

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, September 15, 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 August 18, 2021-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

There will be a PEG Committee meeting immediately following this meeting.

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – August 18, 2021

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

Present: McLain, Cleary, Eick, Fenberg, Abraham – Birmingham
Henry, Gugni, Kamoo – Beverly Hills
Mydloski - Franklin
Absent: Blackburn, Shand, Tootell
Also Present: White - BACB Executive Director
Gojcay – Attorney for Cable Board
Rota and Black – Bloomfield Community Television

APPROVE MINUTES OF CABLE BOARD MEETING HELD July 21, 2021

Motion by Eick, seconded by Fenberg to approve the minutes of the Cable Board meeting on July 21, 2021, as presented.

Motion passed.

PUBLIC COMMENTS

There were no public comments at this time.

APPROVAL FOR BCTV FILMING OF FALL SPORTS EVENTS

Motion by Fenberg/Eick, seconded by Gugni to approve the filming of 6 fall sports events in the amount not to exceed \$15,000 (\$2,500 each).

Mydloski listed the sporting events. Rota pointed out that this has been done in the past six (6) or seven (7) years.

Roll Call Vote

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

Motion Passed.

COMMITTEE REPORTS

Cable Action Committee

Abraham reported there had been a meeting on August 12 in the Baldwin Public Library. He was in attendance together with McLain, White, Tootell and Cleary. There was a discussion about outreach to the communities. White will be investigating the various outlets the community governments use which the Cable Board might be able to take advantage of and add the sites to the BACB website.

At the previous meeting he had suggested that Board members write down any and all information which might pertain to their specific community, send it to him and he would forward it to White who would funnel it to the identified outlets. There was a discussion about the Board's ability to escalate problems which is a true and unique benefit of this Board.

The next meeting will be Thursday, September 2 at 4:30 pm in the 2nd floor Board room in the Baldwin Library.

McLain emphasized the BACB's desire to keep the public connected through its website BirminghamAreaCableBoard.org and to inform the public about its escalation team and its purpose. She also reminded everyone that the sub-committee meetings are open to everyone and in accordance with the Open Meetings Act, a quorum for the BACB is 7 out of 13 members.

PEG Committee

Mydoski reported there was a meeting following the July 21, 2021 BACB meeting; Greg Black, Steve Rota, George Abraham, Kethleen Tootell, Gil Gugni, Michael Fenberg, Cathy White, Elaine McLain, Ray Kamoo, and Jim Cleary were in attendance. The discussion focused on what the Board acted on this morning. There will not be a PEG meeting immediately following this meeting.

EXECUTIVE DIRECTOR'S REPORT

There were two (2) complaints from last month concerning Comcast cable lines in Franklin and Birmingham which have been resolved. Since the date of White's last report there were nine (9) complaints.

The first (1st) complaint from a Birmingham resident dealt with a faulty modem and her inability to connect with a Comcast technician. A Comcast technician had made several attempts to contact the resident with no success. An escalation team representative indicated that the modem was operational and the problem was due to a power outage. Comcast has given the customer a courtesy credit on the next statement. This complaint is now closed. The second (2nd) complaint came from the project manager who was working with a Franklin resident and needed Comcast to remove its overhead lines so they could be buried underground at the resident's expense. The escalation team indicated that Comcast needed a copy of the project manager's DTE plans as the scope of work for this project might be extensive. This complaint is pending. The third (3rd) complaint was from a Beverly Hills resident who was dealing with low-hanging Comcast cable line in her backyard which for the last two (2) years she had been trying to have raised but with no success. The complaint is pending. The fourth (4th) complaint was from a Beverly Hills resident about pixilation and audio problems which appear to involve several homes in the neighborhood and has been going on since December 2020. The escalation team sent a qualified technician to correct the problem. The resident had a significant credit applied to his account and was informed that a span replacement project was scheduled for the area. This complaint was closed. The fifth (5th) complaint dealt with a Bingham Farms resident who had purchased a "Protection Plan" from a Comcast representative over the phone. At a Xfinity store she was

informed that Comcast did not have a service Protection Plan. She was advised to call her credit card company about the fraud which she had done before she contacted BACB. This complaint is closed. The sixth (6th) complaint was from an elderly Comcast subscriber who needed his home phone/internet/cable service transferred to his new address. Due to health and safety issues, the escalation team was able to get him an immediate appointment to transfer his service. The complaint is closed. The seventh (7th) complaint was from a Beverly Hills resident which is related to this month's fourth (4th) complaint as it involved the same issues. This complaint is pending. The eighth (8th) complaint was from a Birmingham resident who had spoken several times with Comcast representatives about her internet problems but to no avail. The escalation team scheduled a technician visit. This complaint is pending.

FINANCIAL

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

White wrote seven (7) checks since the last meeting. The largest ones were for insurance for the year. The bill for the BCTV filming of the April sports was paid.

ADDITIONAL NOTES

NATOIA issued a press release applauding the Senate's work to pass the Infrastructure Investment and Jobs Act, which included \$65 billion for broadband-related infrastructure projects. This will help communities around the country.

White and McLain met with Muniweb who handles the Cable Board website. They wanted to improve the Search function, to keep information updated, to remove certain things which no longer applied related to COVID-19 and to add content, such as "Ask the Cable Lady" and "Frequently Asked Questions".

White stated that the Beverly Hills account had a large balance which will be transferred to the BACB's Credit Union account so an additional investment could be made through MBS.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present; however, Comcast has given White a link for residents to use to get help with their internet expenses. The link will be posted on the website.

McLain added that all three providers will be partnering to make sure that when broadband funds get distributed they are spent appropriately. Senator Rosemary Bayer, a former Beverly Hills Cable Board member, is involved and will be watching the process and will share the information with all the communities. She suggested that residents could go to their provider's website to get that information. The links will also be put on the bottom of the BACB page.

Referring to this month's sixth (6th) complaint, McLain expressed her appreciation to Comcast and its team for the prompt attention to the senior who, due to health and safety urgent reasons, needed prompt service.

McLain also mentioned the numerous and various complaints due to the floods, electrical interruptions, etc. of low hanging wires and water (and disruptions) in the rights of way on personal property. She advised residents to immediately call their providers for assistance.

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 August 12, 2021. He noted the twenty (20) completed **BAMA** regularly scheduled municipal meetings, all of which were listed in his report.

For the **BAPA** Programs, the majority of the 23 programs by producers and organizations were taped, some of which he specifically identified. He added that the City of Birmingham still has four (4) more Wednesday night concerts in Shain Park. These will end on September 8.

Advanced Lighting and Sound repaired some of the microphones in the Baldwin Library Board room and made other updates to the audio system. Rota will give White the invoice when it comes.

PRODUCER AND VOLUNTEER WORKSHOP

Rota reminded everyone that anyone interested in producing or volunteering behind the scenes should call the office to make a one-on-one appointment, 248-433-7790. Next Monday a producer will be coming in for a producer workshop. A couple days ago, Mr. Cleary and Mr. Kamoo toured the facility and shared very positive comments about the experience.

Office hours are 7 AM – 5:30 PM, Monday-Thursday.

McLain displayed the BCTV Volunteer Folder which she picked up yesterday when she met Dani Walsh, the new Township Supervisor. Rota, Greg Black, McLain and Walsh discussed the relationship between BCTV and the BACB. Also discussed was the long-time contract between BACB and BCTV which Gojcaj will be reviewing and updating.

OLD BUSINESS

There was none.

NEW BUSINESS

NATOA will be having a virtual meeting September 21-23. The cost is \$400 for members (BACB is an organizational member). She recommended Board members go online to find any topics which might be interesting to them and explained the different membership tracks. This year's theme will be about what is happening on the national level in D.C. and what is happening with the providers.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

There were none.

There being no further business, the meeting was adjourned at 8:28 AM.

MEMORANDUM

DATE: September 9, 2021

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received three (3) complaints since the date of my last report. Complaint No. 2021-31 was received from the Beverly Hills Village Manager on behalf of a Beverly Hills resident who had a low-hanging AT&T wire on her property. This was taken care of within one day by AT&T and this complaint is now closed.

Complaint No. 2021-32 was received from the Code Enforcement Officer for the Village of Franklin who had been trying to get Comcast to remove some branches that were laying on Comcast's lines along Thirteen Mile Road and which were likely to cause a loss of service. Comcast has now removed anything on its lines and this complaint is now closed.

Complaint No. 2021-33 was submitted by a Franklin resident who has a low-hanging wire belonging to AT&T on his property after the storms last month. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of August 31, 2021 will be e-mailed to all Board members, as well as BACB financial reports for the month of August, 2021. I will also bring hard copies to the meeting for everyone.

CHECK DISBURSEMENT

Two (2) checks have been written since the date of our last meeting as follows:

1. Michigan United Credit Union (formerly Birmingham Bloomfield Credit Union): Visa (phone & office supplies) \$131.51
2. Advanced Lighting & Sound: Equipment \$164.00

ADDITIONAL NOTES

1. Comcast has notified us that beginning August 19, 2021, Great American Country (GAC) will move from Digital Preferred to Digital Starter/Extra, making it available to more customers at no additional cost.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report August 19, 2021, through September 15, 2021

Date: September 9, 2021

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

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 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, Historic Board and Design Review Board Meetings.

BAPA Programs

From BACB area individual producers and organizations, we've taped 15 programs

- ❖ *Two About You* hosted by Ellen Rogers.
- ❖ *Three Eye on Oakland* hosted by Chuck Moss.
- ❖ *Three In the Park Concerts*.
- ❖ *Four Gracefully Greying* hosted by Henry Gornbein.
- ❖ Birmingham Republican Women Lecture.
- ❖ BACB Sports Volleyball
- ❖ BACB Sports Swim and Dive.

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.

BACB FALL SPORTS REMAINING

Football on Friday, September 17, at 7:00 pm Seaholm and

Soccer on Tuesday, September 28, at 7:00 pm Groves