

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, September 18,2024 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 17,2024- 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 MEETING MINUTES – JULY 17, 2024

Gugni called the meeting of the Birmingham Area Cable Board to order at 7:45 AM. in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

Present: Deana Brown, David Eick, Jim Cleary, George Abraham– Birmingham
Ray Kamoo, Gil Gugni, Shane Henry, Chris Dobies– Beverly Hills
D.E. Hagaman – Bingham Farms
Rick David – Franklin

Also Present: Rota – BCTV
White – BACB Executive Director
Marku – Attorney for the Cable Board

Absent: Shand – Birmingham

APPROVE MEETING MINUTES FOR CABLE BOARD MEETING OF MAY 15, 2024

Motion by Eick, seconded by Henry to approve the minutes of the Cable Board meeting on May 15, 2024.

David stated that on page 4 it was mentioned that White, the BACB Executive Director, would update the website with all the disbursements of grants over the past years. This has already been done.

David excused himself from voting on this issue.
Motion passed unanimously (8-0).

PUBLIC COMMENTS

There were no comments from the public.

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM FIRE DEPARTMENT

White referred to the letter from the Fire Chief of the Franklin-Bingham Fire Dept., dated 18 June 2024. This request covers its costs for Internet Access and Verizon Wireless for FY2024-2025. The request is for \$3,424.08. This will cover the \$64.20 per month for Comcast internet connectivity for the fire station and \$221.14 per month for Verizon Wireless internet access. This is a yearly request.

Motion by David, seconded by Hagaman to approve a Municipal Support Services Grant in the amount not to exceed \$3,424.08 to the Franklin-Bingham Fire Dept.: \$64.20 per month for Comcast internet connectivity for the fire station and \$221.14 per month for Verizon Wireless internet access for FY2024-2025.

Roll Call Vote

Abraham Aye
Hagaman Aye
Cleary Aye
Eick Aye
Brown Aye
Henry Aye
Gugni Aye

David Aye
Dobies Aye

Motion Passed (9-0).

Kamoo not voting as his re-appointment to the Board was still in the process.

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

Gugni referred to a letter from Richard Torongeau, Public Safety Director, Village of Beverly Hills, dated July 1, 2024, outlining its request. White stated this is for Internet service through Comcast Cable Communications in the amount of \$2,338.20 per year (\$194.85 per month) for FY2024-2025 (July 1, 2024-June 30, 2025). This is a yearly request.

Motion by Henry, seconded by Dobies to approve the Municipal Support Services Grant in the amount not to exceed \$2,338.20 to the Village of Beverly Hills for Internet service through Comcast Cable Communications for FY2024-2025 (July 1, 2024-June 30, 2025).

Roll Call Vote

Hagaman Aye
Cleary Aye
Eick Aye
Brown Aye
Henry Aye
Gugni Aye
David Aye
Abraham Aye
Dobies Aye

Motion Passed (9-0).

Kamoo not voting.

REQUEST TO PURCHASE TRUCK/STUDIO EQUIPMENT

Rota presented two (2) requests: B & H Photo (\$4,345.56) for intercom system equipment, including new cables, to accommodate more than four (4) crew members for an event without the production truck or with the production truck up to nine (9) including camera operators and Advanced Lighting & Sound (\$52,468.00) for a new truck camera replacement and new accessories. Both requests were discussed in the PEG meeting following the January and March Cable Board meetings.

Motion by Cleary, seconded by Hagaman to approve the purchase of the items included in the 5/15/24 quote from B & H Photo in the amount not to exceed \$4,345.56.

Roll Call Vote

Cleary Aye

Eick	Aye
Brown	Aye
Henry	Aye
Gugni	Aye
David	Aye
Dobies	Aye
Abraham	Aye
Hagaman	Aye

Motion Passed (9-0).
Kamoo not voting.

White confirmed that there was adequate money in the budget for the purchase of a new camera and equipment. The subject of warranties on new equipment was discussed.

Rota will check for lower competitive bids for the OLED 7” Viewfinder (\$5,627.00) and Sony Viewfinder Hood (\$1,890.00). He will also speak with Advanced Lighting & Sound. Carrie LeZotte, Director of Cable and Community Relations for Bloomfield Township, recommended not to table this issue as she felt that Rota would not be able to find a competitive bid for the camera and it will be needed for the Fall sports.

Motion by David, second by Cleary to approve the purchase of one new truck camera and appropriate equipment as referenced in the 7/11/2024 quote from Advanced Lighting & Sound for \$52,468.00. This total is subject to Rota checking within the next 15 days (end of July) for lower bids for the OLED 7” Viewfinder (\$5,627.00) and for the Sony Viewfinder Hood (\$1,890.00). This would replace a camera which had been out of service for more than a year.

ROLL CALL VOTE

Eick	Aye
Brown	Aye
Henry	Aye
Gugni	Aye
David	Aye
Dobies	Aye
Abraham	Aye
Hagaman	Aye
Cleary	Aye

Motion Passed (9-0).
Kamoo not voting.

COMMITTEE REPORTS

Cable Action Committee

Abraham stated there had not been a meeting last week and there was no need for a meeting today after this Board meeting. If a September meeting is necessary, he will notify White.

PEG Committee

Kamoo stated there had not been a meeting after the last Board meeting. There will not be a PEG meeting after this meeting. If issues come up, Rota will contact him regarding the issues discussed at this meeting.

Personnel Committee

Eick stated there are no issues and no meeting.

EXECUTIVE DIRECTOR'S REPORT

White reported there were eleven (11) complaints about downed lines, all related to the Beverly Hills storm. The billing complaint from the last report has been resolved. Another complaint which has been resolved dealt with debris left in a resident's yard by a cable company. AT&T took care of it and this complaint is closed. A Birmingham resident was frustrated with Comcast which dealt with unsatisfactory customer service regarding a billing complaint. A Comcast escalation team member spoke with the resident and issued a credit for those days he was without service. This complaint is closed.

Gugni complimented the quick responses by the cable companies. White agrees that the BACB does have a very good relationship with them.

FINANCIAL

White provided the details of the financial balances for the MBS, Michigan United Credit Union and Beverly Hills accounts as of June 30, 2024.

CHECK DISBURSEMENT

White wrote three (3) checks since the last meeting. The one for the PEG Grant for the Franklin Community Association was noted. A Grant to the Village of Beverly Hills Park and Recreation Dept. will go out a little later and be included in the 2025 budget year. The Canon invoice dated 6/25/2024, which Rota mentioned in his report related to a repair of a camera. The Board has given White permission to authorize such emergency repairs up to \$1,000. Regarding the purchase of the new camera, Rota will inquire about the price of a warranty.

ADDITIONAL NOTES

White included a reminder of the 2025 meeting dates. She also stated that Bloomfield Township had hired a consultant to help in the drafting of a 5-year Strategic Plan for the township. She and other interested members of the township participated in a focus group discussion.

Comcast has informed BACB that Pac-12 Network was ceasing operation on the Xfinity TV lineup.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

BAPA/BAMA REPORT

Rota reported that for the period of May 2024 through June 2024, all regularly scheduled BAMA municipal meetings were completed, including a special Village of Bingham Farms meeting. Regarding the BAPA programs during the same time period, BACB area individual producers and organizations taped 27 programs which included podcasts, lectures and some sporting programs. The list is included in his report.

BCTV scheduled an Orientation for Tuesday, May 21, 2024. Ten residents attended and one participant continued with the Volunteer process. In August she will start her own Vodcast which will focus on music and live local concerts. The next scheduled Orientation is set for Wednesday, August 28 from 10:00 AM to 11:00 AM at their studio. Please call 248-433-7790 to RSVP to the Orientation which is the first process to produce your own show. Please feel free to come and check the studio out and possibly volunteer to work behind the scenes.

BCTV had its First Annual Youth Documentary Workshop which coordinated with the Bloomfield Township Police Department's 2nd Annual Regional Youth Academy (RYA) June 24-27th. The program also included other local police departments and exposed local youth to law enforcement as a career. Partnering with BCTV's Youth Documentary Workshop, a media training component was added where young filmmakers could learn interview techniques and get hands-on camera and editing training from the BCTV staff. Rota showed a short clip of the documentary film which was produced.

The 2nd BCTV Open House was on June 24 and was very successful. Bloomfield Township just launched a mobile cell phone app which can be downloaded. The link is: <https://bloomfieldtp.org/download-the-app/>. Wednesday, September 25 is the launch of Back-to-School with BCTV, a day of digital literacy which will be hour-long in-person workshops for the community dealing with different subjects. These would include working with Canva, tips and tricks of promoting your content on YouTube and being camera-ready. BCTV is hiring additional part-time staff which will focus on short news packages and be put together in a news magazine, *Living in Bloomfield*.

OLD BUSINESS

There was none.

NEW BUSINESS

There was none.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

There were none.

There being no further business, the meeting was adjourned at 9:00 AM.

MEMORANDUM

DATE: September 14, 2024

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received four (4) complaints since the date of my last report. Complaint No. 2024-18 was received from a Birmingham resident who lost internet service after a power outage. The next day he received a text from Comcast that his service had been restored but it actually had NOT been restored. He contacted Comcast and was advised that a tech could be sent to his home in 10 days (which was unacceptable). He tried going to the Comcast store but could not get the issue resolved there. He then got on the phone again to start the process all over again and the next day he was able to get a technician to come out and his service was restored within two hours. He requested that an escalation team representative reach out to him to discuss his experience. He also asked for compensation for four days without service. An escalation team representative spoke with this resident and apologized. The customer expressed appreciation for the credit he was given on his account. He was given information on "how to request a callback from Xfinity" and was given contact information if he was unable to reach anyone via the channels that were discussed. This complaint is now closed.

Complaint No.2024-19 was received from a Beverly Hills resident who had a pole snap during a storm and needed the sagging lines to be repaired. This complaint was submitted to Comcast and we are awaiting an update. The complaint was also submitted to WOW which confirmed that the hardline needed to be attached to the new pole. The matter has been sent to their team to get the transfer set up and the WOW complaint is closed.

Complaint No. 2024-20 was received from a Beverly Hills resident who had experienced issues with his Comcast internet service and was very unhappy about what he felt was a lack of good

customer service from Comcast. The escalation team reached out to this resident and confirmed that a technician came to his home and replaced the main box. His services are now working properly, and a credit will be applied to his account. This complaint is now closed.

Complaint No. 2024-21 was received from another Beverly Hills resident who had a lot of difficulty getting his internet service restored through Comcast. After a long wait on the phone, he was disconnected and could not get a live person on their phone system. His service has since been restored but he has asked that an escalation team representative contact him to discuss what he feels was very poor customer service. This complaint is pending.

FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of August 31, 2024, will be e-mailed to all Board members, as well as BACB financial reports as of August 31, 2024. Hard copies of these documents will also be distributed to Board Members at the meeting.

CHECK DISBURSEMENT

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

1. Michigan Municipal Risk Management Authority (liability insurance): \$2,288.50
2. Village of Beverly Hills (MSS grant- audio/visual equipment at Beverly Park): \$22,448.04
3. Franklin-Bingham Fire Dept (MSS grant for internet costs): \$3,424.08
4. B & H Photo-Video (equipment purchase): \$3,405.16
5. Charter Twp of Bloomfield (Comcast internet costs for BCTV): \$945.10
6. Charter Twp of Bloomfield (quarterly contract payment): \$77,075.00
7. B & H Photo-Video (equipment-cables): \$940.40
8. MI United Credit Union (Visa-office expenses): \$71.13
9. Charter Twp of Bloomfield (quarterly contract payment): \$77,075.00
10. Beverly Hills Dept of Public Safety (MSS grant for internet costs): \$2,338.20

ADDITIONAL NOTES

1. Comcast has advised us that they have just completed negotiations on a new contract that allows them to restore content from Bally Sports, but requires it to be relocated from the Digital Starter (Popular TV) service tier to the Digital Preferred (Ultimate TV) service tier effective August 1, 2024.

Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 2024 through August 2024

Date: September 12, 2024

Cc: Greg Black; Cathy White; Gil Gugni, Ray Kamoo, Carrie LeZotte, David Eick

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, The Village of Bingham Farms meeting, The Village of Beverly Hills Council meeting, The Village of Franklin Historic, Zoning, Council, and Planning Meetings. The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Zoning Board of Appeals, Historic Board and Design Review Board, Advisory Parking Committee, the Multi Modal Meeting and Two Birmingham Commission Workshops.

BAPA Programs

From BACB area individual producers and organizations, we've taped 16 programs.

- ❖ Birmingham Bloomfield Chamber: Breakfast with the Superintendents.
- ❖ Healing with Ketamine hosted by Dr. Cassius Drake.
- ❖ League of Women Voters Oakland Area Candidates Forum.
- ❖ Oakland Hills USGA Junior Championship.
- ❖ Two Sparkle hosted by Betsy Leboe.
- ❖ Two Eye on Oakland hosted by Chuck Moss.
- ❖ *Three BACB Sports: Two Boys Soccer games and a Football game.*
- ❖ Five In the Park Concerts.

BACB SPORTS FALL COVERAGE

Volleyball – Monday, September 30.

Swim and Dive – Tuesday, October 8.

Football – Friday, October 25.

COMING UP

On September 25, BCTV will offer its first free digital literacy workshop entitled "Back to School With BCTV." A full slate of classes, from 10 a.m. to 5 p.m. will be offered by BCTV staff and special guests in a variety of topics that include filmmaking basics, Photoshop, podcasting and more. If interested in one or all of our topics call 248-433-7790 or go online to bloomfieldtwp.org/cable and sign up today! We hope to see you there.

Bloomfield Township Open House returns on Sunday, October 13 from 11 a.m. to 3 p.m. Here is the perfect opportunity to see just some of the amazing services available here at the Township and meet a few of our dedicated employees.

NEW HIRES

We would like to welcome a few new team members to our part-time staff, Courtney Clark, Michael Babbish, Elliot Corbin, Savannah Owens, Zayda Schneider and Ben McCurtis.