

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, January 18,2023 at 7:45 am

\*\*\*Village of Beverly Hills

Council Chambers\*\*\*

18500 W. 13 Mile Road

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

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of November 16,2022- M
3. Public Comments
4. Approval of Payment of Administrative Grants- M
5. Approval of Payment for Additional Costs for Uniforms-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 the regular meeting



BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – November 16, 2022

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: Eick, Abraham, Whittington, Cleary, Shand– Birmingham  
Gugni, Kamoo, Dobies, Henry– Beverly Hills  
David - Franklin  
Also Present: Gojcaj – Attorney for the Cable Board  
Rota – Bloomfield Community Television  
Absent: Fenberg

Gugni announced that Kathleen Tootell has resigned from the Cable Board. He publicly thanked her for all her contributions. He introduced the new member, Chris Dobies, from Beverly Hills.

**APPROVE MINUTES OF CABLE BOARD MEETINGS HELD September 21, 2022**

Motion by \_\_\_\_\_ , seconded by Henry to approve the minutes of the Cable Board meeting on September 21, 2022.

Motion passed unanimously.

**PUBLIC COMMENTS**

None

**MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF BEVERLY HILLS, MI**

Kristin Rutkowski, Village Clerk/Assistant Manager, Village of Beverly Hills, presented the Village’s annual request for WOW! Business internet services in the amount of \$2,243.76 (July 1, 2022 to June 30, 2023). The rates have not increased since last year.

Motion by Henry, seconded by Kamoo to approve a Municipal Support Services Grant for internet services for the Village of Beverly Hills in the amount not to exceed \$2,243.76 for the FY 2022-2023 (July 1, 2022 to June 30, 2023).

**Roll Call Vote**

Cleary Aye  
Eick Aye  
Henry Aye  
Gugni Aye  
Whittington Aye  
David Aye  
Kamoo Aye  
Shand Aye  
Dobies Aye  
Abraham Aye

Motion Passed. (10-0).

**PEG GRANT REQUEST – BALDWIN PUBLIC LIBRARY**

Rebekah Craft, Library Director, requested a grant of \$10,006.75 to upgrade the existing technology in the 2<sup>nd</sup> floor meeting room, Jeanne Lloyd Room, which had been updated 10 years ago. With this request, Craft included a letter detailing the different activities the library hosts. The library has received a quote from NBS Audiovisual Solutions for the different technology upgrades.

Acknowledging that the library also services the city of Bloomfield Hills, Henry inquired if Bloomfield Hills has a Cable Board and if so, how much does it contribute to the technology upgrades to the library? Craft was not familiar with its Cable Board. Henry suggested this matter should be discussed with Bloomfield Hills.

Gugni reminded the Board that a few years ago it had approved funding to upgrade other library rooms.

Motion by Kamoo, seconded by Cleary to approve a PEG Grant request in the amount not to exceed \$10,006.75 to the Baldwin Public Library for the cost of technical upgrades in the Jeanne Lloyd Room.

**Roll Call Vote**

Eick	Aye
Henry	Aye
Gugni	Aye
Wittington	Aye
David	Aye
Kamoo	Aye
Shand	Aye
Dobies	Aye
Abraham	Aye
Cleary	Aye

Motion Passed. (10-0).

Craft will speak with the Bloomfield Hills City Manager about its Cable Board.

**AUDIT PRESENTATION FOR FY 2021-22 BY PLANTE & MORAN**

Spencer Tawa, CPA, Engagement Senior Manager, Plante & Moran, gave a PowerPoint presentation of the June 30, 2022 Cable Board Audit Report which included the Opinion Letter, Financial Statements, Communication with Those Charged with Governance – End of Audit Letter and Questions. Each slide was fully detailed and explained.

Tawa stated that Plante & Moran has issued an unmodified opinion which is the highest opinion that it can issue.

**BOARD ELECTIONS**

Gugni listed the current slate of Officers of the Birmingham Cable Board: Gil Gugni, Chairman; David Eick, Vice Chair/Personnel Committee Chair; Ray Kamoo, Secretary/PEG Committee Chair; Michael Fenberg, Treasurer; and George Abraham, Cable Action Committee Chair.

All those on the slate have agreed to extend their commitment to another year. Gugni invited those who would like to become involved in the Board to do so at this time.

Motion by Henry, seconded by Kamoo and Cleary that the current slate of Officers and Board Chairmen continue for the next year.

**Roll Call Vote**

Henry	Aye
Gugni	Aye
Wittington	Aye
David	Aye
Kamoo	Aye
Shand	Aye
Dobies	Aye
Abraham	Aye
Cleary	Aye
Eick	Aye

Motion Passed. (10-0).

**UPDATES TO COMMUNITIES RE: ACTIONS TAKEN AT BACB MEETINGS**

White questioned if someone would like to take on this task? She is of the opinion that it was advantageous to touch base with the communities about who the Cable Board serves and what actions it has taken.

**COMMITTEE REPORTS**

**Cable Action Committee**

Abraham stated there was a short discussion after the last meeting about putting the new members’ manual and other information on the BACB website. Since then, White has done that. He also suggested that a list of grants BACB has given be included.

**PEG Committee**

Kamoo stated there had not been a PEG meeting last month; however, there had been a discussion at the last full Board meeting concerning the future needs of the Birmingham schools. The School Administration will be contacting the different school administrators about this and will be contacting White. White is hoping to have all the information about the middle schools for the January meeting.

There was no need for a meeting this month.

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

White reported there were three (3) complaints this month, all of which she listed in her report. Two of them have been resolved. One involved a Comcast technician speaking to the resident explaining that her concerns about the cable wires on a new pole should be directed to AT&T as they were AT&T wires. This complaint is closed. The second complaint also involved a down wire. Comcast sent a crew out and did not find a wire down. This complaint is now closed. The third complaint which is pending involves the moving of lines to a new pole. The wires involved three providers: WOW, AT&T and Comcast, and will be resolved over time.

### **FINANCIAL**

White provided the financial account balances for the MBS, Michigan United Credit Union and Beverly Hills as of October 31, 2022. This information was emailed to the Board members and hard copies will be distributed to Board members at the meeting.

### **CHECK DISBURSEMENT**

She wrote eleven (11) checks, the largest of which was to the Charter Township of Bloomfield for the BACB quarterly contract payment. Some checks were for the grants which had been approved.

### **ADDITIONAL NOTES**

White provided the dates for regular BACB meeting dates for 2023:

- Wed. January 18, 2023
- Wed. March 15, 2023
- Wed. May 17, 2023
- Wed. July 19, 2023
- Wed. September 20, 2023
- Wed. November 15, 2023

The meetings are every other month as had been decided by the Board.

As requested at the last BACB meeting, White wrote letters to the providers: WOW, Comcast and AT&T, regarding their billing policies in cases of major service outages. In it she requested the providers initiate the awarding of appropriate credits to those subscribers who have lost service. A copy of her letter is attached to her report. As of yet she has not had any responses.

Kyle Mazurek, Comcast's longtime Escalation Team representative to BACB has left the company. Eric Woody, Manager of Government and Regulatory Affairs, is his replacement. White included his contact information with the new Roster of Cable Board Members which she provided.

### **PROVIDER RELATED TOPICS**

#### **a. Comcast**

There was no representative present. However, Gugni pointed out that in the six (6) years or more that he personally has been involved with the BACB, Kyle Mazurek had been the only

representative of any of the providers to come to a BACB meeting. He hopes that Eric Woody would come to the BACB meetings. Maybe a representative from AT&T and WOW would also attend.

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

There was no representative present.

**c. WOW**

There was no representative present.

**BAPA/BAMA REPORT**

Rota referred to his September 22, 2022 through November 16, 2022 memo to BACB, dated November 16, 2022. In his written report he listed all the regularly scheduled BAMA municipal meetings plus a Village of Franklin Special Headlee meeting and a Franklin Special Millage Video with the Village Administrator, Roger Fraser, Birmingham Study Session and two (2) City of Birmingham Workshops.

For the BAPA Programs, 26 individual producers and organizations programs were taped on location and in studio shows plus BACB Sports Water Polo, Swim and Dive and a Football game. Also covered were the League of Women Voters Village of Franklin Candidates Forum for Council, League of Women Voters Village of Bingham Farms Candidates Forum for Council and the Cultural Council of Birmingham Bloomfield 27<sup>th</sup> Annual Cultural Arts Awards, Daughters of American Revolution (DAR) Veterans Day Ceremony and the studio shows. Previously the shows had been on Zoom and now they are coming back to the studio.

**PRODUCER AND VOLUNTEER WORKSHOP**

Rota encouraged the residents to participate in a Producer and/or Volunteer Workshop and/or have a tour of the studio. If interested, please call the studio at 248-466-7790 to set up a date and time for a one-on-one workshop.

Coming up will be six (6) to eight (8) BACB Sporting events: Boys Basketball, Girls Basketball, Wrestling, Boys Hockey, Girls Hockey and Boys Swim and Dive.

**ADVANCED LIGHTING & SOUND**

Gugni added the following item to this meeting's agenda.

Rota requested that Advanced Lighting & Sound be paid \$1,850.00 for the annual charge for "Cloud-based reflection service operating for both Cablecast Live and VOD servers" and an "ongoing subscription fee to maintain ONE branded Cablecast OTT channel" (formerly Screenweave). (BCTV will be billed \$1,050.00.) Rota explained this is the second (2<sup>nd</sup>) year and would be an annual recurring service.

Rota's request for \$408.75 for shirts from KTM Logo Gear, LLC will be postponed until the January meeting.

Motion by David, seconded by Eick to authorize the purchase of an annual Cloud-based reflection service and an ongoing subscription fee to maintain ONE branded Cablecast OTT channel in the amount not to exceed \$1,850.00.

Rota further explained that the bill is split 2/3 BACB for 2 channels (\$1,850.00) and 1/3 BCTV for 1 channel (\$1,050.00).

Roll Call Vote

Gugni	Aye
Wittington	Aye
David	Aye
Kamoo	Aye
Shand	Aye
Dobies	Aye
Abraham	Aye
Cleary	Aye
Eick	Aye
Henry	Aye

Motion Passed. (10-0).

**OLD BUSINESS**

There was none.

**NEW BUSINESS**

There was none.

**PUBLIC COMMENTS**

There were none.

**BOARD COMMENTS**

Gugni reminded the Board about the December 8 Holiday Party at Brady's, 5-7:30 PM.

There being no further business, the meeting was adjourned at 8:30 AM.





Birmingham Area Cable Board  
Review of Franchise fees and Board Expenditures  
Calculation of administrative grants

**YE 6/30/2022**

**Franchise Fees:**

Birmingham	157,857
Village of Beverly Hills	80,408
Village of Franklin	-
Village of Bingham Farms	21,031
	<u>259,296</u>

**Board Expenditures:**

Conferences	679
Contract labor	763
Exec Director	39,862
Liab Insurance	2,795
Memberships	1,000
Operating Expense	7,417
Prof fees	23,580
Adv/Pro	250
Municipal support services	2,699
	<u>79,045</u>

Excess 180,251

Admin Grant based on 95% of excess 171,238

**Allocation of Admin Grant:**

Birmingham	104,248
Beverly Hills	53,101
Franklin	-
Bingham Farms	13,889
	<u>171,238</u>

# KTM LOGO GEAR LLC UNIFORM QUOTE

**TOTAL \$267.84**

**Salesperson** TONY MAY  
**Quote number** 110202  
**Quote date** 11-02-2022  
**Customer ID**  
**Terms** DUE UPON DELIVERY  
**Request date** ASAP  
**Ship via** FREE LOCAL DELIVERY  
**FOB**  
**Prepaid | Collect**  
**Tax exempt** YES  
**Reason** GOVT  
**Exemption no.** PENDING  
**Purchase Order #** STEVE ROTA | EMAIL

**BILL TO**

**Company Name** BLOOMFIELD COMM TV  
**Attention** STEVE ROTA  
**Address** 4200 TELEGRAPH ROAD  
**City, State** BLOOMFIELD HILLS, MI  
**Postal code** 48302

**SHIP TO**

**Company Name** SAME  
**Attention**  
**Address**  
**City, State**  
**Postal code**

QTY	DESCRIPTION	PRICE EACH	TOTAL
4	ST854 STEK SWICK STRETCH CONTRAST 1/2 ZIP PULLOVER BLACK CHAR HEATHER (4) XLARGE	\$42.98	\$171.92
4	ST655 STEK SWICK SIDE BLOCK MP POLO BLACK IRON GREY (4) XLARGE	\$23.98	\$95.92
8	CUSTOM EMBROIDERY "BACB" LEFT CHEST	\$0.00	\$0.00
Serving our clients with true value on quality custom logo corporate team apparel and promotional solutions for 25 years! Thank you for visiting <a href="http://www.ktmlogogear.com">www.ktmlogogear.com</a>			

**Please make checks payable to:**  
**KTM LOGO GEAR LLC**  
**1475 SOUTH BATES STREET**  
**BIRMINGHAM, MICHIGAN 48009**  
**PH: 248.723.5151**

SUBTOTAL	\$267.84
SALES TAX %	NA
SHIPPING & HANDLING	\$0.00
PAYMENTS	
<b>TOTAL DUE UPON RECEIPT OF GOODS</b>	<b>\$267.84</b>

Please call or email [service@ktmlogogear.com](mailto:service@ktmlogogear.com) if we can be of additional assistance.

Thank you for trusting us with your custom logo event and promotional solutions for more than 25 years!

## MEMORANDUM

DATE: January 2, 2023

TO: Board Members

FROM: Cathy White

Re: Monthly Report

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### CUSTOMER COMPLAINTS

We have received four (4) complaints since the date of my last report. Complaint No. 2022-26 was filed on behalf of a Birmingham resident who lives next to a City-owned lot with many trees on it. One tree in the lot had been knocked over and was laying on the cable lines. The resident was concerned that it was eventually going to pull the lines down. Comcast has completed a site visit and it was determined with the homeowner that the tree was not an immediate hazard or risk to cable service. The escalation team has indicated that the homeowner was satisfied with the team's assessment and this complaint is now closed.

Complaint No. 2022-27 was submitted by a Beverly Hills resident (and Board Member) who had a Comcast line replaced after having service issues. After having difficulty getting the new line buried, he sought assistance from the escalation team. The line has since been buried but it still needed to be connected to the pole and the house. This matter has been resolved and this complaint is closed.

Complaint No. 2022-28 was submitted by a Beverly Hills resident who stated that he could not get the live Beverly Hills Council meetings. It appeared that he was getting the Bloomfield Hills and Bloomfield Township PEG channels rather than the BACB PEG channel. Comcast has indicated that the Beverly Hills community does not have an RDZ (regionally designated zone) in the video network today and does not have a direct fiber source into any of their Headend from a community studio. The escalation team member stated that the community nodes for Beverly Hills currently reside on the Bloomfield Hills PEG zone and that she suspected that they have a shared source agreement between the two communities for content to broadcast. She summed up the matter by stating that they do not have their own channel or designated path on the

Comcast video infrastructure. I am currently reviewing this response with BCTV and this complaint is pending.

Complaint no. 2023-1 was received from a Birmingham resident who had been having trouble with his Comcast email so he decided to change his email address. However, he was concerned that he may have forgotten to let some people know about the change and he wanted Comcast to set it up so that anyone who emailed him at the old address would get a message such as “undeliverable.” This would be beneficial because those individuals would presumably then contact him by phone to get the new email address and would avoid a bunch of unanswered emails that were never received. The escalation team quickly resolved this matter and this complaint is now closed.

## FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of December 31, 2022, will be e-mailed to all Board members, as well as BACB financial reports for the month of December, 2022. Hard copies of these documents will also be distributed to Board Members at the meeting.

## CHECK DISBURSEMENT

Nine (9) checks have been written since the date of our last meeting as follows:

1. Plante & Moran (auditing fee): \$10,500.00
2. Michigan United Credit Union (Visa-phone): \$66.69
3. KTM Logo Gear LLC (uniforms): \$408.75
4. KTM Logo Gear (uniforms): \$1,363.20
5. Baldwin Public Library (PEG Grant-tech upgrades-J. Lloyd Room): \$10,006.75
6. Village of Beverly Hills (Municipal Support Services Grant-internet costs): \$2,243.76
7. Advanced Lighting & Sound (ann. cloud-based reflection service/subsc. fee): \$1,850.00
8. Village of Beverly Hills (addt'l audit fee from P&M for fiduciary role): \$2,500.00
9. Michigan United Credit Union (Visa-phone): \$66.69

## ADDITIONAL NOTES

1. We received a response from Comcast regarding the letter we sent to the providers requesting that they take the initiative in awarding appropriate credits to subscribers in the event of major outages. Eric Woody, Manager of Government and Regulatory Affairs has advised as follows:

Large-scale outages are extremely rare due to the redundancy designed into our network and diligence towards quality and security performed by our engineers and technicians. My manager could not recall the last time such a widespread outage has occurred in our area. I have provided a few scenarios to help answer your question.

- In the event of a declared natural disaster (examples would be a hurricane or mass flood) we have processes in place to compensate customer accounts for their service being down for an extreme length of time while recovery/restoration efforts are underway. This depends on the nature of the disaster, and we are fortunate that we live in an area not prone to widespread natural disasters.
- For non-disaster related events or incidents, we do assess proactive credits based on the affected areas and type of impact.
- For general service interruptions (such as a video channel event) and/or selected outage, customers may be eligible for credit as a result of this event. We offer a simplified and automated outage credit request process that the customer can use to quickly receive a credit for an outage or service interruption. The customer would sign into Xfinity.com on a mobile device or computer with their Xfinity ID and click on the check eligibility link to see if they qualify for an automatic credit for their outage. Customers may also utilize the Xfinity App to chat with customer service representatives. We have a support page article that details the process on our website or they can call 1-800-Xfinity.
- To help customers access outage information on demand, customers can check the status real time with our updated Outage Status Map to search for any potential outages that may be affecting them or their area real time. We offer customers the ability to opt in for outage text message alerts that will notify them if they are impacted by an event.









# Bloomfield Community Television

## Memorandum

## Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report November 17, 2022 through January 18, 2023

Date: January 12, 2023

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

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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 Zoning, Council, Planning and Historic meetings, The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Zoning Board of Appeals, Historic Board and Design Review Board, the Multi Modal Meetings, Village of Franklin Special Meeting.

### **BAPA Programs**

***From BACB area individual producers and organizations, we've taped 24 programs.***

- ❖ Birmingham Concert Band.
- ❖ BACB Sports Boys Basketball.
- ❖ BACB Sports Girls Basketball.
- ❖ BACB Sports Wrestling.
- ❖ Birmingham Musicale.
- ❖ Spectrum Orchestra.
- ❖ Managing the Problems of Daily Living hosted by Linda Sircus.
- ❖ Birmingham Bloomfield Community Coalition Community Story.
- ❖ MADD Community Story.
- ❖ Birmingham Bloomfield Art Center Community Story.
- ❖ Two First Presbyterian Church 'Lunch and Learn Lectures'.
- ❖ Two Sparkle hosted by Betsy Leboe.
- ❖ Three Eye on Oakland hosted by Chuck Moss.
- ❖ Three Michigan Entrepreneur hosted by Tara Kachaturoff.
- ❖ Four Michigan Planning Today hosted by Bob Gibbs.

### **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 SPORTING EVENTS LEFT TO COVER**

Boys Hockey; Girls Hockey; and Boys Swim and Dive

### **BACB CREW SHIRTS**

The Board approved new crew shirts at our last meeting in the amount of \$1,771.95. The shirts have arrived and look great, but I made a mistake and forgot to order XL shirts for a few crew members. I contacted KTM Logo Gear, LLC to quote me on an additional four XL polo shirts and four XL long sleeve shirts. I have attached the quote and I'm asking the board to approve \$267.84 to complete the uniform order. This would bring the grand total spent on uniforms to \$2,039.79.