

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, August 18, 2021 at 7:45 am

\*\*\*Village of Beverly Hills

Council Chambers\*\*\*

18500 W. 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of July 21, 2021-M
3. Public Comments
4. Approval for BCTV filming of fall sports events-M
5. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
6. Executive Director's Report
7. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
8. BAPA/BAMA Report
9. Old Business
10. New Business
11. Public Comments
12. Board Comments
13. Adjourn

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 21, 2021

McLain called the meeting to order at 7:45 A.M. in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

Present: McLain, Cleary, Eick, Abraham, Fenberg – Birmingham  
Henry, Tootell (arrived at 7:58 A.M.), Gugni, Kamoo – Beverly Hills  
Mydloski - Franklin  
Absent: Blackburn, Shand  
Also Present: White - BACB Executive Director  
Gojcaj – Attorney for Cable Board  
Chas Kipp – MBS Securities  
Rota and Black – Bloomfield Community Television

**APPROVE MINUTES OF CABLE BOARD MEETING HELD June 16, 2021**

Motion by Eick, seconded by Kamoo approve the minutes of the Cable Board meeting on June 16, 2021, as presented.

Roll Call Vote

McLain	Aye
Cleary	Aye
Eick	Aye
Henry	Aye
Gugni	Aye
Fenberg	Aye
Kamoo	Aye
Mydloski	Aye
Abraham	Aye

Motion Passed.

**PUBLIC COMMENTS**

There were no public comments at this time.

**MBS (Multi-Bank Securities, Inc.) PRESENTATION**

Chas Kipp, Senior Vice President, outlined his role and responsibilities with the BACB. MBS is not a retail firm; it does not work with individuals; it does not do any stock or mutual fund business. It is an institutional-only firm and he listed several groups of clients which MBS serves: municipalities, banks and credit unions, money managers, hospitals and insurance companies. Important to note is that MBS only works with fixed income, so it only works with bonds. He further detailed that MBS is paid through a “finders’ fee” from the issuer, i.e., the bank or the group which is looking for the money through a CD. BACB does not pay him. He also included an overview of what has been going on in the financial world as it relates to the BACB. He and Fenberg have discussed what future financial activities the BACB might wish to consider.

McLain emphasized the importance of transparency and responsibility for the BACB funds as they are public monies. Kipp added that the more he knows about the BACB’s future/possible

activities the better prepared he will be to safeguard BACB’s money and earn as much interest, relatively speaking, as he can and as safely as he can.

(Tootell arrived.)

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM  
FIRE DEPT**

Motion by Mydloski, seconded by Fenberg to approve a **Municipal Support Grant** request from the Franklin-Bingham Fire Department in the amount not to exceed \$2,699.04/yr. to cover the Comcast internet connectivity for the Fire Department and Verizon Wireless internet access for EMS incident reporting for FY2021-2022.

White confirmed this was in keeping with normal line items in the budget. McLain advised the board that due to transparency, Mydloski will recuse herself from voting on this item as she is the Franklin Village Clerk and married to a Franklin Police Detective.

On the advice of Peter Cojgay, BACB attorney, the previous motion was rescinded.

Motion by Henry, seconded by Fenberg to approve a **Municipal Support Grant** request from the Franklin-Bingham Fire Department in the amount not to exceed \$2,699.04/yr. to cover the Comcast internet connectivity for the Fire Department and Verizon Wireless internet access for EMS incident reporting For FY2021-2022.

Roll Call Vote

McLain	Aye
Cleary	Aye
Eick	Aye
Henry	Aye
Fenberg	Aye
Gugni	Aye
Kamoo	Aye
Tootell	Aye
Abraham	Aye
Mydloski	Recuse

Motion Passed. (9-0, 1 Recuse)

**COMMITTEE REPORTS**

**Cable Action Committee**

Abraham reported there had not been a meeting in July as there were no pressing matters to consider.

The next CAC meeting will be August 5, 2021 at 4:30 P.M. in the Baldwin Library.

McLain stated there had been a new member meeting yesterday to review the New Member manual. Several ideas were brought up which would warrant further review.

### **PEG Committee**

Mydloski reported there was no meeting after the June 16, 2021 BACB meeting; however, there will be one immediately following this meeting.

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

There were eight (8) complaints since the date of White's last report. A lot of them concerned wires which is typical for this time of year.

The first (1<sup>st</sup>) complaint was a continuation from last month which involved a Birmingham business owner who was having several problems with Comcast, all of which White listed. The latest problems dealt with a backup system for his business which Comcast had installed. The escalation team became involved and this complaint is closed. The second (2<sup>nd</sup>) complaint was from a Beverly Hills resident who was an unhappy WOW customer and wanted to change her service to Comcast. After finally making contact with the appropriate department at Comcast and scheduling an appointment to meet with someone at her house to discuss becoming a new customer, no one showed up. The escalation team representative spoke with the customer about setting up a new account and installation. This complaint is closed. The third (3<sup>rd</sup>) complaint was from a Franklin resident whose email account was hacked and he was unable to access his old mail and address book. This complaint is pending. The fourth (4<sup>th</sup>) and fifth (5<sup>th</sup>) complaints were submitted on the BACB website from a Birmingham resident concerning lines laying on her driveway. On Saturday she called, made an appointment for Monday and when no one showed up she made another call. This time she was told it would take 7-14 days to handle the problem. Since she was unable to get her car out of the garage, BACB contacted the Comcast escalation team who sent out a technician that same day to raise the lines. Because the resident had been a customer since 1989, Comcast credited her account for one month of service. The resident was pleased with BACB and Comcast. Unfortunately, the next morning the line came down again. Comcast sent out another technician to raise the wires. The resident sent a very complimentary thank you note to BACB. This complaint is closed. The sixth (6<sup>th</sup>) complaint was from a Franklin resident who had AT&T and Comcast wires tangled in her backyard. AT&T and Comcast were notified and cleaned up the mess. This complaint is closed. The seventh (7<sup>th</sup>) complaint came from the maintenance manager of Williamsburg Condos in Birmingham concerning a WOW cable that had been hit by a garbage truck. It was hanging in the parking lot making it a traffic hazard. WOW came out and raised it. This complaint is closed. The eighth (8<sup>th</sup>) complaint was from a Birmingham resident who requested Comcast raise some low hanging lines which were on his fence. This complaint is pending.

### **FINANCIAL**

Financial information for MBS, BBCU and Beverly Hills accounts for the month of June 2021 was emailed to the Board Members. Hard copies were distributed at this meeting.

White wrote five (5) checks since the last meeting. The largest one was to the Charter Township of Bloomfield for BCTV's filming of May sports events.

### **ADDITIONAL NOTES**

White noted the new change in the escalation process. The Comcast escalation team which BACB has been working with (Heartland Region) has been consolidated with its Big South Region. It is unclear how or if this might affect the Comcast escalation team's same level of service and response time to our residents. As of now BACB has not had any issues.

In the Board packet, White provided a new Board Roster which included the new members.

Abraham commented that a resident was having problems with Comcast and had written her frustration on the Next Door website. Donovan Shand, BACB member, had seen it and responded that she should contact the Cable Board and provided the link. After this problem was addressed and resolved, the resident was very appreciative of the prompt attention BACB paid to her complaint.

The BACB received a Thank You note from the President of the Franklin Historical Society for the grant to fund the internet service at the museum.

Mydloski specifically thanked White for her help with the email hack experienced by a Franklin resident. McLain acknowledged that email hacks were not the responsibility of the BACB; however, out of courtesy, this problem was sent to the appropriate cable escalation team to help guide him to the appropriate track for possible resolution.

### **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.

### **BAPA/BAMA REPORT**

Rota referred to his memo to BACB dated July 9, 2021. He listed the completed **BAMA** regularly scheduled municipal meetings: the BACB meeting, Baldwin Public Library Board and Trustee meeting, the Village of Bingham Farms meeting, the Village of Beverly Hills Council meeting, the Village of Franklin Council meeting and its Zoning Board of Appeals and Planning meetings, the City of Birmingham's Commission, Planning Board, Parks and Rec Board, Advisory Parking Committee, Zoning Board of Appeals, Multi-Modal Board, Historic Board and Design Review Board meetings. A list of the meetings for all four (4) communities could be found on [www.BirminghamAreaCableBoard.org](http://www.BirminghamAreaCableBoard.org) and on the Video On Demand which can be

found on the BACB website.

For the **BAPA** Programs, the majority of the 15 programs by producers and organizations (all of which he identified) were taped via Zoom.

On July 12, the studio was opened and yesterday (July 20) was the first time an in-person program was taped in the studio. The program was the “Michigan Planning Today”. Today three (3) more studio shows (9 A.M., 10 A.M. and 11 A.M.) would be taped in the studio. In September the studio would be open and in full operation.

The second (2<sup>nd</sup>) Beverly Hills Concert in the Park which was scheduled for Friday, July 16 had to be cancelled due to the weather. It has been re-scheduled for a different date and will be filmed accordingly. Originally, the City of Birmingham had cancelled its Summer Concerts in the Park (Shain Park); however, the series will start again Wednesday, July 28 at 7 P.M. and continue every Wednesday through September 8.

With the exception of Bingham Farms’ July meeting which will be via Zoom, the other communities started in-person meetings in July. Rota has contacted the Bingham Farms Village manager to find out when the in-person meetings would start.

Responding to McLain’s inquiry about the Open Meetings Act, Board member voting and Zoom meetings, Gojcaj stated that if the municipality chooses to have in-person meetings, Board members must be present to vote. Rota listed those meetings which were in-person, virtual or hybrid and Gojcaj emphasized that all Board members needed to be in-person to vote.

### **PRODUCER AND VOLUNTEER WORKSHOP**

Rota stated that now that the studio is open, anyone interested in producing or volunteering behind the scenes should call the office to make an appointment, 248-433-7790.

Greg Black shared his very good news about becoming a new dad. His other personal news is that since Greg Kowalski’s retirement in February he has been acting as interim General Manager of BCTV, as well as Head of Community Relations for Bloomfield Township.

### **OLD BUSINESS**

There was none.

### **NEW BUSINESS**

There was none.

### **PUBLIC COMMENTS**

There were none.

### **BOARD COMMENTS**

There were none.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 21, 2021

There being no further business, the meeting was adjourned at 8:36 A.M.

## MEMORANDUM

DATE: August 9, 2021  
TO: Board Members  
FROM: Cathy White  
Re: Monthly Report

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### CUSTOMER COMPLAINTS

Two complaints which were pending last month have since been resolved. Complaint No. 2021-20 involved a tangled mess of cable lines in Franklin which Comcast has now cleaned up. Complaint No. 2021-22 was submitted due to a Comcast cable line hanging on a Birmingham resident's fence. The line has been repaired by Comcast.

We have received nine (9) complaints since the date of my last report. Complaint No. 2021-23 was received from a Birmingham resident who was having trouble getting Comcast to send a technician to her home to replace a faulty modem. The escalation team representative has indicated that her service issue has been resolved and was due to a power outage. Multiple attempts by Comcast to reach the customer were unsuccessful but her modem displays that it is online and has the correct bootfile. A courtesy credit was applied and will appear on the customer's next billing statement. This complaint is now closed.

Complaint No. 2021-24 was received from the Project manager doing extensive work for a Franklin homeowner and needed Comcast to coordinate removing its overhead cable lines and placing them underground (at the homeowners' expense). The escalation team has indicated that they are waiting for the project manager to send them a copy of his DTE plans in order to fully determine what work is needed. The construction team further noted that this issue could take a long time to resolve depending on the scope of work needed. This complaint is pending.

Complaint No. 2021-25 was submitted by a Beverly Hills resident who has a low-hanging Comcast cable line running through her backyard that she has been trying to get Comcast to raise for the past two years without success. This complaint is pending.



Complaint No. 2021-26 was submitted directly to our website by a Beverly Hills resident who has experienced repeated problems with his Comcast service since December, 2020. There have been many service visits by Comcast personnel but the problem persists and appears to be a neighborhood problem affecting several homes in the area. He was seeking a permanent solution to the pixilation and audio problems as well as a credit on his bill. The escalation team sent a very experienced technician to his home who verified that there was a defective drop connection, ground block and drop splitter. The equipment was replaced and they have confirmed with the resident that the video services are now working properly. A significant credit was applied to his account and he was also informed that a span replacement project is planned for his area. This complaint is closed.

Complaint No. 2021-27 received from a Bingham Farms resident who was concerned because she purchased a Protection Plan from a Comcast representative over the phone but later found out from employees at the Xfinity store that Comcast “does not do protection plans” any longer. After a detailed review of this complaint, the escalation team determined that the number she contacted was not a known number connected to Comcast customer service. They advised her that Comcast has not offered the service protection plan for new sales since 2018 and that Comcast never asks for an up-front payment method and that charges for new products or services would appear on the next bill cycle. She was encouraged to contact her credit card company to investigate a potential fraud claim (she had already asked her credit card company to reverse the charges prior to contacting BACB). She was satisfied with the information provided and this complaint is closed.

Complaint No. 2021-28 was submitted on behalf of an elderly Comcast subscriber who was having a great deal of difficulty getting Comcast to change over his home phone/internet/cable service to his new address after a recent move. Immediate attention was requested because his lack of home phone service was a health and safety issue. The escalation team was able to get him a service appointment as soon as possible and his service has been successfully transferred. This complaint is now closed.

Complaint No.2021-29 was submitted by a Beverly Hills resident who lives in the same neighborhood as the resident in Complaint No.2021-26 and has been experiencing the same types of problems with her Comcast cable service. A service visit has been scheduled for August 12, 2021 and this complaint is pending.

Complaint No. 2021-30 was received from a Birmingham resident who is having problems with her Comcast internet service and has not been able to get them fixed after discussions with Comcast representatives. The escalation team has scheduled a technician visit to her home on August 14, 2021. Once we verify that her service issue has been resolved, this complaint will be closed.

#### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of July 31, 2021 will be e-mailed to all Board members, as well as BACB financial reports for the month of July, 2021.

## CHECK DISBURSEMENT

Seven (7) checks have been written since the date of our last meeting as follows:

1. MI Municipal Risk Management Authority (liability insurance): \$3,273.00
2. MI Municipal Risk Management Authority (insurance retention fund): \$1,500.00
3. Clearview Captioning LLC (closed captioning for May meeting): \$210.00
4. Advanced Lighting & Sound (PEG grant Beverly Hills-work for hybrid meetings): \$459.00
5. Advanced Lighting & Sound (equipment- new power supply): \$86.09
6. Charter Township of Bloomfield (BCTV filming April sports): \$5,000.00
7. Muniweb (website): \$194.00

## ADDITIONAL NOTES

1. NATOA issued a press release applauding the U.S. Senate's work to pass the Infrastructure Investment and Jobs Act, which includes \$65 billion for broadband-related infrastructure projects. The press release states that the bill will help state and local governments address the need to ensure everyone has access to vital communications services and advances in communications technology. The funds will help support broadband deployment, affordability, digital equity and cybersecurity, among other things.



# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 22, 2021, through August 18, 2021

Date: August 12, 2021

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

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### **BAMA Programs**

During this time period we've completed all regularly scheduled municipal meetings, which include: the BACB meeting, Baldwin Public Library Board and Trust meeting, Special Baldwin Public Library Board and Trust meeting the Village of Bingham Farms meeting, The Village of Beverly Hills Council meeting, The Village of Franklin Council, Zoning Board of Appeals, Historic District Commission and Planning Commission meetings, The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Advisory Parking Committee, Zoning Board of Appeals, Multi-Modal Board, Historic Board and Design Review Board Meetings.

### **BAPA Programs**

***From BACB area individual producers and organizations, we've taped 23 programs***

- ❖ *About You* hosted by Ellen Rogers.
- ❖ Two *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Three *Eye on Oakland* hosted by Chuck Moss.
- ❖ Three *In the Park Concerts*.
- ❖ Four Michigan Planning Today hosted by Robert Gibbs.
- ❖ Four *Gracefully Greying* hosted by Henry Gornbein.
- ❖ Four *Managing the Problems of Daily Living*.
- ❖ Village of Beverly Hills *Concert in the Park Northgate Drive*.
- ❖ Birmingham Bloomfield Chamber Lecture '*Meet the Superintendents*'.

### **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.

### **BALDWIN LIBRARY BOARD ROOM UPDATE**

Baldwin Library Board room had four bad microphones that needed replacing and Advanced Lighting and Sound had to and fix some issues with their audio equipment in the room as well. I'm waiting for an invoice to send to Cathy.

### **BIRMINGHAM**

In the park concerts at Shain Park are held every Wednesday and runs through Wednesday, September 8.