

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, August 19, 2020 at 7:45 am

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

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of July 15, 2020-M
3. Public Comments
4. PEG Grant Request- Birmingham Public Schools-M
5. PEG Grant Request- Next-M
6. Ratification of Cost to Upgrade Tri-caster-Birmingham PEG Grant-M
7. Ratification of Cost to Repair Tri-caster- Beverly Hills PEG Grant- M
8. Committee Reports
  - a. Cable Action Committee
  - b. PEG Committee
9. Executive Director's Report
10. Provider Related Topics
  - a. Comcast
  - b. AT&T
  - c. WOW
11. BAPA/BAMA Report
12. Old Business
13. New Business
14. Public Comments
15. Board Comments
16. Adjourn

PEG Committee Meeting Immediately Following the Regular Meeting



## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020

Present: Abraham, Eick, Fenberg, McLain - Birmingham  
 Burry, Delaney, Gugni, Henry – Beverly Hills  
 Mydloski – Franklin

Absent: Shand - Birmingham

Also Present: White - BACB Executive Director  
 Currier – Attorney for Cable Board  
 Levens – Executive Director of Technology, Birmingham Public Schools  
 Rota – Bloomfield Community Television  
 Brunk – IT Manager, City of Birmingham

McLain called the meeting to order at 7:47 AM via Remote Zoom.us meeting with closed captioning.

McLain requested that **MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM FRANKLIN-BINGHAM FIRE DEPARTMENT** be added to the agenda, following **ANNUAL ELECTION OF OFFICERS.**

Motion by Burry, seconded by Gugni to adopt the agenda , as amended.

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burry	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Absent: Shand

Motion Passed. (9-0).

**APPROVE MINUTES OF CABLE BOARD MEETING HELD June 17, 2020.**

Motion by Fenberg, seconded by Eick to approve the minutes of the Cable Board Meeting on June 17, 2020, as presented.

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burry	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye



Absent: Shand  
 Motion Passed. (9-0).

### **PUBLIC COMMENTS**

There were no public comments at this time.

### **TREASURER'S REPORT**

Fenberg reported that as of June 30, 2020 the balance in the Multi-Bank account was \$792,280.00. For the six (6) months ending June 30, BACB had received \$9,899.00 of interest income. The next maturity coming up will be in October for \$135,000.00. In June the maturity was for \$48,000.00 and BACB was able to purchase a CD for \$52,000.00; however, the rate for a one-year CD was .15% which demonstrates the significant decrease in interest rates. Two (2) months earlier BACB had received 1.25%. In March, 2021 the maturity will be \$210,000.00. Future maturities will be in April, July, September and October, 2022 for \$95,000.00.

McLain explained that maturities were always tiered in case of emergencies.

### **ANNUAL ELECTION OF OFFICERS**

McLain explained there is an election of officers once a year at the beginning of the Fiscal Year (July 1) and the election takes place at the first meeting of BACB's new Fiscal Year.

Currier gave an overview of the process for electing Officers.

Motion by Gugni, seconded by Fenberg to nominate David Eick to continue as Secretary of the Cable Board. There were no further nominations. McLain closed the nominations. Eick accepted the nomination.

#### **Roll Call Vote:**

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burphy	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Absent: Shand  
 Motion Passed. (9-0).

Motion by Mydloski, seconded by Eick to nominate Michael Fenberg to continue as Treasurer of the Cable Board. There were no further nominations. McLain closed the nominations. Fenberg accepted the nomination.



## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burphy	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Absent: Shand

Motion Passed. (9-0).

Motion by Eick, seconded by Fenberg to nominate Gil Gugni to continue as Vice Chairman of the Cable Board. There were no further nominations. McLain closed the nominations. Gugni accepted the nomination.

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burphy	Aye
Mydloski	Aye
Eick	Aye
McLain	Aye

Absent: Shand

Motion Passed. (9-0).

Motion by Eick, seconded by Fenberg to nominate Elaine McLain to continue as Chairman of the Cable Board. There were no further nominations. McLain closed the nominations. McLain accepted the nomination.

Roll Call Vote:

Fenberg	Aye
Abraham	Aye
Henry	Aye
Gugni	Aye
Delaney	Aye
Burphy	Aye
Mydloski	Aye



## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020

Eick           Aye  
 McLain       Aye

Absent: Shand  
 Motion Passed. (9-0).

George Abraham volunteered to continue as the Cable Action Committee Chairman, Heather Mydloski will continue as PEG Committee Chairman and Gil Gugni volunteered to continue as Personnel Committee Chairman.

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM FRANKLIN-BINGHAM FIRE DEPARTMENT**

White presented the Fire Department's request to cover Comcast internet access at the fire station for \$114.90 per month and Verizon Wireless internet access for EMS incident reporting for \$119.97 per month. For the fiscal year starting July 1, 2020, the total would be \$2,818.44. White added this would be a Municipal Support Services Grant line item. It has been done in the past and there was money in the Budget.

Motion by Mydloski, seconded by Eick to approve a **Municipal Support Services Grant** request from the Franklin-Bingham Farms Fire Department in the amount not to exceed \$2,818.44/yr. to the Franklin-Bingham Farms Fire Department to cover the internet connectivity for Comcast fire station internet service and for Verizon Wireless internet access for EMS incident reporting for FY2020-2021.

Henry requested that a document listing previous grants be created and published. Abraham suggested that such a list be put on the website.

Delaney pointed out several purposes of the agenda being posted in advance of a meeting: transparency and being in accordance with the Open Meeting Act. Frequently adding items at the last minute might possibly create problems. He wanted the Board to keep this in mind when amending the agenda. Mydloski inquired if there was an established timeline for submitting items to be put on the agenda.

**Roll Call Vote:**

Fenberg       Aye  
 Abraham       Aye  
 Henry           Aye  
 Gugni           Aye  
 Delaney        Aye  
 Burry           Aye  
 Mydloski       Aye  
 Eick            Aye



## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020

McLain      Aye

Absent: Shand

Motion Passed. (9-0).

**COMMITTEE REPORTS****Cable Action Committee**

Abraham reported there had not been a meeting in July. The next meeting is scheduled for Thursday, August 6 at 4:30 PM; however, the actual date, the location or if it would be held via Zoom, would announced later.

**PEG Committee**

Mydloski welcomed Dwight Levens, Executive Director of Technology, Birmingham Public Schools. He was invited back this month to answer any additional questions the Board might have regarding the request for the grant which would be considered at next month's meeting.

Levens stated that this request was different from those in the past which were specific to the classroom and instructional purposes. This particular support request was for the funding upgrades for the Evergreen Room, which is referred to as the district's Board room where all board meetings are held. Several years ago, BACB provided funding for the installation of the equipment in the room and now it needs to be upgraded and the district does not have available funding. He provided details of the current situation.

Levens explained the bid process which includes obtaining an assessment of the current equipment by a company whose opinion the district respects and its recommendations. If necessary, the district would make specific modifications. Bids are received and a committee within the district reviews those bids and the best selection is made. If BACB approves the grant funding he does a presentation to the Board of Education as it still has to be approved by their internal Board of Education.

Mydloski clarified there was no bond money or any other monies available for this purchase. Levens stated that bond funds primarily go to the classrooms for such things as infrastructure changes.

Levens's response to Delaney's inquiry was that there would not be any additional request for the Evergreen Room. He confirmed that more than one bid would be sought and Advanced Lighting & Sound would likely be a bidder.

Rota explained that the Cable Board actually used this specific room when the Village of Beverly Hills was doing updates to its Council room.

McLain explained this item would be on next month's agenda. For the benefit of the public, she clarified that when grants are given to the schools (which is not very often), the request is for a large amount for equipment and the Board balances all resources when considering the requests.



## BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020

Responding to McLain, Levens confirmed that the Board of Education meetings are still being held virtually. This item would be on next month's agenda.

### **EXECUTIVE DIRECTOR'S REPORT**

White referred to her monthly report dated July 7, 2020. There had been one (1) complaint since her last report. The complaint was from a Beverly Hills resident who had Comcast change out all the cables in his house, but mostly outside. After the work was finished his service worked; however, outside there were old cables which had not been removed and were hanging next to the new ones. He had been trying to get Comcast to return to clean up the mess but had been unsuccessful. Finally, he was able to talk with someone on the phone who promised that on June 5, 2020 someone would be out to his house to look at it. This complaint is pending and has been assigned to the Escalation Team.

### **FINANCIAL**

Financial information for MBS, BBCU and Beverly Hills accounts as of June 30, 2020 was emailed to all Board members.

Since the last Board meeting White has written one (1) check on behalf of the BACB to Clearview Captioning (Closed Captioning for Zoom meeting) for the last meeting in the amount of \$150.00.

### **ADDITIONAL NOTES**

Comcast has notified BACB about some rebranding and some channel changes to Xfinity TV services which White included in her report.

McLain commented that recent complaints had been submitted online and have been very complicated. She thanked those who work on the Escalation Team for all their help. The last complaint which White referred to will be discussed in the next meeting as it was about transitioning service before and after a move. For people who were struggling with a problem, call your provider. The call might be recorded so she encouraged residents to write down the date and time of the call, the name of the person to whom you spoke, his/her ID number and, if possible, request some sort of confirmation in writing. Keep good notes. At the moment there is a strain on the system and all three (3) providers have expanded their service, including answering billing questions and taking care of wires hanging in the backyard. This is the best time to handle issues pertaining to wires.

White mentioned that some complaints had come in after her report had been written and would be reported next month.

### **PROVIDER RELATED TOPICS**

#### **a. Comcast**

There was no representative present. However, Kyle Mazurek did attend last month's meeting and was unable to come today.

#### **b. AT&T/Uverse/Direct TV**



**BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 15, 2020**

There was no representative present.

**c. WOW**

There was no representative present.

White did not have any communication or updates from AT&T or WOW.

**BAPA/BAMA REPORT**

Rota referred to his July 7, 2020 report.

For the **BAMA** programs he listed all the regularly scheduled municipal meetings that were covered, the BACB meeting, the Parks and Rec Board meeting, Zoning Board meeting, Advisory Parking Committee meeting, the Multi-Modal meeting, Bingham Farms Council meeting and the Baldwin Public Library meeting. Most of the City of Birmingham meetings have been recorded by Eric Brunk and Rota appreciates all the help. These can be watched on the Cable Board website or watch them streaming live on the Birmingham website.

For the **BAPA** Programs, the producers have used Zoom to complete 18 programs, all of which he listed. Unfortunately, there were no recordings on location from the BACB area organizations due to the pandemic and social distancing. At the moment there have not been any one-on-one workshops; however, for those interested in producing a show or learning how to run the equipment, go to the Birmingham Area Cable Board website and/or the Bloomfield Township at Bloomfieldtwp.org, click on “cable forms” and fill out a form. Your name would be put on a list and a date could be scheduled in the future.

The phone number for a workshop is (248)433-7790.

Rota added that the playback system has been upgraded and installed. If outside the viewing area, the programs can be seen on Apple TV and ROKU. Screen Weave would be necessary to find the Birmingham Area Cable Board programs. These programs can also be seen on the BACB website, Video On Demand, as well as Bloomfield Video television On Demand.

McLain thanked Eric Brunk, the IT Manager in Birmingham who assists with all the Zoom meetings and has gone above and beyond the call of duty.

**OLD BUSINESS**

Mydloski had a question for Rota. In the last PEG meeting, he had mentioned the TC-1 upgrade which would allow remote access. She was wondering about it. Rota stated that he has a quote of under \$500.00 from Advanced Lighting & Sound and would be on the agenda for the August meeting. This was for the City of Birmingham TriCaster upgrade which would allow anyone on staff have access into the TC-1 and record any shows from home rather than being on location. The current pandemic is an example of a recent scenario.



**NEW BUSINESS.**

Currier commented that he anticipated the Governor would extend the State of Emergency to at least August 11 which would affect the virtual meetings of the Cable Board. The use of masks is now required in public buildings, restaurants and retail stores.

There was no update from the FCC. At the moment he did not know of any applications in Birmingham for 5 G installation but there have been some casual inquiries from some of the providers going to 5G. Some communities have passed resolutions asking for the federal and state government to create independent studies as to the effects of 5G on the health of the population. These resolutions have been sent to the federal and state governments and the legislators but there had not been any response. He knew that Birmingham and some of the school districts were monitoring this very actively because they are concerned.

**PUBLIC COMMENTS**

There were none.

**BOARD COMMENTS**

McLain looks forward to safely seeing each other and getting back to normal, but it may be awhile for that to happen. She related a personal note about her daughter, an ER physician starting her residency in L.A.

She thanked everyone for participating during these trying times. Stay Safe.

There would not be a PEG Committee meeting after this meeting.

There being no further business, the meeting was adjourned at 8:49 AM.





Dwight R. Levens Jr., Executive Director of Technology  
248.203.4608 • Fax: 248.203.4605 • dlevens@birmingham.k12.mi.us  
1525 Covington Road, Bloomfield Hills, Michigan 48301

May 12, 2020

To the Public Education Government (PEG) Committee of the Birmingham Area Cable Board,

Birmingham Public Schools is grateful for the grants you have provided to us in the past and appreciate the opportunity to submit another request for the 2019-2020 school year. All of our stakeholders continue to benefit from your continued commitment to public school education. Through your actions we have been able to bring content that is relevant to what is currently happening across our district and community through channel 17. If you have access to our channel and view our board meetings you have noticed that we are frequently "off-line" or streaming with a very poor quality. We believe through our investigations that these issues are due to failing components.

The Birmingham Public Schools "Evergreen Room" located at our administration building is used by our Board of Education for all of our community televised meetings which include all student recognition awards, student presentations, district staff presentations and parent/community concerns. The BACB made a significant investment in this room in the past outfitting it with all of the necessary technology for broadcasts including, cameras, infrastructure such as cabling, lighting etc. While there are certain pieces of equipment that are ok most of the critical components such as cameras, camera controls, the TriCaster which is a product that merges live video switching, broadcast graphics, virtual sets, special effects and web streaming are dying. I have attached an itemized quote which details the individual items we are in need of and any applicable configuration charges. We engaged the vendor who initially installed the hardware in the room to do an overall equipment needs assessment to ensure that whatever new equipment is installed is configured to enhance current needs and provide opportunity for future growth. This vendor also regularly visits the room in attempts to keep the system holding on as long as it can which has led to the abandonment of some components.

We have spent an extensive amount of time identifying our deficiencies and where we want to go in the future regarding channel 17. The next step in our improvement process is to address our dying infrastructure equipment. Attached you will find a quote that has the items that we are in need of. Our students, faculty, and community expect and deserve the best quality advertising and media coverage and we aim to accomplish that with this grant!

The detail provided in the attached equipment list is a summary of our request using prices obtained from a local vendor, at a total cost of \$85,455.00. Consistent with procurement laws/policies from the State of Michigan and the BPS Board of Education, these items may require a formal bid process for purchase.

Thank you for considering our request. We look forward to providing additional information or answering any questions you may have.

Sincerely,

Dwight R. Levens Jr.  
Executive Director of Technology





# Advanced Lighting & Sound

Phone: 248-817-2092

Fax: 248-817-2093

1026 Mapletown Drive

Troy, MI 48064

## Quote

No.: 14439

Date: 2/10/2020

Prepared for:  
Dwight Levens (248) 203-4608  
Birmingham Public Schools  
31301 Evergreen Road  
Beverly Hills, MI 48025 USA

Prepared by: Shawn Watts  
Account No.: 412  
Phone: (248) 203-3000  
Fax: (248) 203-3144

Qty	Manuf	Item ID	Description	Sell	Total
<b>TRICASTER &amp; PTZ REPLACEMENT</b>					
1	Newte	TC1D2BDL-R	TriCaster TC1 DELUXE Bundle (includes TriCaster TC1, 2RU, NC1 I/O and 2 Stripe Control Panel)	\$34,995.00	\$34,995.00
1	Newte	NCA	NewTek Chamber App (Must be purchased with PSP)	\$4,995.00	\$4,995.00
1	ALS	System Program	Custom programming of technical systems - On-site set-up and configuration of Newtek Chamber software	\$0.00	\$0.00
1	ALS	Install	HP 23.8" All In One Desktop Touchscreen Computer. For NeWtek Chamber Software	\$770.00	\$770.00
4	Panas	AW-HE40SKPJ9	Features 30x optical zoom lens and support for PoE+, SDI out - Black	\$3,169.00	\$12,676.00
1	Panas	AW-RP60GJ	Compact PTZ Controller with 3.5" LCD screen and POE support	\$2,085.00	\$2,085.00
1	TP-Li	TL-SG1008PE	-Port Gigabit Desktop/Rackmount Switch with 8-Port PoE+	\$169.00	\$169.00
1	ALS	Install	Install Materials - HD-SDI, network, control cabling and connectors. Fasteners, misc	\$450.00	\$450.00
1	ALS	Labor	Installation Labor- Move board PTZ cameras and cabling to Conf Rm. Replace Tricaster and new PTZ cams in Boardroom	\$2,800.00	\$2,800.00
<b>Install must include the migration of older cameras to integrated with existing system.</b> <b>Tricaster upgrade must include the migration of files and custom profiles to new system.</b> <b>Integration of NewTek Chamber software into system with training.</b>					
1	ALS	Labor	Installation Labor - Re-wire of desk	\$950.00	\$950.00
<b>Must rewire cabling located in the floor to the desk</b>					
<b>TRICASTER &amp; PTZ REPLACEMENT SUB TOTAL</b>					<b>\$59,890.00</b>

## OPTIONS

### NewTek Advanced Replacement and 1st in line technical support

#### TC1

1	Newte	PTTC1	ProTek Care for TriCaster TC1 (initial 2 year coverage)	\$2,295.00	\$2,295.00
3	Newte	RPTTC1	Renewal ProTek Care for TriCaster TC1 (1 year renewal)	\$1,495.00	\$4,485.00

#### NC1I/O Expansion Module

1	Newte	PTNC1I/O	ProTek Care for NC1 I/O - Studio I/O Module (initial 2 year coverage)	\$1,499.00	\$1,499.00
3	Newte	RPTNC1I/O	Renewal ProTek for NC1I/O - 1 year renewal	\$999.00	\$2,997.00



**Quote**No.: **14439**

Date: 2/10/2020

Qty	Manuf	Item ID	Description	Sell	Total
<b>Control Surface</b>					
1	Newte	PTVMC12S	ProTek for 2 Stripe Control Panel (initial 2 year coverage)	\$2,249.00	\$2,249.00
3	Newte	RPTVMC12S	Renewal ProTek for 2 Stripe Control Panel (1 year renewal)	\$1,499.00	\$4,497.00
<b>PTZ Cameras</b>					
5	Panas	AG-SVCPREM4Y	Premium Ext. warranty 2-5 yrs. 5yr STD Service. Bumper- Bumper Coverage w/ Limited Accidental Damage for Five Years, Two way Expedited / Next Day Ship <b>Adds bumper-bumper coverage w/ limited accidental damage.</b> <b>Two way expedited/Next Day shipping</b>	\$625.00	\$3,125.00
1	Panas	AW-RP120GJ	New Pan-tilt camera controller. Higher end better ptz control	\$4,418.00	\$4,418.00
<b>SUB TOTAL</b>					<b>\$25,565.00</b>

Your Price: **\$85,455.00**Total: **\$85,455.00**

Prices are firm until 3/11/2020

Terms: Net 20

Prepared by: Shawn Watts, shawnw@go-als.com

Date: 2/10/2020

Accepted by: \_\_\_\_\_

Date: \_\_\_\_\_

**Disclaimer**

All prices quoted are valid for 30 business days. Please fax signed quote to 248-817-2093 or email to sales@go-als.com so that your order can be placed. Thank you for your business.





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 Fax: 248-817-2093  
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Prices are firm until 3/11/2020

Terms: Net 20

**Prepared by:** Shawn Watts, shawnw@go-als.com**Date:** 2/10/2020**Accepted by:** \_\_\_\_\_ **Date:** \_\_\_\_\_**Disclaimer**

All prices quoted are valid for 30 business days. Please fax signed quote to 248-817-2093 or email to sales@go-als.com so that your order can be placed. Thank you for your business.



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Proudly serving the 50+ population of Birmingham, Bingham Farms, Beverly Hills, Franklin, and surrounding areas.

July 16, 2020

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

Dear Ms. White and the Birmingham Area Cable Board,

**Next, Your Place to Stay Active & Connected**, is a nonprofit organization proudly serving 50 plus residents in Birmingham, Beverly Hills, Bingham Farms, Franklin and many surrounding communities. Next receives very little municipal funding and relies on a diverse revenue stream, which includes strong community partners like the Birmingham Area Cable Board, in order to provide crucial services to our area residents.

Over the past few years, Next has seen a large shift in our community, understanding the 50 plus residents are the fastest growing demographic. We are committed to meet and exceed the needs of our growing 50 plus population, and have done so by increasing the depth and breadth of programming, increased our hours of operation including transportation, and expanded our Support Services, all while providing greater accessibility to our members and community.

**Consideration:** Next would like to respectfully ask for financial support to help defray expenses associated with continued costs to maintain our internet, cable and registration software for the center. In the 2019-2020 fiscal year, our expenses totaled \$4,874.71. Please see the attached budget.

Supporting Next, and the communities we serve, aligns directly with Cable Board's goals. We believe by providing cable and internet access to the entire community regardless of income level, and computer lessons to help keep seniors current with quickly changing technology, is important in order to adequately serve 50 plus residents. Next is not only a warm and welcoming place to gather, learn and explore, but Next also provides comprehensive resources to keeps residents active and connected. Next is grateful for the opportunity to submit a grant request for \$4,874.71 to the Birmingham Area Cable Board.

Thank you for your consideration,

*Cris Braun*



Cable Grant Expenditures

				Type	Date	Name	Num	Memo	Amount
				<b>FACILITIES &amp; OVERHEAD</b>					
				<b>5009 - Technology</b>					
				Bill	07/23/2019	Amazon.com	Toner	V4INK, 1 pack, V4INK 2 pack for technology lab	115.15
				Bill	12/03/2019	Amazon.com	Order#114-1187575	Dell Series 33 & 34 EL ink 9pack	57.23
				Bill	02/28/2020	BPS-001-Supplies	Inv. A0002301	Dell RGCN6 Black toner cartridges (2)	183.58
				Bill	07/09/2019	Comcast Cable	7/9/19-8/8/19	7/9/19-8/8/19 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	08/19/2019	Comcast Cable	8/9/19-9/8/19	8/9/19-9/8/19 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	09/09/2019	Comcast Cable	9/9/19-10/8/19	9/9/19-10/8/19 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	10/08/2019	Comcast Cable	10/9/19-11/8/19	10/9/19-11/8/19 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	11/08/2019	Comcast Cable	11/9/19-12/8/19	11/9/19-12/8/19 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	12/08/2019	Comcast Cable	12/9/19-1/8/20	12/9/19-1/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	170.50
				Bill	01/09/2020	Comcast Cable	1/9/20-2/8/20	1/9/20-2/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	181.63
				Bill	02/08/2020	Comcast Cable	2/9/20-3/8/20	2/9/20-3/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	181.72
				Bill	03/09/2020	Comcast Cable	3/9/20-4/8/20	3/9/20-4/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	181.72
				Bill	05/12/2020	Comcast Cable	5/9/20-6/8/20	5/9/20-6/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	181.72
				Bill	04/09/2020	Comcast Cable	4/9/20-5/8/20	4/9/20-5/8/20 Acct No. 09589-316937-01-7 (channel Upgrade)	181.72
				Bill	06/08/2020	Comcast Cable	6/8/20-7/7/20	6/9/20-7/7/20 Acct No. 09589-316937-01-7 (channel Upgrade)	180.21
				Bill	02/18/2020	GoDaddy.com	Order#1633824769	.org renewal (5yr) birminghamnext.org	105.85
				Bill	02/18/2020	GoDaddy.com	Order#1633824769	Economy Linux hosting w cPanel Renewal 5 yrs	539.40
				Bill	07/03/2019	Office Depot	Inv. 337456451001	Dell B2360 Black Toner	211.78
				Bill	08/06/2019	Tech Soup Global	Request # 2540490	Request # 2540490 QuickBooks Premier 2019 -1 user license - Non-Profit	50.00
				Bill	12/18/2019	Xavus Solutions, LLC	Inv. 15124	My Senior Center Annual upgrades, Maintenance & Support	1,500.00
				Total 5009 - Technology					4,874.71



**Advanced Lighting & Sound**

Phone: 248-817-2092  
Fax: 248-817-2093  
1026 Mapleawn Drive  
Troy, MI 48084

**Quote**

No.: **14880**  
Date: 6/11/2020

Prepared for:  
Steve Rota (586) 322-9112  
Bloomfield Community Television  
4200 Telegraph  
Bloomfield Hills, MI 48303 USA

Prepared by: Shawn Watts  
Account No.: 4034  
Phone: (248) 433-7790

Qty	Manuf	Item ID	Description	Sell	Total
4	ALS	Labor Maint	Field Service Call - Upgrade of TC1 software to ver 7.3, load NDI software on 2nd PC, training	\$90.00	\$360.00

**Your Price:** \$360.00

**Total:** \$360.00

Prices are firm until 7/11/2020

Terms: Net 15

**Prepared by:** Shawn Watts, shawnw@go-als.com

**Date:** 6/11/2020

**Accepted by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Disclaimer**

All prices quoted are valid for 30 business days. Please fax signed quote to 248-817-2093 or email to sales@go-als.com so that your order can be placed. Thank you for your business.



**Advanced Lighting & Sound**

Phone: 248-817-2092  
Fax: 248-817-2093  
1026 Mapelawn Drive  
Troy, MI 48084

**Invoice**

Number: **16727**

Date: **7/23/2020**

Source: **SO No. 15662**

**Bill-To**

**Attn: Bob Borgan**  
**Birmingham Area Cable Board**  
**P.O Box 165**  
**Birmingham, MI 48012 USA**

**Ship-To**

Attn: Bob Borgan  
Birmingham Area Cable Board  
P.O Box 165  
Birmingham, MI 48012 USA  
Phone: (248) 336-9445

<u>Acct. No.</u>	<u>A/R Cust. No.</u>	<u>Customer PO</u>	<u>Reference</u>	<u>Sales Rep</u>	<u>Ship Via</u>	<u>Terms</u>
410	Birmingham Area Cable Board	Rota	Steve Rota	Shawn Watts	Ground	COD

<u>Qty.</u>	<u>Manuf</u>	<u>Item ID</u>	<u>Description</u>	<u>Ea. Price</u>	<u>Total</u>
1.50	ALS	Labor Maint	Field Service Call	\$90.00	\$135.00
1.00	ALS	Repair Part	Small Parts	\$4.00	\$4.00 <sup>T</sup>

Item Total: **\$139.00**

**Total Amount Due: \$139.00**



## MEMORANDUM

DATE: August 13, 2020

TO: Board Members

FROM: Cathy White

Re: Monthly Report

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### CUSTOMER COMPLAINTS

The complaint pending from last month has been resolved. Complaint No. 2020-11 involved a Beverly Hills resident who was unhappy about the fact that a Comcast technician who had previously been to his home left a jumble of old cables on the back overhang of his house. He had planned to have the house trim painted but could not do that until the mess was cleaned up. In addition, the new cable in the backyard was hanging too low. The escalation team promptly sent a technician out to clean up the cable lines. He organized the cable, removed all unused cable and raised the drop. This complaint is now closed.

We have received (12) complaints since the date of my last report. Complaint No. 2020-12 was received from a Beverly Hills resident who was moving and had considerable difficulty having his Comcast service transferred accurately. He had four separate service interactions with Comcast involving errors or inconsistent information. First, his current service was shut off by error and it took a lengthy conversation with a representative to get it restored. Second, when he called to reschedule the transfer due to a delay in his move date, he was told there was no pending transfer in the system and he was forced to start the process all over again with different pricing than the original offer. Third, he was told in another call that he had to agree to a credit check for the service transfer. Finally, another representative told him he could self-activate at any time but the number he was given to do that was not correct. After more calls to Comcast, the resident has confirmed that his service has been transferred and is working correctly. This complaint is now closed.

Complaint No. 2020-13 was received from a Birmingham resident who has had ongoing issues with Comcast in getting the proper internet speed. His modem has been replaced and a technician tightened the outside connection but these steps did not solve the problem. In his



latest discussion with Comcast he was told that the cables needed to be replaced outside his home but he has not been able to get them to schedule another service visit. The escalation team was not able to reach him after multiple attempts and have mailed him a letter with their direct contact information should further assistance be required. This complaint is now closed.

Complaint Nos. 2020-14 and 2020-15 are related and involve the same Birmingham resident who has several cables in his backyard that are either improperly buried or are placed in an unsafe position. The cables belong to more than one provider. Complaint No. 2020-14 was forwarded to WOW and they have determined that their cable needs to be buried and are sending out a crew. Complaint No. 2020-15 was forwarded to Comcast and this complaint is pending.

Complaint No. 2020-16 was received from an elderly Birmingham resident who decided that she wanted to keep only her Comcast phone service and returned the cable TV equipment. Her billing statements have not been corrected to reflect that she is getting only home phone service and not cable TV service. An escalation team representative is working with her on this issue and this complaint is closed.

Complaint No. 2020-17 was received from a Beverly Hills resident concerned about low-hanging wires in her backyard. A Comcast crew has determined that the wires belong to AT&T. This complaint has been submitted to AT&T and they are sending out a work crew.

Complaint No. 2020-18 was received from a Birmingham resident who has been experiencing frequent outages of her Comcast service for the past month. She has contacted the company repeatedly but seems to be getting nowhere. In addition, she has been trying to get them to bury a cable in her condo complex for almost a year. Despite several promises from Comcast to send a crew out to do the work, nothing has been done. The escalation team was not able to reach her after several attempts. They left a voice mail with their contact phone number and sent an e-mail asking her to call for assistance if needed. The cable was buried on August 8, 2020 and this complaint is closed.

Complaint No. 2020-19 was received from a Birmingham resident who also has been experiencing frequent outages of his Comcast cable service and has not been able to get the problem resolved. The escalation team was unable to reach him after multiple attempts and mailed him a letter outlining their findings. Due to Covid-19 restrictions, they are not routing technicians for ancillary concerns at this time. They have indicated that all Comcast services show online and deemed as working within specification. They have issued partial credits on the account for the service concern. This complaint is now closed.

Complaint No. 2020-20 was submitted on behalf of a 92-year-old Birmingham resident who has no cell phone and relies exclusively on her landline phone service from Comcast. Her phone service keeps going out which is presenting a safety issue. The escalation team deserves recognition as they sent a tech out almost immediately and this complaint is resolved.



Complaint No. 2020-21 was received from an 86-year-old Birmingham resident who recently lost her husband. She is struggling financially and needs assistance in obtaining a more affordable Comcast package. This complaint is pending.

Complaint No 2020-22 was received from a Birmingham resident who is requesting assistance getting AT&T to bury a cable and to take care of a service box left wide open with a loose cable rammed into the top. He is also not getting the internet speed he is supposed to be getting. AT&T has indicated that they are sending out a crew to take care of the cables. They also advise that the customer needs to contact the business office about the internet speed issue.

Complaint No.2020-23 was received from a Birmingham resident who signed up for an upgraded Comcast package but is having trouble getting the new boxes and remotes she needs. They did not arrive in the mail as promised. The escalation team sent out a tech with the equipment for her and planned to set up at least one of them for her. This complaint is now closed.

#### FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of July 31, 2020 will be e-mailed to all Board members, as well as BACB financial reports for the month of July,2020.

#### CHECK DISBURSEMENT

Seven (7) checks have been written since the date of our last meeting as follows:

1. Charter Township of Bloomfield (BCTV internet April-June): \$430.05
2. Advanced Lighting & Sound (playback system upgrade for BCTV): \$6,827.84
3. MI Municipal Risk Management Authority (liability insurance): \$1,615.00
4. MI Municipal Risk Management Authority (liability insurance): \$750.00
5. Franklin-Bingham Fire Dept (internet costs): \$ 2,818.44
6. Advanced Lighting & Sound (Beverly Hills tri-caster battery): \$139.00
7. Charter Township of Bloomfield (quarterly contract payment): \$54,100.00





# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 16th, 2020 through August 19th, 2020

Date: August 13th, 2020

Cc: Greg Kowalski; 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, Zoning 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 12 program. From individuals:***

- ❖ One *Boomer Health* at Home hosted by Greg Jamian
- ❖ One *Health Talk* hosted by Dr. Niru Prasad.
- ❖ Two Managing Problems with Daily Living hosted by Linda Sircus.
- ❖ Four *Gracefully Greying* hosted by Henry Gorenbein.
- ❖ Four *Patriot Lessons* hosted by Judge Michael Warren.

***From BACB area organizations:***

### **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.

### **CITY OF BIRMINGHAM TRICASTER KVM SWITCH and UPDATES INSTALLED**