

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, October 18, 2017 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of September 20, 2017-M
3. Public Comments
4. Municipal Support Services Grant Request - Village of Beverly Hills- M
5. PEG Grant Request- Village of Beverly Hills-M
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 20, 2017

Present: Abraham (alternate), Eick, Fenberg, Heldt, McLain – Birmingham
 Bayer, Borgon, Gugni, Maly, Delaney (alternate) – Village of Beverly Hills
 Ettenson – Village of Bingham Farms
 Stakhiv - Franklin

Absent: Bozell, McAlear, Weller – Birmingham

Also Present: White – Executive Director
 Currier – Attorney for Cable Board
 Kowalski – Bloomfield Community Television
 Creech – Administrator, Village of Franklin
 Phillips – Intern, Village of Franklin

McLain called the meeting to order at 7:48 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD August 16, 2017

Motion by Heldt, seconded by Ettenson to approve the minutes of the Regular Cable Board Meeting on August 16, 2017, as presented.

Motion Passed.

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST - THE VILLAGE OF FRANKLIN

Jim Creech, Franklin Village Administrator, presented the first of two (2) requests. He referred to his letter dated September 14, 2017 that included support documentation for a grant of \$3,800 to fund the monthly Comcast services at the Village Hall (Broughton House) and the Kreger House. The Kreger House is a Community Center and provides meeting space for many community organizations. It is also open to the public for use. Comcast services at the Village Hall would be \$135/mo. (\$1,600/yr.) and services at the Kreger House would be \$185/mo. (\$2,200/yr.).

McLain confirmed with White that this was part of the Municipal Support Services line item in the budget.

Motion by Heldt, seconded by Maly to approve a Municipal Support Services grant in an amount not to exceed \$3,800 to the Village of Franklin for Comcast internet services for the Village Hall (Broughton House) and internet, cable and phone services for the Kreger House (Community Center) for 2017-2018.

Borgon clarified that the Kreger House services include internet, cable and phone whereas the Village Hall includes the internet only.

Roll Call Vote:
Motion Passed (10-0).

Heldt proposed to amend the agenda to include the Village of Beverly Hills' request for a Municipal Support Services Grant. McLain stated that at the same time the second request from Franklin could be postponed.

Motion by Maly, seconded by Stakhiv to amend the agenda to include the request by Beverly Hills Public Safety Director, Richard Torongeau, for a **MUNICIPAL SUPPORT SERVICES GRANT** and to defer Franklin's **PEG GRANT REQUEST** until later on the agenda.

Motion Passed.

MUNICIPAL SUPPORT SERVICES GRANT REQUEST - VILLAGE OF BEVERLY HILLS

Referring to the September 13, 2017 memo to the Cable Board from Richard Torongeau, Beverly Hills Public Safety Director, McLain presented the Village's request for a grant for municipal support services. It is an internet access grant request for FY 2017/2018 for four (4) computer services; local area network, building video, in-car video and audio recordings. Comcast is providing the department with internet service at the cost of \$82.90/mo. (\$994.80/year) for the Beverly Hills Department of Public Safety from July 1, 2017 through June 30, 2018. The Director attached copies of the statements for July and August, 2017.

Motion by Ettenson, seconded by Fenberg to approve a Municipal Support Services Grant for internet services for the Village of Beverly Hills Public Safety Department in the amount not to exceed \$82.90/month for Fiscal Year 2017/2018 (July 1, 2017 through June 30, 2018) or \$994.80/year.

Roll Call Vote:
Motion Passed (10-0).

COMMITTEE REPORTS

Cable Action Committee

Eick, Chairman, was unable to attend the last meeting. White commented that the committee was relying on Bayer's expertise and background with IT matters with regards to a new BACB website and redesign. White received a call from Muniweb, who is the Cable Board's web manager, informing her that the platform the Cable Board uses would no longer be supported after November 30, 2017, as the software is outdated and very few of their clients use that software. Muniweb has offered to come to a Cable Action Committee meeting to ascertain what the Board might be looking for in a website redesign and then provide a proposal. McLain pointed out some of the difficulties with the present website.

The next meeting will be Thursday, October 5 at 5:30 PM in the Baldwin Public Library in

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 20, 2017

Birmingham on the second (2nd) floor. She also mentioned that a social get-together was being planned for either that same Thursday evening or Thursday, September 14.

PEG Committee

In McAlear's absence, McLain noted there would be a brief meeting after this Cable Board meeting to discuss some items and two (2) specific proposals from BCTV.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated September 14, 2017. One complaint which was pending from last month has been resolved and closed. It was from a Beverly Hills resident who was dealing with the removal of low hanging wires on his father's property. It was determined that they belonged to AT&T. The resident will contact AT&T about a resolution.

This month there were two (2) complaints since the last meeting. The first was submitted by a Beverly Hills resident concerning low hanging wires on her property. It was established that the wires belonged to WOW which was contacted and a new mainline was installed. This complaint is closed. The second complaint was from a Birmingham resident about ongoing problems with her Comcast internet service. This complaint is pending.

The account balances for the MBS, BBCU and Beverly Hills accounts were provided to the Board, in addition to the monthly Revenue and Expense Budget Reports, as of August 31, 2017.

Since the last meeting White has written two (2) checks on behalf of the BACB, including one to the Birmingham Bloomfield Chamber for the ad which should be published soon after September 28, 2017 and one to the Birmingham Public Schools for the PEG Grant which was approved at the last meeting.

Additional Notes

There was an August 20, 2017 article in the Detroit Free Press about some state and local governments that are looking at imposing a tax on streaming service plans as a way to offset declining sales taxes and other revenue shortfalls. Some states and cities have passed what is called a "NetFlix" tax.

Referencing the Board's discussions about drones, she found an article addressing this issue. According to a survey of risk managers, about 61% are cautious about the use of unmanned aerial vehicles, or drones, primarily due to concerns about invasion of privacy.

Due to the hurricane situation in Florida, Charter Communications and Xfinity have assisted by opening up numerous Wi-Fi hotspots across the state for free use during the emergency.

Kyle Masurek, Comcast Representative, shared that Comcast was expanding its Internet Essentials program in Detroit to include low-income residents 62 and older. White explained the details of the program. So far, there are about 13,000 low-income families in Detroit and 49,000 statewide which use this program. Another item he shared was that Comcast and Google announced the nationwide launch of YouTube on Xfinity X1. YouTube content would be

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 20, 2017

accessible via the X1voice remote and YouTube videos would be featured throughout Xfinity on Demand.

Also on Comcast, there has been a change to a channel lineup. Effective on or about October 10, 2017, WeatherScan will no longer be available as part of the Xfinity Digital Preferred Service.

Responding to Ettenson's inquiry concerning the Birmingham resident's longstanding problems with her Comcast internet service, White stated that the complaint had been escalated. Comcast promptly responded to White that it had been re-assigned to another Comcast representative to work with the subscriber. Following up on the subject, there was a discussion about efficient customer service.

McLain addressed the confusion of identifying the ownership of low hanging wires. She requested that White contact all three (3) providers and request an exact description of which wires are theirs and exactly where they are located on the pole. Because of all the construction in the area and/or residents moving and disconnecting and reconnecting the services, this information would be helpful. McLain reminded residents that if they want wires buried to please handle it now while the weather is warm. White brought attention to the pictures that were included in the complaint from a Beverly Hills resident about the typical sagging wires. McLain mentioned that photos attached to a complaint are very helpful.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present.

b. AT&T/Uverse/Direct TV

There was no representative present. However, McLain had spoken with Robert Jones, AT&T Representative, at the NATOA Conference where the big announcement was FirstNet which is the priority access for first responders. It is a new program and AT&T has been selected to build and manage the first broadband network dedicated to America's first responders. Michigan was the very first state to "opt in". She will discuss this in more detail during **OLD BUSINESS**.

c. WOW

There was no representative present. WOW was not represented at the NATOA Conference.

BAPA/BAMA REPORT

Greg Kowalski referred to Greg Black's memo to BACB dated September 14, 2017. He listed the completed **BAMA** Programs which were the seven (7) regularly scheduled municipal meetings, Board of Zoning Appeals Meeting, the BACB Meeting, Parks and Rec Board Meeting, Multi Modal Board Meeting, Special Birmingham Commission and Planning Board Workshop and two (2) Baldwin Public Library Board and Trust Meetings.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-four (24) programs were taped. He listed all the programs. Tonight is the last Concert in the Park for the summer.

Regarding the **VOLUNTEER PRODUCER and CAMERA WORKSHOPS**, those residents who are interested in doing a workshop, producing their own show and/or volunteering on a program can contact BCTV at 248-433-7790 to schedule a one-on-one appointment date and time.

On Monday McLain was the guest of Chuck Moss and David Potts on “*Eye on Oakland*” talking about Cable and what’s happening in telecommunications. She thanked BCTV and its Staff for a wonderful experience. She also mentioned that Black and Rota have followed up and have compiled a very detailed review of all the equipment that is necessary to upgrade the Birmingham studio and production and also work on the truck. She acknowledged that this was a huge project and thanked all those involved.

PEG GRANT REQUEST- THE VILLAGE OF FRANKLIN

Jim Creech, Franklin Village Administrator, had sent a letter (dated September 14, 2017) to White which was included in the Cable Board’s packet, providing a brief background history of Franklin’s website and how the grant would be used. Also in the packet was an August 22, 2017 letter to Creech from Marion Phillips, Franklin’s summer Intern, with a full explanation of the process she used to evaluate all the proposals as it related to the redesign of the new website and, finally, her recommendation.

Marion Phillips, a junior at the Univ. of Michigan who is studying History and Political Science, addressed the Board. She gave a brief explanation of why Franklin needed a new website and why Revize, from Troy, Michigan was the appropriate choice for the Village and its needs. She personally evaluated the current website, wrote the RFP, solicited responses and presented her findings and final recommendation to the Village Council for its approval. Easy maintenance and easy to use were important factors as were some new features, enhancements and other improvements which increase the functionality of the website. For these reasons, Franklin is requesting a grant in the amount not to exceed \$9,800 for the redesign of its website, which includes the \$150/month maintenance cost for the first year.

Ettenson clarified that the \$150 maintenance cost per month (\$1,800/yr.) was included in the \$9,800 cost. Phillips added that the contract states that it would remain the same for at least three (3) years. Responding to Eick’s inquiry, Phillips stated that a one day, in-person training session, costing \$600, was included in the grant request.

Motion by Borgon, seconded by Fenberg to approve the PEG grant request from the Village of Franklin in the amount not to exceed \$9,800.00 for a complete redesign of its website, including \$1,800.00 for tech support, software updates and website hosting for one (1) year.

Regarding the recent security breaches, Phillips addressed Fenberg’s concern and noted that security was a priority and very important. The subject was listed in the “Request for Proposal” and Revize, specializing in municipal websites, understands the importance of keeping government and resident information secure.

(Borgon left at 8:22 AM)

Abraham inquired about the website having a special app for mobile devices. Phillips stated that there would not be an app but there would be an optimized mobile version of it that would also be simultaneously updated with the software designs for the desktop version of the website.

Bayer cautioned that software updates would be included in the monthly maintenance charge but not design or extensive changes to the website. If any of those are considered, they would need to be put in the Village's budget.

Stakhiv, Representative for Franklin, thanked and praised Marion Phillips for her outstanding job on this matter.

Roll Call Vote:

Motion Passed: (9-0) (Borgon was absent for the vote)

OLD BUSINESS

McLain gave her report of the NATOA Conference stressing that the atmosphere was invigorating, refreshing and outstanding. She witnessed a partnership between providers, governmental officials, municipal representatives, local government, FCC and a FTC representative; some innovators she had never seen before. The group of sponsors was slightly different which she thought was an interesting reflection of what was happening in cable. In the past Comcast has been very prominent but this year there was only a couple of representatives from Virginia present along with their Cable Board. AT&T was a smaller sponsor and WOW was not there. The mobile companies were well represented (T Mobile, Verizon and Mobility) and generally, there was a group of technical people present. It was one of the largest groups the conference has had and it was a very interactive presentation. Some of the speakers were ones very prominent in the industry.

She shared and detailed some of the subjects on the agenda, emphasizing that one of the themes of NATOA is "They will not leave anyone behind" which mirrors what is said on the local level, including the BACB. For her, the biggest highlight was what is happening in legislation, which is almost nothing. Telecommunication is at the bottom of everyone's list in Washington, with the exception of FirstNet which is designated just for Police, Fire and First Responders. The subject of "leaving consumers behind" was also addressed.

McLain reminded subscribers that when communicating with a cable company about a bill there is pertinent information that they need to write down and retain: Identification Number and name of the Customer Representative, "real time" notes taken, an understanding of what the resident is asking for and what the representative is hearing, and finally the resident needs something in writing or in an email to confirm what has been agreed to. The negotiating of permits for Rights of Way is an issue and was discussed. She stressed to residents that the Cable Board is working very hard on their behalf and, in fact, will be doing more out-reach. She, personally, will be doing more public speaking in the community about the importance of the Board.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – September 20, 2017

McLain wanted to personally thank Bob Borgon for sending her to this conference nine (9) years ago where she met Rob Edelstein, who at the time was one of the FCC's chairs. At this year's conference she re-connected with him and he remembered their conversation from that first meeting. She hoped that he and his former friends at the FCC were remembering that the consumer is "King" and they make sure that all the groups (single parent families, elderly, people with medical issues, etc.) who are often forgotten are connected for health and safety. Last week Edelstein did a presentation as the new representative of the wireless companies, explaining that their profits were not increasing and, in fact, believed they were at a plateau and the only reason mobile providers were partnering to expand small cell and DAS was to have everyone covered.

Ettenson, who had gone to this conference five (5) years ago with McLain, inquired about what she had found that was different. For her, "Broadband" was an important topic. Everything is moving toward "Internet Streaming" and back and forth connectivity. Because of this she feels that what happens at the local level is even more important than ever, as the Cable Board gives back to the community and supports FirstNet and those types of communication.

Partnerships are very important. McLain mentioned that about a month ago she received a call from a brand new Communications Representative from Pontiac who was struggling due to very small PEG fees and a small budget. Due to the elections being in the near future he needed to get his entire program up and going. BACB has connected him with some of our partners through Michigan NATOA.

NEW BUSINESS

None

PUBLIC COMMENTS

None

McLain mentioned that she received a question from the public about why BACB didn't have a Facebook page and why the meetings weren't live on Facebook. She is open to this if any Board Member is interested.

BOARD COMMENTS

Delaney mentioned that Beverly Hills has also agreed to work with Revize to update its website. All the points Phillips identified in her report are the same with Beverly Hills. He thanked McLain for attending and reporting on the NATOA Conference. He felt it very important that this practice be continued.

There being no further business, the meeting was adjourned at 8:35 AM.

MEMORANDUM

To: Birmingham Area Cable Board

From: Ellen E. Marshall, Assistant Manager/Clerk

Re: Grant Requests – Fiscal Year Accounting

Date: September 22, 2017

The following table summarizes grant requests and their status for FY 2016/17 on behalf of the Village of Beverly Hills. The Village is grateful for the opportunity to seek funding for various communication purposes.

Grant Requests	Item	Requested Amount	Action	Actual Cost	Overpayment due BACB
July 1, 2016/2017	Internet Connection thru WOW! for Village Office	\$1,125.00	Granted	\$1,125.00	
July 1, 2016/2017	Web streaming	\$2,465.00	Granted	\$2,465.00	
July 1, 2016/2017	Public Safety Dept. Internet Access	\$994.80	Granted	\$994.80	

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Ellen Marshall, Asst. Manager/Clerk Village of Beverly Hills

Date: September 22, 2017

Re: Grant Request for Internet Services at the Beverly Hills Village Office

The Village of Beverly Hills utilizes the internet and the Village website to post community activities and updates as well as minutes, the Charter, the Municipal Code, etc. We also stream Village Council and Cable Board meetings both live and on-demand through our website and we send weekly GovDelivery messages over the internet that push information out to those who sign up for the free service.

The Village of Beverly Hills currently contracts with WOW! for internet services at the Village Offices at a cost of \$93.75 per month. WOW! has satisfactorily provided these services since May 2011.

The Village of Beverly Hills respectfully requests a grant in the amount of \$93.75 per month for Fiscal Year 2017/18 (July 1, 2017 through June 30, 2018) totaling \$1,125.00 to cover internet services for the Village Offices.

Thank you for your consideration.

MEMO

To: Elaine McLain, Chairperson
Birmingham Area Cable Board Members

From: Ellen Marshall, Asst. Manager/Clerk Village of Beverly Hills

Date: September 22, 2017

Re: Grant Request to Rebuild Beverly Hills' Municipal Website

The Village of Beverly Hills is requesting a grant from the Cable Board for the purpose of redesigning and rebuilding its website to make it mobile friendly, easier to navigate and easier to access important community information. Our website is a primary tool for communicating with residents. We post upcoming community activities and timely information that benefit citizens in multiple ways. Village Council and Cable Board meetings are streamed both live and on-demand through our website. Anyone can access Board and Committee meeting minutes, the Village Charter and Municipal Code, and find links to other services and organizations they need.

One of our primary goals is to allow access to all aspects of our website from any type of device. Approximately 54% of our site visitors use a mobile device and our current site cannot be updated to make it more user friendly for navigating on a mobile device. We obtained proposals from three companies to design and build a new website, AmeriScan, CivicLive, and Revize.

AmeriScan

Design and build new website \$10,150

Annual Subscription Services and Website Hosting for 2 user licenses \$2,900

CivicLive

Design and build new website \$21,500

Annual Software-as-a-Service Fee \$3,700

Revize

Design and build new website \$9,800

Annual tech support (first year free) \$1,850

At their July 18, 2017 meeting, the Village Council awarded the contract to Revize in the amount of \$9,800. Revize is located in Troy, Michigan and has created a number of municipal websites in southeast Michigan. Our new website will allow site visitors to fill out and submit documents, review and pay bills, perform searches to answer frequently asked questions, perform a suite of other tasks that would otherwise require staff assistance and most

Page Two
September 22, 2017
Birmingham Area Cable Board

importantly, will be mobile friendly. Our website was updated in 2013 with an eye toward user-friendliness and modernization, unfortunately that update could not include navigation from a mobile device. To view our website, go to www.villagebeverlyhills.com

The Village of Beverly Hills respectfully requests a grant in the amount of \$9,800.00 to cover the costs associated with redesigning and rebuilding the Village website.

Thank you for your consideration.

MEMORANDUM

DATE: October 11, 2017

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

There have been three (3) complaints filed since the date of my last report. Complaint No. 2017-32 was received from a Birmingham resident who called Comcast to try to lower the rate she was paying for cable and internet service. The representative she spoke with agreed to reduce her rate to under \$100/month. However, she now does not receive many of her former channels such as CNN, History Channel, HGTV or Food Network. She called Comcast to complain but was told there was nothing they could do. She signed up for a one year contract and believed she was the victim of a "bait and switch" tactic. The escalation team representative spoke to her and apologized. She has been placed into a 24-month promotion for Double Play for \$84.99/month and she is satisfied. This complaint is now closed.

Complaint No. 2017-33 was submitted on behalf of a Franklin resident who agreed to an unsolicited offer from Comcast to upgrade/bundle his services. He was assured that he could keep his long-time landline phone number. He was subsequently notified by Comcast that his landline phone number with AT&T had been cancelled and that he was given a new landline phone number. He complained vigorously and was told that the original number would be reassigned to him. Days passed without any change and after calling Comcast, he was told that he would have to contact AT&T to get them to release his original number. After many calls and after he was given conflicting information, his home landline has finally been reactivated. This complaint is now closed.

Complaint No. 2017-34 was received by a Franklin resident who cancelled his Comcast service and switched to another provider. When he inquired about credits owed to him from Comcast, he was told that the computer would figure out what they owed him. He subsequently received a bill for over \$475.00. Comcast has since backdated the applicable billing amounts to the date of cancellation and has agreed to a prorated credit and refund that will be received by this resident in several weeks. This complaint is now closed.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of September 30, 2017 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

Since the date of our last meeting, I have written three (3) checks as follows:

1. Village of Franklin (Municipal Support Services Grant): \$3,800.00
2. Village of Beverly Hills (Municipal Support Services Grant): \$994.80
3. Village of Franklin (PEG Grant for website redesign): \$9,800.00

ADDITIONAL NOTES:

1. According to a recent article in Marketing Daily, consumers are becoming more satisfied with streaming services compared to traditional cable TV. However, those satisfaction levels are not leading to a rash of cord-cutting. In fact, the percentage of consumers who say they plan to cut the cord over the next 12 months has dropped to 8% this year compared to 9% in 2016. Instead, many consumers seem to enjoy utilizing multiple ways to view content.
2. TV Technology reported on October 5, 2017 that the FCC will send 77 million dollars (as an advance from the Universal Service Fund) to Puerto Rico to help restore the island's communications networks.

Memo



To: BACB
From: Greg Black
cc: Greg Kowalski, Steve Rota, Cathy White & Elaine McLain
Date: 10/11/17
Re: Report September 21st, 2017 through October 18th, 2017.

BAMA Programs

During this time period we've completed six regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, Parks and Rec Board Meeting, Baldwin Public Library Board and Trust Meetings and the Advisory

BAPA Programs

From BACB area individual producers and organizations we've taped 28 programs. From individuals:

- ❖ *Inside Birmingham City Hall* October Edition hosted by City Manager, Joe Valentine.
- ❖ *Three Tough Talk's* hosted by Paul Taros.
- ❖ *Three Eye on Oakland* hosted by Chuck Moss and David Potts.
- ❖ *Two Michigan Entrepreneur's* hosted by Tara Kachaturoff.
- ❖ *BuZy Body with Elaine* hosted by Elaine McLain.
- ❖ *County Corner* hosted by Marsha Gershenson.
- ❖ *Five Patriot Lessons* hosted by Judge Michael Warren.

From BACB area organizations:

- ❖ *Two Senior Men's Club Lectures.*
- ❖ *Birmingham Republican Women's Club Lecture.*
- ❖ *Lunch and Learn Lecture.*
- ❖ *BACB Sports Football.*
- ❖ *Boys Water Polo.*
- ❖ *Volleyball.*
- ❖ *Girls Swim and Dive.*
- ❖ *Boys Soccer game 2.*
- ❖ *Birmingham Bloomfield Art Center Annual Cultural Arts Award Ceremony.*
- ❖ *Birmingham Musicale.*
- ❖ *Next Boomer Summit.*

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.

BCTV STUDIO FACELIFT, VOLUNTEER & PRODUCER WORKSHOP

Our control room equipment has been upgraded to full HD. We are very excited about the new transformation. We look forward to taping hundreds of shows with the new HD quality. Again if anyone from the board is interested in receiving a studio tour or if residents want a one on one session on how to produce their own show and to those who want volunteer behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

The new upgraded equipment is the same as Beverly's control room and we hope to add the same look to the Truck and Birmingham City Hall's control room. As mentioned before, we would like to have all production headquarters looking the same. This will allow all staff and volunteers to be comfortable doing a production at any location and training will be much simpler. You learn how to run one system you can do every system.

AWARDS

File attached