remote Zoom.us with closed captioning. She expressed her gratitude to everyone who assisted while she was off.

APPROVE MINUTES OF CABLE BOARD MEETING HELD September 6, 2020.

Motion by Eick, seconded by Gugni to approve the minutes of the Cable Board meeting on September 6, 2020, as presented.

Roll Call Vote

Eick	Aye
Fenberg	Aye
Shand	Aye
Abraham	Aye
Delaney	Aye
Burry	Aye
Gugni	Aye
Henry	Aye
Mydloski	Aye
McLain	Aye

Motion Passed. (10-0).

Currier advised the Board that in compliance with the new Senate Bill 1108 that had passed everyone attending a remote meeting must identify the location where they are broadcasting, whether it be city, state, or county. This information should be part of the minutes.

McLain	Oakland Co., Birmingham, MI
White	Wayne Co., Livonia, MI
Henry	Oakland Co., Beverly Hills, MI
Gugni	Oakland Co., Beverly Hills, MI
Abraham	Oakland Co., Birmingham, MI
Fenberg	Naples, FL
Brunk	City Hall, Birmingham, MI
Mydloski	Oakland Co., Franklin, MI
Shand	Oakland Co., Birmingham, MI
Delaney	Oakland Co., Beverly Hills, MI
Currier	Oakland Co.
Eick	Oakland Co., Birmingham, MI

Rota	Oakland Co., Bloomfield Twp., MI
Rutkowski	Oakland Co., Beverly Hills, MI
Burly	Oakland Co., Beverly Hills, MI

PUBLIC COMMENTS

There were no public comments at this time.

MUNICIPAL SUPPORTS SERVICES GRANT REQUEST – VILLAGE OF BEVERLY HILLS

Kristin Rutkowski, Village Clerk/Assistant Village Manager, Village of Beverly Hills, stated this was an annual grant request for the daily internet services for the Village of Beverly Hills in the amount of \$2,147.76 (\$178.98/month) for Fiscal Year 2020-2021 (July 1, 2020 to June 30, 2021). This service has been essential and crucial during the COVID-19 Pandemic. The Village contracts with WOW! Business for internet services for high speed internet, 5 additional static Ips and a modem.

Motion by Delaney, seconded by Fenberg to approve a Municipal Support Services Grant for internet services for the Village of Beverly Hills in the amount not to exceed \$2,147.76 for the FY 2020-2021 (July 1, 2020 – June 30, 2021).

Roll Call Vote

Fenberg	Aye
Shand	Aye
Abraham	Aye
Delaney	Aye
Burly	Aye
Gugni	Aye
Henry	Aye
Mydloski	Aye
McLain	Aye
Eick	Aye

Motion Passed. (10-0).

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF BEVERLY HILLS DEPT OF PUBLIC SAFETY

Jim Delaney, representative for Public Safety Director, Richard Torongeau, presented this request on behalf of the Beverly Hills Public Safety Department for internet access to four (4) computer services; local area network, building video, in-car video and audio recording. Each of these servers are monitored and maintained by off-site vendors at the cost of \$101.85 per month/\$1,222.22 per year. This request is for FY 2020-2021 (July 1, 2020 through June 30, 2021).

Motion by Delaney, seconded by Gugni to approve a Municipal Support Services Grant for internet services for the Village of Beverly Hills Department of Public Safety in the amount not to exceed \$1,222.22 for the FY 2020-2021 (July 1, 2020-June 30, 2021).

Roll Call Vote

Shand	Aye
Abraham	Aye
Delaney	Aye
Burry	Aye
Gugni	Aye
Henry	Aye
Mydloski	Aye
McLain	Aye
Eick	Aye
Fenberg	Aye

Motion Passed. (10-0).

TREASURER’S REPORT

Fenberg gave the Treasurer’s Report, reporting the balance in the Multi-Bank Securities, Inc account as of September 30, 2020 and the interest income. The next maturity will be next week for a CD at 2.95 %. The renewal and purchase of a new CD will not be near that rate. He would be working with those at Multi-Bank to get the best rate possible. He shared financial information about future renewals.

Answering Henry’s inquiry about putting the money in a savings account, Fenberg acknowledged that savings accounts were paying less than CDs; however, that money was liquid which is beneficial for BACB.

COMMITTEE REPORTS

Cable Action Committee

Abraham reported there had not been a meeting in October as there was nothing to discuss. The next meeting is scheduled for Thursday, November 5 at 4:30 PM. McLain mentioned that by then White might have some feedback and/or questions on the audit which could be virtually discussed.

PEG Committee

Mydloski reported there had not been a meeting last month and there would not be a PEG meeting following this one.

EXECUTIVE DIRECTOR’S REPORT

White referred to her monthly report dated October 15, 2020. There were four (4) complaints last month. The first came from a Beverly Hills resident who had lost his Comcast service for internet, cable and telephone due to street construction. This was the second time this has happened to him and his neighbors on the street. This service issue has been resolved and the complaint closed. The second complaint was from a Franklin resident who had moved to Milford. She was not able to retain her long-time phone number (of 37 years) at the new address as it was in a different Trace Center area (A Trace Center tracks 911 calls). Because it was necessary to get a new number the resident needed a credit from her old account transferred to her new account. The escalation team agreed to credit the old account. This complaint was closed. The third (3rd) complaint came from a Beverly Hills resident who had a low hanging Comcast cable in his backyard that he needed to be repaired or raised. This complaint is pending. The fourth (4th) complaint was submitted by a Bingham Farms resident and dealt with a low hanging Comcast cable attached to his house running across an adjacent roadway. A truck had hit it and as the result the road has been closed. This was the third (3rd) time this has happened. This complaint is pending.

FINANCIAL

Financial information for MBS, BBCU and Beverly Hills accounts as of September 30, 2020 were emailed to all Board members. Let her know if you have any questions.

Since the last Board meeting White has written five (5) checks on behalf of the BACB. The largest one was the quarterly contract payment to the Charter Township of Bloomfield for BCTV.

ADDITIONAL NOTES

Even though there was a suspension of sporting events due to the pandemic, Comcast was still being charged regional sports network fees which it then had passed on to its customers. Comcast is attempting to recover those fees for the period when no sports were being broadcast and has notified its customers they would be getting some courtesy adjustments on their bills. Comcast is committed to pass on 100% of what it recovers in this regard to its customers.

Analysts have reported that even though TV watching has increased, the paid TV subscriptions are going down. According to certain estimates, 2020 is poised to lose the most subscribers ever due to cord cutting because of the cost, streaming alternatives and the loss of live sports earlier in the year.

In her report White included the 2021 BACB scheduled meetings, all of which would be on the 3rd Wednesday of the month (except for the April meeting which will be the 4th Wednesday of the month) and the 2021 Cable Action Committee meetings (if needed) which would be on the 1st Thursday of each month. As of now all 2021 meetings would be virtual until further notice.

McLain commented on the frustration for those residents who were moving and finding out that the phone number they have had for 40 years was not in the same 911 call area and, therefore,

could not be transferred to the new house. She reminded the public to research such nuances when moving.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present and no new information received.

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.

Responding to McLain’s inquiry, White stated that the turn around and response time during this COVID-19 period has been the same as it had been before the outbreak. Because more people were working from home or staying at home, McLain reminded residents that if they were not receiving the same internet and especially phone service as before COVID to contact BACB so the problem could be escalated more quickly. Residents don’t want to be without these services in case this is a health and/or safety emergency issue.

BAPA/BAMA REPORT

Rota referred to his October 15, 2020 report.

For the **BAMA** Programs he listed all the regularly scheduled municipal meetings that were covered: the BACB meeting, the Parks and Rec Board meeting, the Baldwin Public Library meeting, the Bingham Farms Council meeting, the short Zoning Board meeting, the Birmingham City Commission meeting and a special joint meeting with the Planning Commission meeting.

He thanked Eric Brunk for setting up and recording all the meetings via Zoom.

For the **BAPA** Programs, the producers and organizations used Zoom to complete 18 programs, all of which he listed. Four (4) sporting events which had been approved several months ago (football, swim and dive, soccer and volleyball) were covered. In addition, the “25th Annual Birmingham Bloomfield Cultural Arts Awards” were filmed. The video of the celebration was edited and put on the Cultural Center’s website, as well as on the BACB website.

It was decided to keep the studio closed for at least another month. He will keep everyone apprised of future decisions. Luckily, Zoom can be used for many shows and he thanked everyone for their patience. As usual, volunteers who wish to produce their own shows or volunteer to help on shows are always welcomed. Please call (248) 433-7790 if interested in doing a volunteer workshop or to produce a show.

White commented that periodically an organization and/or community requests that a public service announcement/notification be put on one of the BACB channels. She refers these to Rota who is very accommodating.

McLain requested Rota comment on the AT&T PEG Channel 99. He had been contacted from someone at AT&T that they had not been receiving the signal from BCTV. Resolution of this problem was still in process; however, he hoped the channel would be back on AT&T today or tomorrow. In the meantime, Rota explained there were different ways to watch a program, such as online at the BirminghamAreaCableBoard.com website and click on icon, on BAPA Live or on BAMA Live.

OLD BUSINESS

McLain reviewed the minutes for the August meeting and found on page 2 a comment about Municipal Services Grant which she wanted clarified. This would be reviewed and corrected for accuracy.

NEW BUSINESS.

Currier stated that last Friday the Governor signed Senate Bill 1108 permitting remote meetings through the end of the year. At the end of the year some sort of State of Emergency or public disaster would have to be declared to continue the remote meetings. As to who would declare this, he was not certain. A Roll Call vote would still be required as would the location (city, county, township and state) of those participating in the vote.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

Mydloski had a question for McLain. For her clarification, she was unsure if a notification of PEG committee meetings which are usually immediately following the regular Cable Board meeting should be part of her monthly report as were the CAC meetings. Currier agreed that more disclosure was better than less.

Abraham reminded those residents who were voting absentee that they could make sure their ballot had been counted; go to MI.gov/vote, click on “Am I Registered?” and fill out your information. It will tell you if your ballot had been received and the date it was received.

There being no further business, the meeting was adjourned at 8:24 AM.

MEMORANDUM

DATE: November 12,2020

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No.2020-32, which was pending on the date of my last report, has been resolved. This complaint was filed by a Bingham Farms resident who had a low-hanging Comcast cable attached to his house which ran across Bingham Lane. The cable was hit by a truck forcing the closure of the road. The resident indicated that it was the third time this has happened and he was adamant that Comcast needed to string the cable higher so that this will not happen again. Comcast sent out a construction team to investigate and then raised the feeder line. A follow-up letter was sent to the resident and the escalation team member provided her direct contact information should he need additional assistance. This complaint is now closed.

We have received three (3) complaints since the date of my last report. Complaint No. 2020-33 was received from a Franklin resident seeking assistance in getting the cable to work properly on the TVs in her house. After a member of the Comcast escalation team reached out to her, the problem was resolved and the resident called to express her appreciation for the help from the BACB. This complaint is now closed.

Complaint No. 2020-34 was received from a Beverly Hills resident who indicated that a crew had installed new cable on the pole adjacent to his property. Trees were trimmed in the process and a large pile of branches was left in the ditch on his property. He wanted the mess that had been left behind cleaned up but he was not sure which provider was responsible. This complaint has been resolved by Detroit Edison and Comcast, WOW and AT&T were not at fault in this matter. This complaint is now closed.

Complaint No 2020-35 was received from a Franklin resident who was told he needed to get a new box in order to receive a free pay channel that Comcast was offering during the early

months of the pandemic. He could not allow a technician into his home due to Covid-19 concerns and his lung issues. He was able to communicate with a Comcast technician who stayed outside the home to instruct him regarding installing the box himself. As he was following the technician's direction to tighten the fitting on the back of his TV, however, the fitting broke. Since late April or early May he has been trying to get Comcast to compensate him for the damage caused to the TV. He indicated that Comcast has turned this matter over to their insurance carrier (Liberty Mutual). He is seeking assistance in getting a response from either Comcast or Liberty Mutual regarding his request that they provide him with a new TV. This complaint has been resolved. An escalation team representative spoke with him and provided him with the correct Liberty Mutual claim number. The reason he may not have been getting any follow-up from Liberty Mutual was because he had the wrong claim number. He stated that he would contact Liberty Mutual and the contact information for the escalation team representative was given to him should any further assistance from Comcast be necessary. This complaint is now closed.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of October 31, 2020 will be e-mailed to all Board members, as well as BACB financial reports for the month of October, 2020.

CHECK DISBURSEMENT

Three (3) checks have been written since the date of our last meeting as follows:

1. Village of Beverly Hills (Municipal Support Services Grant): \$1,222.20
2. Village of Beverly Hills (Municipal Support Services Grant for the Dept of Public Safety): \$2,147.76
3. Clearview Captioning (closed captioning for meeting): \$120.00

ADDITIONAL NOTES:

1. We received very nice thank you notes from the Beverly Hills Director of Public Safety and the Executive Director of NEXT for the grants they recently received from the BACB.
2. As soon as the audit documents are ready, they will be e-mailed to all Board Members. Current plans are for the auditors to present their findings to the Board at our December 16, 2020 meeting.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report October 22nd, 2020 through November 18th, 2020

Date: November 12th, 2020

Cc: Greg Black; Cathy White; Elaine McLain, Heather Mydloski

BAMA Programs

During this time period we've completed all regularly scheduled municipal meetings, the BACB meeting, Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting, the Multi-Modal Board meeting, Bingham Farms Council Meeting, the Baldwin Public Library Board Meeting and a Special Library Board meeting.

BAPA Programs

From BACB area individual producers and organizations, we've taped 25 program. From individuals:

- ❖ Three *Boomer Health* at Home hosted by Greg Jamian.
- ❖ Two *About You* hosted by Ellen Rogers.
- ❖ Three *Health Talk* hosted by Dr. Niru Prasad.
- ❖ Four *Gracefully Greying* hosted by Henry Gorenbein.
- ❖ Three *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ BACB Sports *District Football Game*.
- ❖ Two *We Can Work it Out* hosted by Earlene Baggett-Hayes.
- ❖ Four *Michigan Planning Today* hosted by Robert Gibbs.
- ❖ *Three Eye on Oakland* hosted by Chuck Moss.

From BACB area organizations:

Daughters of the American Revolution '2020 Veterans Day Wreath Laying Ceremony'

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

STUDIO UPDATE

We will continue using zoom for all studio productions and as soon as I have information on our studio reopening, I will let everyone know. Thank you for your patience.