

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 21, 2021 at 7:45 am

**\*\*This meeting will be held IN PERSON\*\***

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of June 16, 2021-M
3. Public Comments
4. MBS Presentation
5. Municipal Support Services Grant Request- Franklin-Bingham Fire Dept-M
6. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

There will be a PEG Committee meeting immediately following this meeting

## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 16 2021

McLain, called the last meeting of Fiscal Year 2020-2021 to order at 7:45 AM via Remote Zoom.us with closed captioning.

Present: McLain (Birmingham, MI), Cleary (Birmingham, MI), Eick (Birmingham, MI), Abraham (Birmingham, MI) – Birmingham  
Henry (Beverly Hills, MI), Tootell (Beverly Hills, MI)– Beverly Hills  
Blackburn (Bingham Farms, MI) – Bingham Farms  
Mydloski (Franklin, MI) - Franklin  
Absent: Fenberg, Gugni, Shand, Kamoo  
Also Present: White - BACB Executive Director  
Gojcaj – Attorney for Cable Board  
Rota – Bloomfield Community Television  
Brunk – IT Manager, City of Birmingham

### **APPROVE MINUTES OF CABLE BOARD MEETING HELD May 19, 2021**

Motion by Mydloski, seconded by Henry approve the minutes of the Cable Board meeting on May 19, 2021, as presented.

#### Roll Call Vote

McLain	Aye
Cleary	Aye
Eick	Aye
Henry	Aye
Blackburn	Aye
Mydloski	Aye
Abraham	Aye
Tootell	Aye

Motion Passed.

### **PUBLIC COMMENTS**

There were no public comments at this time.

### **TREASURER'S REPORT**

In Fenberg's absence, White gave his Treasurer's report and stated there had not been any changes since his last report. The next maturity would be in July and those proceeds would be reinvested via MBS. She had sent the financial reports to the members which also included the MBS balance.

Yesterday McLain spoke with Chas Kipp, the Cable Board's investment advisor at MBS, to ask specific questions about the volatility of interest rates and how inflation would impact what the Cable Board does. He saw no impact on BACB and assured her that such activities were always monitored. She will ask him to come to the BACB's next meeting with an update and give his opinion on what he thinks the second half of the year will bring.

**ANNUAL ELECTION OF OFFICERS**

Michael Fenberg was nominated to continue as Treasurer of the Cable Board. White spoke with Fenberg and he agreed to continue in that position. There were no further nominations. McLain closed the nominations.

**Roll Call Vote**

Cleary	Aye
Eick	Aye
Henry	Aye
Blackburn	Aye
Mydloski	Aye
Abraham	Aye
Tootell	Aye
McLain	Aye

Fenberg was unanimously elected.

David Eick was nominated to continue as Secretary of the Cable Board. Eick agreed to continue in that position. There were no further nominations. McLain closed the nominations.

**Roll Call Vote**

Eick	Aye
Henry	Aye
Blackburn	Aye
Mydloski	Aye
Abraham	Aye
Tootell	Aye
McLain	Aye
Cleary	Aye

Eick was unanimously elected.

Gil Gugni was nominated to continue as Vice Chairman of the Cable Board. Gugni agreed to continue in that position. There were no further nominations. McLain closed the nominations.

**Roll Call Vote**

Henry	Aye
Blackburn	Aye
Mydloski	Aye
Abraham	Aye

Tootell	Aye
McLain	Aye
Cleary	Aye
Eick	Aye

Gugni was unanimously elected.

Elaine McLain was nominated to continue as Chairman of the Cable Board. There were no further nominations. McLain closed the nominations. McLain accepted the nomination.

Roll Call Vote

Blackburn	Aye
Mydloski	Aye
Abraham	Aye
Tootell	Aye
McLain	Aye
Cleary	Aye
Eick	Aye
Henry	Aye

McLain was unanimously elected.

McLain and White spoke with those members who had been appointed to Chairmen of the various Committees. All agreed to continue as such: George Abraham – Cable Action Committee Chairman; Gil Gugni – Personnel Committee Chairman; and Heather Mydloski – PEG Committee Chairman.

**PROPOSED FY 2021-22 BACB BUDGET**

Motion by Blackburn, seconded by Eick to approve the Birmingham Area Cable Board Budget for Fiscal Year 2021-2022, as presented.

McLain reminded the Board that the Budget had been discussed at several Cable Action Committee meetings and at a couple of full Board meetings. She invited any questions for White regarding any line items or input from the communities and/or members about the Cable Board mission.

White noted that as usual this was a very conservative budget knowing that a future decline in revenues was possible. In order to align with revenues, expenses have been reduced where appropriate. The budget which was presented to the board at last month's meeting had not changed. The Cable Board's fiscal year starts July 1, 2021.

Roll Call Vote

Mydloski	Aye
Abraham	Aye
Tootell	Aye
McLain	Aye
Cleary	Aye
Eick	Aye
Henry	Aye
Blackburn	Aye

Motion Passed.

**COMMITTEE REPORTS**

**Cable Action Committee**

Abraham reported there had not been a meeting this month as there were no items to consider.

The next CAC meeting will be a Zoom meeting, July 1 at 4:00 PM. Attorney Gojcai commented that it was expected that the legislature would not extend the mandatory zoom meetings. Franklin had had its first in-person meeting a few days ago. A hybrid approach would be possible through the Open Meetings Act using the 6 feet distancing rule and due to the scheduling and the availability of the Board Members McLain was in favor of having the CAC meeting the 2<sup>nd</sup> week in July. Gojcai encouraged an in-person meeting.

**PEG Committee**

Mydloski reported the committee met on May 19 immediately following the BACB meeting. Joining her in attendance at the PEG meeting were McLain, White, Fenberg, Tootell, Cleary, Abraham and Rota. The Beverly Hills Music in the Park on Friday, June 4 was discussed as to how it met the PEG stipulations and how it was compliant with the policies and procedures. Tootell had positive comments about the filming of the concert which had excellent attendance and mentioned there would be another one in July. Paperwork requesting another filming will be sent to the Beverly Hills Clerk.

There will not be a PEG meeting following this meeting.

**EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated June 2021. There were two (2) new complaints since her last report. The first (1<sup>st</sup>) was a continuing complaint from a Birmingham resident who previously had a complaint about data overage fees and an installation fee from Comcast, all of which had been resolved. This new complaint involved service issues. Some of his equipment was replaced and he was satisfied. This complaint is closed. The second (2<sup>nd</sup>) complaint was from a Beverly Hills resident who wanted a large coil of cable removed from a utility pole across the street from his house. Not knowing whose cable it was, White sent the complaint to all three (3) cable providers. WOW promptly removed it. This complaint is closed.

**FINANCIAL**

Financial information for MBS, BBCU and Beverly Hills accounts for the month of May 2021 was emailed to the Board Members.

White wrote one (1) check since the last meeting for the PEG Grant to the Franklin Historical Society for its internet costs. This grant is consistent with previous years.

**ADDITIONAL NOTES**

Comcast notified BACB that it would not be broadcasting the traditional Newsy TV channel.

On June 3 she attended a webinar, presented by the Connecting Michigan Taskforce, which is a group of 13 different state agencies which better coordinate broadband activities within the state. The focus is on the 1.24 million Michigan households that do not have a fixed terrestrial broadband connection due to the lack of access or device, or service affordability. The federal efforts to address this problem were explained, some of which had been discussed by the BACB: Emergency Broadband Benefit program which was launched on May 12, NTIA Broadband Infrastructure Program, and Local Fiscal Recovery Funds. There are three (3) programs within Michigan which address these issues: Connecting Michigan Communities Grant Program, Michigan Infrastructure Council's "Dig Once" Project Portal and Michigan High Speed Internet Office which was newly created in the Department of Labor and Economic Opportunity.

McLain suggested that some of this information be put on BACB's home page. She, personally, will share this information with the MI NATOA. She shared a personal interaction she had had with someone in the Michigan thumb area who described the exact lack of connectivity, including that in the basement of a hospital.

Following up on the comments from last month's meeting about better and increased communication flow among the communities, McLain noted that CAC would be working on a new system.

**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 emphasized that the summer is a good time for residents to review and understand their cable bill. She also mentioned some of the common complaints which happen in the summer months: problems in the right of ways and downed cable lines, among others. She also listed the several rules of the franchise agreement which the cable providers have and must adhere to with

the four (4) communities. If residents are unable to resolve some issues with the providers, please contact the Cable Board.

### **BAPA/BAMA REPORT**

Rota referred to his memo to BACB dated June 10, 2021. He listed the completed **BAMA** regularly scheduled municipal meetings. Franklin was the first to hold an in-person meeting this past Monday. It was a Village Council meeting at the Franklin Community Church. The meetings covered included the BACB Meeting, Baldwin Public Library Board and Trustee meeting, the Village of Bingham Farms meeting, the Beverly Hills Council meeting, the Village of Franklin Council meeting and its Board of Appeals and Planning Commission meetings, the City of Birmingham's Parks and Rec Board Meeting, Advisory Parking Committee meeting, Zoning Board meeting, the Multi-Modal Board meeting, Historic Board and Design Review Board Meetings.

For the **BAPA** Programs, 13 programs by producers and organizations (which he identified) were taped via Zoom. The Birmingham Republican Women's Club Lecture was in-person on location. The Beverly Hills Concert in the Park was very successful with the tri-caster multi-camera production. The next one will be Friday, July 16.

### **PRODUCER WORKSHOP**

Since the studio is closed, for those interested in producing a program or whomever wants to volunteer behind the scenes, please call the office at 248-433-7790 to set up a future time and date.

### **STUDIO UPDATE**

Producers will begin in-person shows on Monday, July 12, 2021. At the end of the month Rota will begin recruiting volunteers and giving tours of the facility. Workshops for producers and volunteers will begin mid-July or early August. In-person meetings for the township will begin July 5. The hybrid meetings will begin in July.

### **MEETINGS TO MEET IN PERSON IN JULY**

He will begin scheduling time and working with all four communities, testing equipment and setting everything up for the in-person meetings which will hopefully begin in July. Eric Brunk will be training him and some part-time staff on the coverage of the "hybrid meetings". He was in Beverly Hills testing equipment for hybrid meetings and experienced some technical problems. He is now working with Advanced Lighting and Sound on a resolution.

Mydloski thanked Rota for going above and beyond with personally helping with the technical difficulties experienced with the Franklin Village Council meeting.

### **OLD BUSINESS**

Rota thanked Brunk and his team for all their help throughout the pandemic.

McLain attended the Birmingham/Bloomfield Chamber of Commerce networking event on behalf of the Cable Board. The successful program was online and involved eight (8) different

Chambers from different municipalities and she was able to give them an in-depth introduction to BACB and its mission.

Abraham had a personal experience with an increase in his Comcast bill. After much discussion with a company representative, he was able to reduce it down to the original price. The increase was the result of a promotion having expired. This is a reminder to everyone to check their bill, making sure it is for the correct equipment and for the correct service. For those who do not receive a paper bill, check your bank statement or credit card bill.

McLain added how important and critical it is to be connected for health and safety reasons.

**NEW BUSINESS**

There was none.

**PUBLIC COMMENTS**

There were none.

**BOARD COMMENTS**

There were none.

McLain thanked Gojcaj for sitting in for Currier.

Next month's meeting will be in person.

There being no further business, the meeting was adjourned at 8:44 AM.





## Franklin-Bingham Fire Department

11 June 2021

Birmingham Area Cable Board  
Ms. Elaine McLain, Executive Director  
P.O. Box 165  
Birmingham, MI 48012

Re: Grant Request for Internet Access Consideration for FY2021-2022

Dear Chairperson McLain,

The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station internet access, and Verizon Wireless for scene-based EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive static IP addresses, so that we can host our public website as well as communicate with our personnel, via a secure internal web connection.

While we do not rely on county based systems, due to cost, we remain reliant on internet connectivity, in that we may be able to communicate effectively during normal times as well as when involved or as a result of emergency situations, including:

- 
- Access to the Oakland County and State of Michigan Emergency systems
  - Access to the State of Michigan Health Alert Network System
  - Access to the State of Michigan mandated EMS report systems (MI-EMSIS & Stryker)
  - Access to internet based fire records and training reporting systems (Emergency Reporting and FireRescue1 Academt)
  - Access to the US Fire Administration records site to upload our fire reports
  - Access to multiple US DHS response and intelligence networks
  - Access to NOAA severe weather services

Our department, like many others, relies on access to the internet, we are also faced with many of the same increasing costs of doing business. As a result, it is becoming more and more difficult to cost effectively meet our current obligations. With this in mind, I am writing to you to request any available grant assistance to the department to cover our internet connectivity costs of \$104.95 per month for Comcast fire-station internet service and \$119.97 per month for Verizon Wireless internet access. For the fiscal year starting July 1<sup>st</sup>, this would total \$2,699.04. Your support, if approved, would help us out that much more in providing our services to the public, by allowing us to maintain a level of service commensurate with our obligations.

Thank you for any and all consideration and assistance and please feel free to contact me at 248.626.9862 with any questions, comments, or other information needs you may have.

Tony Averbuch, Fire Chief



## MEMORANDUM

DATE: July 15, 2021

TO: Board Members

FROM: Cathy White

Re: Monthly Report

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### CUSTOMER COMPLAINTS

We have received eight (8) complaints since the date of my last report. Complaint No. 2021-15 was received from a Birmingham resident who submitted previous complaints about data overage fees, billing and service issues which were resolved. This complaint involves his business in Birmingham. Comcast Business recommended a backup system in case its service went down but there have been several problems experienced by the subscriber in getting this backup system. These include improper charges, adding an unnecessary additional wireless network, failure to get Voice Mail installed, activation of Call Waiting which he does not want, and difficulties in getting his second line cancelled as he requested. The escalation team has assisted in getting the billing and services corrected and a Comcast representative came to the store to make sure the proper equipment and installation was in place. This complaint is now closed.

Complaint No. 2021-16 was received from a Beverly Hills resident who was not happy with her service from WOW and wanted to switch to Comcast. She had a lot of difficulty getting through to the proper department at Comcast to set up an appointment for a representative to come to her home to discuss becoming a new customer. When she finally was able to schedule an appointment, no one showed up on the designated date. An escalation team representative spoke to this resident and was able to get her new account set up for installation. The installation has now been completed and this complaint is closed.

Complaint No. 2021-17 was received from a Franklin resident whose email had been hacked and he was unable to access any older emails or his address book. He has requested technical assistance to correct these email issues. This complaint is pending.

Complaint No. 2021-18 was submitted directly to our website by a Birmingham resident. She was seeking assistance in getting Comcast to raise its lines which were laying on her driveway after a storm. She called Comcast on a Saturday and was told a technician would be out on Monday. No one showed up and when she contacted Comcast about this, she was then told it would take 7 to 14 days to handle the problem. This was unacceptable because she had not been able to get her car out of the garage. When we sent this complaint to the Comcast escalation team, they sent a technician out that same day and the lines were raised. Because she had been a Comcast customer since 1989, they also credited her account for one month of service due to the difficulty she had experienced. This complaint was closed and the resident was extremely grateful for the actions of BACB and the Comcast escalation team in resolving her complaint so promptly. However, the next morning the lines came down again in the same location and Complaint No. 2021-19 was submitted as a new complaint to insure a permanent resolution. Comcast immediately sent another technician to raise the lines and the resident is confident that the problem is solved. This complaint is now closed.

Complaint No. 2021-20 was submitted directly to our website by a Franklin resident. She has been trying for a long time to get a tangled mess of AT&T and Comcast lines cleaned up. Currently she states that there are bare AT&T wires that are hanging low enough to touch. This complaint has been forwarded to both AT&T and Comcast since the problem consists of a twisted and loose combination of lines owned by both companies. This complaint is pending.

Complaint No. 2021-21 was received from the maintenance manager of Williamsburg Condominiums in Birmingham concerning a WOW cable that was hit by a garbage truck. It was hanging about six feet from the ground in their parking lot and constituted a traffic hazard. WOW has raised the line to the proper height and this complaint is closed.

Complaint No. 2021-22 was received from a Birmingham resident who is seeking to get Comcast to fix some low-hanging lines that are resting on his fence. This complaint is pending.

## FINANCIAL

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

## CHECK DISBURSEMENT

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

1. Birmingham Bloomfield Credit Union (Visa: telephone & conference expense): \$131.54
2. Clearview Captioning LLC (closed captioning for meeting): \$120.00
3. Clearview Captioning LLC (closed captioning for June meeting): \$120.00
4. Birmingham Bloomfield Credit Union (Visa: telephone): \$81.54

5. Charter Township of Bloomfield (filming May sports events): \$7,500.00

#### ADDITIONAL NOTES

1. The Comcast escalation team we have been working with (Heartland Region) has been consolidated with its Big South Region. It is unclear what impact, if any, this will have on the timely response by Comcast with respect to the complaints we submit on behalf of our residents.
2. Due to the addition of new Board Members, the Board Roster has been updated and a copy is included in this month's meeting packet.

**BIRMINGHAM AREA CABLE BOARD MEMBERS  
JUNE, 2021**

**CITY OF BIRMINGHAM 48009**

ELAINE MCLAIN, CHAIRMAN  
425 N. Eton #302  
(248) 225- 9903  
[ekmclain@gmail.com](mailto:ekmclain@gmail.com)  
3/30/23 (01/09/06)

JAMES CLEARY  
2001 Fairway Drive  
(248) 840-8416  
[clearyjp@gmail.com](mailto:clearyjp@gmail.com)  
03/30/22 (12/21/20)

DAVID EICK, SECRETARY  
559 Greenwood St.  
(248) 231-8067  
[eickhouse@comcast.net](mailto:eickhouse@comcast.net)  
3/30/24 (12/14/15)

DONOVAN SHAND  
1645 Buckingham Ave  
(248) 330-0747  
[dgshand@gmail.com](mailto:dgshand@gmail.com)  
3/30/23 (12-04-17)

MICHAEL FENBERG, TREASURER  
908 Chesterfield  
(248) 310-7373  
[michael.fenberg@bakertilly.com](mailto:michael.fenberg@bakertilly.com)  
3/30/23 (3/13/17)

GEORGE ABRAHAM,  
CABLE ACTION COMM. CHAIR  
898 Arlington  
(248) 642-1257  
[georgeabrahamjr@outlook.com](mailto:georgeabrahamjr@outlook.com)  
3/30/24 (5/14/18)

**VILLAGE OF BEVERLY HILLS 48025**

KATHLEEN TOOTELL  
17124 Kirkshire Ave  
(248) 376-6558  
[Kathleentootell@gmail.com](mailto:Kathleentootell@gmail.com)  
01/23 (01/21)

RAY KAMOO  
30125 Marimoor  
(248) 203-6154  
[rkamoo@comcast.net](mailto:rkamoo@comcast.net)  
6/30/24 (4/20/21)

GILBERT GUGNI,  
VICE CHAIR & PERSONNEL COMM CHAIR  
30531 Lincolnshire E.  
(248) 892-7842  
[ggugni50@gmail.com](mailto:ggugni50@gmail.com)  
6/30/22 (8/2/16)

SHANE HENRY  
31145 Stafford  
[shanephenry@gmail.com](mailto:shanephenry@gmail.com)  
(586)354-5931  
6/30/22 (2/4/20)

**VILLAGE OF BINGHAM FARMS**

LISA BLACKBURN

30231 Bristol Lane 48025

(734) 934-2139

[Lisablackburn04@comcast.net](mailto:Lisablackburn04@comcast.net)

11-21 (11/16/20)

**VILLAGE OF FRANKLIN**

HEATHER MYDLOSKI, PEG CHAIRMAN

30585 Birchway Drive 48025

(313) 727-5053

[heather.mydloski@experienselect.com](mailto:heather.mydloski@experienselect.com)

11/22 (8/1/19)

**BIRMINGHAM SCHOOLS**

DR. JOSEPH L. HOFFMAN

Assistant Superintendent for Teaching and Learning

Birmingham Public Schools

31301 Evergreen Road

Beverly Hills, MI 48025

(248) 203-3011

[jhoffman@birmingham.k12.mi.us](mailto:jhoffman@birmingham.k12.mi.us)

**CABLE ATTORNEY**

TIM CURRIER

3001 W. Big Beaver Rd., Suite 200

Troy, MI 48084

(248) 645-9400

[tcurrier@beierhowlett.com](mailto:tcurrier@beierhowlett.com)

[www.beierhowlett.com](http://www.beierhowlett.com)

DWIGHT LEVENS

Executive Director of Technology

Technology Services

1525 Covington Rd.

Bloomfield, MI 48301

(248) 203-4608

[DLevens@birmingham.k12.mi.us](mailto:DLevens@birmingham.k12.mi.us)

**OTHER CONTACTS****EXECUTIVE DIRECTOR**

CATHY WHITE

P.O. Box 165

Birmingham, MI 48012

BACB\_(248) 336-9445

Cell (734) 347-1527

[execdir@birminghamareacableboard.org](mailto:execdir@birminghamareacableboard.org)

**PEG ACCESS**

GREG BLACK, BCTV

4200 Telegraph

Bloomfield Hills, MI 48303

(248) 433-7791

[gblack@bloomfieldtp.org](mailto:gblack@bloomfieldtp.org)

**CITY OF BIRMINGHAM**

ALEXANDRIA BINGHAM-City Clerk  
151 Martin Street 48009  
(248) 530-1802  
[abingham@bhamgov.org](mailto:abingham@bhamgov.org)

**VILLAGE OF BEVERLY HILLS**

KRISTIN RUTKOWSKI –Clerk/Asst Village Manager  
18500 W. Thirteen Mile Rd 48025  
(248) 646-6404  
[Krutkowski@villagebeverlyhills.com](mailto:Krutkowski@villagebeverlyhills.com)

**COMCAST CABLE COMMUNICATIONS**

KYLE V. MAZUREK  
Manager, External Affairs  
41112 Concept Drive  
Comcast, Heartland Region  
Plymouth, MI 48170  
(734) 254-1557  
[Kyle\\_Mazurek@comcast.com](mailto:Kyle_Mazurek@comcast.com)

**AT&T**

ROBERT JONES  
External Affairs  
444 Michigan Avenue, 17<sup>th</sup> Floor  
Detroit, MI 48226  
(313) 929-0727  
[rj1961@att.com](mailto:rj1961@att.com)

**VILLAGE OF BINGHAM FARMS**

KEN MARTEN –Admin & Clerk  
24255 Thirteen Mile #190 48025  
(248) 644-0044  
[kmarten@binghamfarms.org](mailto:kmarten@binghamfarms.org)

**VILLAGE OF FRANKLIN 48025**

HEATHER MYDLOSKI – Clerk  
32325 Franklin Rd  
(248) 626-9666  
[clerk@franklin.mi.us](mailto:clerk@franklin.mi.us)

**WIDE OPEN WEST**

JON HURST  
Executive Customer Advocate  
32650 North Avis  
Madison Heights, MI 48071  
(248) 259-9248  
[jon.hurst@wowinc.com](mailto:jon.hurst@wowinc.com)



# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report June 17, 2021, through July 21, 2021

Date: July 9, 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, the Village of Bingham Farms meeting, The Village of Beverly Hills Council meeting, The Village of Franklin Council, Zoning Board of Appeals, 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 15 programs***

- ❖ *About You* hosted by Ellen Rogers.
- ❖ *Two Patriot Lessons* hosted by Judge Michael Warren.
- ❖ *Three Eye on Oakland* hosted by Chuck Moss.
- ❖ *Four Michigan Planning Today* hosted by Robert Gibbs.
- ❖ *Four Gracefully Greying* hosted by Henry Gornbein.
- ❖ *Village of Beverly Hills Concert in the Park Northgate Drive.*

### **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**

Our studio is open to the public! A few producers have come back last week to do their shows in person! Some producers are still taking advantage of Zoom. We are offering both options moving forward. It was great to see people face to face again. We thank everyone for their patience's.

### **MEETINGS**

Meetings have gone in person starting this month! My staff is back at all locations in all four communities recording meetings.

### **BIRMINGHAM**

The City of Birmingham has decided to bring back in the park concerts at Shain Park starting Wednesday, July 28, through Wednesday, September 8.