

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, May 19, 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 April 28, 2021-M
3. Public Comments
4. PEG Grant Request- Village of Franklin-M
5. PEG Grant Request- Franklin Historical Society-M
6. Proposed FY 2021-22 BACB Budget
7. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
8. Executive Director's Report
9. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
10. BAPA/BAMA Report
11. Old Business
12. New Business
13. Public Comments
14. Board Comments
15. Adjourn

PEG Committee meeting immediately following the regular meeting

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.



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48025

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[www.franklin.mi.us](http://www.franklin.mi.us)

April 6, 2021

Ms. Cathy White  
Birmingham Area Cable Board  
P.O. Box 165  
Birmingham, MI 48012

CC: Steve Rota  
Bloomfield Community Television

RE: Request of PEG Grant Funds, April 2021 meeting.

Dear Ms. White,

The Village of Franklin is seeking to improve the level of communication between Village Officials and the public. Especially in the wake of a global pandemic, the need for enhanced communication is paramount.

Through the use of PEG funding, BCTV has been facilitating our Village Council Meetings monthly. We would like to respectfully request the addition of three (3) more meetings to include the following: Historic District Committee, Planning Commission and the Zoning/Sign Board of Appeals.

At this time, the Village respectfully requests PEG monies to purchase services from Bloomfield Community Television for an additional three (3) meetings per month in addition to the one they currently facilitate.

Thank you for your consideration for the Village to further enhance communication to the public.

Regards,

A handwritten signature in green ink that reads "Roger Fraser". The signature is written in a cursive style.

Roger Fraser  
Franklin Village Administrator



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*P.O. Box 250007 Franklin, Michigan 48025*

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May 4, 2021

Cathy White  
Executive Director  
Birmingham Area Cable Board  
P. O. Box 165  
Birmingham, MI 48012

RECEIVED

MAY 10 2021

VILLAGE OF FRANKLIN, MI

Dear Cathy:

This letter is a formal request from the Franklin Historical Society to the Birmingham Area Cable Board to continue funding the purchase of a one year internet subscription from Comcast for the Franklin Historical Museum at 26165 Thirteen Mile Road in Franklin. The Board previously approved a grant for these costs incurred thru June 30, 2021. This request is for the time from July 1, 2021 thru June 30, 2022. On-site internet access is invaluable in allowing museum personnel to actually work at the museum rather than carry documents and files to locations with internet service. One of the major current projects that internet service has facilitated is scanning many archival documents that will be accessible to the public. We want to continue this effort.

The internet service will cost \$93.65 per month or \$1,123.80 annually.

Please let me know if you need more information. Thanks for your help.

Ann Lamott, President

CC: Heather Mydloski

**Birmingham Area Cable Board  
Proposed Budget  
Year Ended June 30, 2022**

	<b>Current Budget Year Ended June 30, 2021</b>	<b>Proposed Budget Year Ended June 30, 2022</b>
<b>Franchise Fee Income:</b>		
Beverly Hills Franchise Fee	45,600	43,320
Bingham Farms Franchise Fee	8,000	7,600
Birmingham Franchise Fee	165,500	157,225
Franklin Franchise Fee	17,900	17,005
<b>Total Franchise Fee Income</b>	<b>237,000</b>	<b>225,150</b>
<b>Board Expenses:</b>		
Accounting Expenses	2,400	2,400
Administrative Grants	105,740	96,390
Advertising - Community Outreach	1,000	500
Bank Service Charges	60	60
Conferences	1,000	900
Contract labor	1,500	1,500
Executive Director	40,000	40,000
HR Services	1,000	900
Insurance	3,000	3,000
Mileage	1,000	800
Memberships	1,500	1,500
Office Expense	4,500	4,500
Telephone	1,200	1,100
Website	3,500	3,500
Auditing	9,000	9,500
Legal Fees	30,000	28,000
Technical Support	600	600
<b>Total Board Expenses</b>	<b>207,000</b>	<b>195,150</b>
Municipal Support Services	30,000	30,000
<b>Total Franchise Fee Expenses</b>	<b>237,000</b>	<b>225,150</b>
<b>Net Franchise Fee Income</b>	<b>0</b>	<b>0</b>
<b>PEG Revenue:</b>		
<b>Total PEG Revenue</b>	<b>416,975</b>	<b>396,125</b>
<b>Other Income</b>		
Interest Income	25	25
Other Income	1,000	1,000
MBS Gains	5,100	6,100
<b>Total PEG Income</b>	<b>423,100</b>	<b>403,250</b>
<b>PEG Operations</b>		
Cable Contractor	245,800	245,800
Communications Expense	2,500	2,200

Equipment Purchases	20,000	20,000
Grants	103,800	84,800
Production Truck	10,000	10,000
Production Crew Uniforms	1,000	450
Program Expense	40,000	40,000
<b>Total PEG Operations</b>	<b>423,100</b>	<b>403,250</b>
<b>Net PEG Income</b>	<b>0</b>	<b>0</b>

## MEMORANDUM

DATE: May 12, 2021  
TO: Board Members  
FROM: Cathy White  
Re: Monthly Report

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### CUSTOMER COMPLAINTS

Complaint No. 2021-10, which was pending last month, has been resolved. This complaint involved a Beverly Hills resident who had a Comcast wire laying in her backyard and wanted Comcast to consider putting it on a pole rather than burying it. A Comcast escalation team discussed this with the resident but ended up burying the wire.

We have received two (2) complaints since the date of my last report. Complaint No. 2021-11 was received from a Birmingham resident who submitted a previous complaint last month about data overage fees that was resolved. This complaint has been submitted as a new complaint although it is related to the former complaint. The subscriber was charged a \$100 installation fee that Comcast previously agreed to waive. He states that Comcast sent an installer to replace his modem but that the service visit was unnecessary since he already had the correct modem. Comcast indicates that this matter has been resolved. The executive care representative credited his account \$100 for the service call before the charge was applied to the ledger. The Comcast escalation team provided an update listing the credits applied for data overage charges and other fees. They also added a courtesy credit so that the balance due on the account was reduced to an amount equal to the subscriber's monthly bill. According to Comcast, no additional compensation is warranted. This complaint is now closed.

Complaint No. 2021-12 was received from a Franklin resident who contacted Comcast earlier this year to place her phone service on seasonal hold because she was going to be out of town. She recently found out that Comcast did not do this. She had not been able to get Comcast to adjust the bill and was very upset. The escalation team representative contacted the subscriber

to discuss the situation with her. A credit difference for the seasonal hold has now been placed on her account and this complaint is closed.

#### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of April 30, 2021 will be e-mailed to all Board members, as well as BACB financial reports for the month of April, 2021.

#### CHECK DISBURSEMENT

Four (4) checks have been written since the date of our last meeting as follows:

1. Birmingham Bloomfield Credit Union (Visa: insurance, telephone, & office expenses): \$552.40
2. Michael Fenberg (reimbursement for payment of PO box fee): \$67.00
3. MI-NATOA (associate membership for Executive Director): \$25.00
4. Clearview Captioning (closed captioning for meeting): \$120.00

#### ADDITIONAL NOTES

1. Comcast has notified us that they are supporting the Federal Government's Emergency Broadband Benefit program, which I have previously explained is a temporary program providing qualifying low-income consumers with a subsidy of up to \$50 per month to help cover the cost of their home internet service and leased internet equipment. Comcast indicates that this temporary benefit can be applied to all tiers of Xfinity internet service (including their Internet Essentials program) and is available to both new and existing customers. The program was slated to begin on May 12, 2021. Additional information is available at [www.xfinity.com/EBB](http://www.xfinity.com/EBB). Under the law, the Emergency Broadband Program is open to households that participate in an existing low-income or pandemic relief program offered by a broadband provider; Lifeline subscribers, including those that are on Medicaid or accept SNAP benefits; households with kids receiving free and reduced lunch or school breakfast; Pell grant recipients; and those who have lost jobs and have seen their income reduced in the last year.



# Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report April 29, 2021, through May 19, 2021

Date: May 13, 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, 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.

## **BAPA Programs**

***From BACB area individual producers and organizations, we've taped 14 programs***

- ❖ *About You* hosted by Connie.
- ❖ *Four Gracefully Greying* hosted by Henry Gornbein.
- ❖ *Three Eye on Oakland* hosted by Chuck Moss.
- ❖ *Two Patriot Lessons* hosted by Judge Michael Warren.
- ❖ *Birmingham Republican Women's Club* Lecture with Senator Ruth Johnson.
- ❖ BACB Sports Softball Double-Header.
- ❖ BACB Sports Baseball game.
- ❖ BACB Sports Girls 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.

## **MEMORIAL DAY**

Since the Memorial Day Parade and Carnival in Beverly Hills has been cancelled this year. The Parks and Rec Board, Ms. Tootell, the Village Clerk, Kristin Ruthowski and BCTV have decided it would be a good idea to schedule a Marathon of The Village of Beverly Hills Memorial Day Parade and Carnival starting at 9:00 am dating back to 2011. This can be viewed right here on Channel 15 Comcast, 99 AT&T or channel 10 on WOW. Or go online to the BACB website and click on Watch BAMA LIVE!