

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, April 28, 2021 at 7:45 am

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

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of March 17, 2021-M
3. Public Comments
4. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - c. Personnel 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

PEG Committee Meeting immediately following the regular meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – MARCH 17, 2021

Present: Fenberg (Birmingham, MI), McLain (Birmingham, MI), Cleary (Birmingham, MI), Eick (Birmingham, MI) – Birmingham
Gugni (Beverly Hills, MI), Henry (Birmingham, MI) – Beverly Hills
Blackburn (Bingham Farms, MI) – Bingham Farms
Mydloski (Franklin, MI) - Franklin

Absent: Abraham, Tootell, Shand

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

McLain, called the meeting to order at 7:52 AM via Remote Zoom.us with closed captioning.

APPROVE MINUTES OF CABLE BOARD MEETING HELD February 17, 2021

Motion by Fenberg, seconded by Eick to approve the minutes of the Cable Board meeting on February 17, 2021, as presented.

Roll Call Vote

| | |
|-----------|-----|
| Fenberg | Aye |
| Eick | Aye |
| Gugni | Aye |
| Mydloski | Aye |
| Henry | Aye |
| Cleary | Aye |
| Blackburn | Aye |
| McLain | Aye |

Motion Passed. (8-0).

PUBLIC COMMENTS

There were no public comments at this time.

PEG GRANT REQUEST – CITY OF BIRMINGHAM

White introduced this request submitted by Eric Brunk, IT Manager, City of Birmingham, on behalf of Birmingham. The PEG grant money is to improve the equipment used for meetings in its DPS Conference room and to add some cameras for recording and streaming meetings. There is a quote from Advanced Lighting and Sound. The total cost with the video upgrade, cameras and installation comes to \$12,782.00.

Brunk explained that the conference room is used for the Parks and Recreation Board meetings; usually a mobile unit comes in to record those meetings. The city would like to upgrade the equipment in the room and add cameras to tie into the current tri-caster to record and live stream. Because this room is one of the largest, it is used for other meetings and cameras would need to be purchased and the equipment upgraded.

Mydloski, PEG Chairman, stated this request was reviewed at the committee’s last meeting on February 17, 2021. In addition to Mydloski, Rota, McLain, Brunk, Cleary, Tootell, Abraham and White attended the meeting. Brunk explained the purpose for the request. The bid process was discussed, including the advantages of using Advanced Lighting and Sound, which is a proven provider. More bids were requested and were provided to White. Everything was in compliance.

It was McLain’s understanding that this was in response to the City which wished to expand its ability to effectively communicate with citizens during meetings. She, personally, understands the current situation in that conference room. She believes this would accommodate future “hybrid-programming”. White confirmed there was money available in the PEG Fund and the PEG budget.

Motion by Henry, seconded by Fenberg and Cleary to approve the PEG Grant Request from the City of Birmingham in the amount not to exceed \$12,800.00 for equipment upgrade by Advanced Lighting and Sound.

Roll Call Vote

| | |
|-----------|-----|
| Fenberg | Aye |
| Eick | Aye |
| Gugni | Aye |
| Mydloski | Aye |
| Henry | Aye |
| Cleary | Aye |
| Blackburn | Aye |
| McLain | Aye |

Motion Passed. (8-0).

McLain stated that the PEG committee addressed having one (1) bid procurement and BACB’s internal policy.

APPROVE FILMING SPRING EVENTS (NOT TO EXCEED 8 EVENTS)

Motion by Gugni, seconded by Eick and Cleary to approve the filming of spring sports events not to exceed eight (8) events.

Committee members made comments and compliments about how important the sports events are or have been in their lives and the wonderful professional job BCTV has done with high school sports, especially during this COVID pandemic era. McLain stated that some students have even submitted DVD recordings of their competitions with their college applications. She also added that BCTV has a separate sports program with two (2) professional sports aficionados and the high school Athletic Directors were very involved, especially during this difficult COVID time.

White clarified that each event will be charged \$2,500; therefore, she suggested the motion include "...not to exceed \$20,000". White listed the scheduled sporting events.

Motion by Gugni, seconded by Eick and Cleary to approve the filming of eight (8) spring sports events in the amount not to exceed \$20,000.

Roll Call Vote

| | |
|-----------|-----|
| Eick | Aye |
| Gugni | Aye |
| Mydloski | Aye |
| Henry | Aye |
| Cleary | Aye |
| Blackburn | Aye |
| McLain | Aye |
| Fenberg | Aye |

Motion Passed. (8-0).

COMMITTEE REPORTS

Cable Action Committee

In Abraham's absence, McLain stated there had not been a meeting last month; however, one is scheduled for April 8, 2021 at 4:30 PM via Zoom. She listed several issues, such as social media and the follow up on the website. Anything from this meeting which might need attention would be discussed.

PEG Committee

Mydloski stated the committee had a meeting last month as discussed earlier in this meeting. There will not be a meeting today but there will be one in April. She advised the committee there would be a request coming from the Village of Franklin.

White sent a letter to each Clerk requesting he/she review any possible needs they might want to address in the upcoming year. She also reminded them that BACB is looking to fund PEG grants and Municipal Support Services grants. Mydloski thanked White for sending the letter which prompted Franklin to consider its needs.

Personnel Committee

Gugni reminded the committee that this was the time of year when BACB goes through the process of evaluating its Executive Director, Cathy White. He will be sending out evaluation forms to the Board members and would like them returned to him by April 1, 2021. Any and all comments not covered on the form would be welcomed and need not be limited by the available lines on the form. All feedback is welcomed.

He acknowledged there are three (3) new members on the Board and if they did not feel comfortable submitting the evaluation form this year, they should indicate this on the form.

Mydloski and Eick are also members of the Personnel Committee. McLain detailed the procedures of the Personnel Committee. The date for the Personnel meeting was established as April 1; the time and location will be determined later.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated March 10, 2021. There were two (2) complaints since her last report. The first (1st) was from a Beverly Hills resident who, instead of “renting” a Comcast/Xfinity TV cable box, “owns” his own Comcast approved modem to stream his Comcast TV bundled subscription directly to his Smart TVs (thereby bypassing the need for any external Comcast/Xfinity cable box). He was unhappy because all content provided under the TV/HBO subscription bundle is counted against his monthly internet data cap. If he had “rented” the Comcast/Xfinity cable box, the TV/ HBO data stream would not have been counted against his internet data cap. A member of the Comcast escalation team contacted him and explained the different Comcast programs, including the explanation that with streaming, it does go towards the data usage. She offered him several options, all of which the customer declined. The customer’s comments would be passed on to the corporate database which is used to measure customer satisfaction and track customer service performance. This complaint is now closed.

The second (2nd) complaint came from a Franklin resident who had not been getting certain channels since December. Unable to get a Comcast technician out to her house to fix the problem, the escalation team became involved and the issue was resolved. This complaint is now closed.

FINANCIAL

Financial information for MBS, BBCU and Beverly Hills accounts as of February 28, 2021 will be emailed to the Board Members. She noted that the balance at Beverly Hills was getting high and there was a transfer in process.

White wrote one (1) check since the last meeting to Clearview Captioning for \$210.00.

ADDITIONAL NOTES

She reported that the new majority at the FCC may consider asking the U.S. 6th Circuit Court of Appeals to stay the Section 621 (Cable Franchise Fee) Order Appeal which was scheduled for a hearing in April. This may change how PEG fees are calculated. Currier did not have any further information.

The FCC will be providing monetary assistance to low-income families to cover their monthly internet costs. If eligible a family can receive a discount up to \$50 a month for broadband services and a discount up to \$100 for the purchase of a laptop, desktop computer or tablet from participating providers if they provide a small amount towards the purchase, as well. She further explained the broad definition of households which would be eligible. McLain requested White provide the links to those programs on the home page of the BACB website and request that each cable provider do the same on its website. Mydloski thought that if the Clerks were unaware of this benefit it would be prudent to send an email advising them of the link so it could be included in their newsletters, etc. to the residents.

McLain questioned White if the quarterly deposits from the providers were coming in in a timely manner and if they were up to date. White responded in the affirmative and did not have any concerns. McLain also reminded the Board of previous 30-second “Public Service” announcements on the BAPA/BAMA channels which she had done for a couple of years: What is PEG? How does it work? Why do we do it? etc. She felt it to be very timely, especially with the possibility of the FCC changing the way funding is provided to communities. She thanked the Board for providing closed captioning even though we do not have a specific directive to do so.

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.

McLain advised residents to routinely go to the websites of the different providers if they have any question about their bill. This was the time of year to review and possibly upgrade the equipment in your house. If you call your provider, be sure to take detailed notes. These calls are recorded. She had received an email from a resident concerning streaming which BACB does not deal with; however, White will be connecting with him after this meeting.

BAPA/BAMA REPORT

In Rota’s absence, Black referred to Rota’s March 11, 2021 report and listed all 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 and the Baldwin Public Library Board Meeting.

For the **BAPA** Programs, 18 programs by producers and organizations (which he identified) were taped via Zoom.

PRODUCER WORKSHOP

As usual, for those interested in producing a program or want to volunteer behind the scenes, the studio is still closed but can be experienced virtually. Please call the office at 248-433-7790 or email Black: GBlack@Bloomfieldtwp.Org, for more information.

STUDIO UPDATE

Because the studio is still closed all the studio productions are through Zoom. Once changes are made to that policy, he will immediately advise the Board and include all the protocols the studio would be following though Zoom and taping. Hopefully, it will be in late spring or early summer.

SPRING SPORTS COVERAGE

Rota outlined the sports coverage in his memo.

McLain had questions for Black regarding the process a resident should follow if he/she had an idea for a program. Black explained and detailed the beginning steps of the process. Answering McLain's inquiry, Black stated that due to the pandemic there were multiple ways to follow the adapted procedure and gave examples.

White explained that the Cable Board has a contract with the BCTV to produce all of the programming. This has been a long-standing and great working relationship. That contract is funded through PEG funds that come through the communities which initially are through the subscribers when they pay their bills.

Black stated that in mid-April or early May we might have an idea of what the summer concert series schedule could look like. The question of whether there would be parades was brought up.

OLD BUSINESS

There was none.

NEW BUSINESS.

McLain shared the new schedule for Michigan NATOA meetings: either every Monday at 2PM or every other Monday at 2PM to discuss what was happening to communities (especially in west Michigan) about franchise agreements and PEG agreements, especially with Charter.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

There were none.

There being no further business, the meeting was adjourned at 8:40 AM.

MEMORANDUM

DATE: April 22, 2021
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

We have received six (6) complaints since the date of my last report. Complaint No. 2021-5 was received from a Birmingham resident who stated that Comcast has charged him multiple overage fees for allegedly using extremely large amounts of data. In a discussion with a Comcast representative, he was advised that it appeared to be an error with Comcast's data meter. He was told that the fee would be waived and was also given a quote for a monthly price for unlimited data. He has had numerous contacts with Comcast representatives but has not been able to get the fee waived or get unlimited data for the price quoted. The Comcast escalation team indicates that the Comcast Security Assurance team reached out to this subscriber. Their investigation found no problems with Comcast's data usage meter. After further researching with the customer, it was determined that the Wi Fi network on his computer owned modem was left unsecured which allowed access by other parties. The customer understood, replaced the modem and signed up for Comcast unlimited data. As to the issue of the rates being too high, a communication was sent to the customer outlining an alternative package for him should he choose. To date, they have received no reply to the offer. This complaint is now closed.

Complaint No. 2021-6 was submitted by the representative for a Birmingham condominium complex. Comcast placed an overhead cable that was attached to one of the buildings which is not permitted. He is seeking to get the cable relocated and placed underground. A technical team went to the property but the appointment did not go as planned because the property representative was unable to find the conduit they wanted to use for the drop. They are going to check with their architect/designer to find the specific location. They were given the field supervisor's direct contact information so they can contact him when they want it completed.

Complaint No. 2021-7 was submitted by a Bingham Farms resident who wants to find out why Comcast is eliminating its Xfinity app which she used and found to be very helpful. In addition, she stated that it is virtually impossible to reach a live agent and Comcast's chat feature is not a successful alternative. It took her three tries to get to an agent with knowledge to resolve her issue. This has been submitted to the escalation team with a request that they reach out to this subscriber. An escalation team member has discussed this with the subscriber. She apologized for the experience. She further explained that effective March 5, 2021, Comcast expired the XFINITY Connect app. She informed the subscriber that all XFINITY Connect app features except Voice2Go are available at connect.xfinity.com. This complaint is now closed.

Complaint No. 2021-8 was submitted by our Board Chair on behalf of the City of Birmingham. A new homeowner called the City asking for help in getting Comcast to bury or relocate wires which have been left on the ground and across the sidewalk. The City taped down the wires and placed orange cones but this hazard/eyesore needed to be addressed by Comcast. The wires were buried on April 8, 2021 and this complaint is now closed.

Complaint No.2021-9 was submitted by our Board Chair on behalf of a Birmingham resident. She has experienced multiple outages or interruptions to her WOW phone, internet and cable TV service. She made many requests for assistance and no permanent solution has been offered. This is a potential health and safety issue as this senior citizen relies exclusively on her home phone and does not have a cell phone. Approximately 10 days ago, her phone was dead first thing in the morning. She borrowed our Board Chair's cell phone and requested backup assistance so our Board Chair discussed the situation with both a CSR and a supervisor. After the subscriber still did not hear back from WOW, this complaint was sent to WOW's escalation representative. He has reached out to her to schedule a visit from a senior tech to resolve the issues and this complaint is closed.

Complaint No. 2021-10 was received from a Beverly Hills resident who is not a Comcast customer but allowed Comcast technicians to access her backyard to install service to a new neighbor. After they had left that day, she noticed a wire laying on the ground along her back fence line. After several inquiries, she was advised that the cable would be buried in 4 to 6 weeks. She is concerned because her yard floods frequently and also because there is a flowerbed in that location that she does not want damaged. She is requesting that Comcast consider putting the cable on the pole rather than burying it in her backyard. The escalation team has been requested to discuss the situation with her and this complaint is pending.

FINANCIAL

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

CHECK DISBURSEMENT

Five (5) checks have been written since the date of our last meeting as follows:

1. Birmingham Bloomfield Credit Union (Visa: memberships, telephone, & office expenses): \$1,107.17

2. City of Birmingham (PEG Grant for DPS Conference room video upgrade): \$12,800.00
3. Charter Township of Bloomfield (quarterly contract payment): \$54,100.00
4. Charter Township of Bloomfield (Comcast internet Jan-March 2021): \$430.05
5. Clearview Captioning (closed captioning for meeting): \$150.00



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report March 18, 2021, through April 28, 2021

Date: April 22, 2021

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, Advisory Parking Committee meeting, Zoning Board meeting, the Multi-Modal Board meeting, Bingham Farms Council Meeting and the Baldwin Public Library Board Meeting, Special Village of Beverly Hills Meeting, Special Village of Bingham Farms Meeting and Birmingham Joint Planning and Commission Meeting.

BAPA Programs

From BACB area individual producers and organizations, we've taped 25 programs

- ❖ *Managing Problems of Daily Living* hosted by Linda Sircus.
- ❖ *Three Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ *Two About You* hosted by Connie Hogan and Ellen Rogers.
- ❖ *Six Gracefully Greying* hosted by Henry Gornbein.
- ❖ *Five Eye on Oakland* hosted by Chuck Moss.
- ❖ *Two Patriot Lessons* hosted by Judge Michael Warren.
- ❖ *Birmingham Musicale*.
- ❖ *Birmingham Republican Women's Club Lecture* with Sheriff Michael Bouchard.
- ❖ *BBC Government Forecast*.
- ❖ *Two BACB Sports Girls Soccer*.
- ❖ *BACB Sports Boys Lacrosse*.

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.

UPCOMING SPRING SPORTS COVERAGE

Two Baseball Games May 3rd and 5th

Two Softball Games May 4th

One Girls Lacrosse TBA