

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, September 20,2023 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 W. 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of July 19,2023- 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 the regular meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 19, 2023

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, Brown, Cleary, Shand – Birmingham
Gugni, Dobies– Beverly Hills
David – Franklin
Hagaman – Bingham Farms
- Also Present: Monika Koleci – Attorney for the Cable Board
Black – Director, Community Relations, BCTV
White – BACB Executive Director
- Absent: Kamoo, Henry

Gugni welcomed Monica Koleci, lawyer from Beier Howlett, who will be sitting in for Peter Gojcaj at this meeting.

APPROVE MINUTES OF CABLE BOARD MEETING HELD May 17, 2023

Motion by Eick, seconded by Cleary to approve the minutes of the Cable Board meeting on May 17, 2023.

Motion passed unanimously.

PUBLIC COMMENTS

None

Gugni made note that the following 5 requests are from Franklin and have been approved in previous years.

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF FRANKLIN

White received a letter from Dana Hughes, Village Clerk, dated May 17, 2023, requesting a grant for a one-year internet subscription with Comcast for the Village Offices. The Village is asking for the annual cost of \$3,434.88. White emphasized this is an annual request.

Motion by David, seconded by Hagaman to approve a Municipal Support Services Grant request in the amount not to exceed \$3,434.88 to the Village of Franklin for internet service through Comcast for FY2023-2024.

Roll Call Vote

David	Aye
Shand	Aye
Dobies	Aye
Abraham	Aye
Hagaman	Aye
Cleary	Aye
Brown	Aye
Gugni	Aye

Eick temporarily excused himself from the meeting.

Motion Passed. (8-0)

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – VILLAGE OF FRANKLIN (FRANKLIN COMMUNITY HOUSE)

White received a letter from Dana Hughes, Village Clerk, dated May 17, 2023, requesting a grant to fund the purchase of a one-year internet subscription with Comcast for the Franklin Community House in the annual amount of \$2,296.68.

Motion by Hagaman, seconded by Shand to approve a Municipal Support Services Grant request in the amount not to exceed \$2,296.68 to the Village of Franklin (Franklin Community House) for internet service with Comcast for FY2023-2024.

Roll Call Vote

Shand	Aye
Dobies	Aye
Abraham	Aye
Hagaman	Aye
Cleary	Aye
Brown	Aye
Gugni	Aye
David	Aye

Eick temporarily excused himself from the meeting.

Motion Passed. (8-0)

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM FARMS POLICE DEPARTMENT

White received a letter from Dana Hughes, Village Clerk, dated May 17, 2023, requesting a grant to fund the purchase of a one-year internet subscription with Comcast for the Franklin-Bingham Farms Police Department. This grant request is for \$1,686.60.

Motion by David, seconded by Cleary to approve a Municipal Support Services Grant request in the amount not to exceed \$1,686.60 to the Franklin-Bingham Farms Police Department for internet service through Comcast for FY2023-2024.

Roll Call Vote

Dobies	Aye
Abraham	Aye
Hagaman	Aye

Cleary	Aye
Eick	Abstained
Brown	Aye
Gugni	Aye
David	Aye
Shand	Aye

Motion Passed. (8-1 Abstain)

MUNICIPAL SUPPORT SERVICES GRANT REQUEST – FRANKLIN-BINGHAM FIRE DEPARTMENT

White received a letter from Tony Averbuch, Fire Chief, dated June 20, 2023, requesting a grant for renewal of Comcast internet connectivity for the fire station and Verizon Wireless access totaling \$3,331.56 for the year.

Motion by Hagaman, seconded by Dobies to approve a Municipal Support Services Grant for the Franklin-Bingham Fire Department in the amount not to exceed \$3,331.56/yr. This will cover the \$157.66 per month for Comcast internet connectivity for the fire station and \$119.97 per month for Verizon Wireless internet access for FY2023-2024.

Roll Call Vote

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

Motion Passed. (9-0)

PEG GRANT REQUEST – FRANKLIN HISTORICAL SOCIETY

White explained that Municipal Support Services grant requests are for municipal entities and this is not considered a municipal entity; therefore, the request is for PEG money. She received a letter dated April 15, 2023 from Ann Lamott, President of the Historical Society, requesting continuance of the Cable Board’s annual funding of internet service from Comcast.

Motion by Cleary, seconded by Dobies to approve a PEG Grant request in the amount not to exceed \$1,102.80 annually or \$91.90 per month for the Franklin Historical Society for the cost of internet service at the Franklin Historical Museum for FY2023-2024.

Roll Call Vote

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

Motion Passed. (9-0)

APPROVAL OF INCREASE IN HOURLY RATE FOR RECORDING SECRETARY

Gugni and White had a discussion regarding the increase and agreed the hourly rate for the Secretary should be increased. The current Recording Secretary has been with the Cable Board for at least 7 years at the same hourly rate.

Motion by David, seconded by D.E. Hagaman to approve an increase of \$5.00 per hour rate for the Cable Board Recording Secretary.

Roll Call Vote

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

Motion Passed. (9-0)

APPROVAL OF BCTV POLICY FOR PART-TIME EMPLOYEES DRIVING PRODUCTION TRUCK

Black reminded the Board that this issue came before the Board at its March meeting for a discussion. Black provided each Board member with a document titled "Policies and Procedures For Driving BACB Production Van" and asked if there were any additional points which should be considered.

David clarified that under the direct supervision of a full-time staff member each driver must drive the production van and successfully oversee the set-up of three different productions. To clarify this particular bullet point in the policy, the end of the sentence would be re-phrased to read, "...under the direct supervision of a full-time staff member, *prior to eligibility.*"

Motion by Hagaman, seconded by David to approve the “BCTV Policy For Part-Time Employees Driving Production Truck”, as amended.

Motion passed unanimously. (9-0)

COMMITTEE REPORTS

Cable Action Committee

Abraham stated there was not a meeting after the last Board meeting as there were no issues to discuss. If there is anything to discuss he will notify White and there will be a meeting following the next regular Board Meeting.

PEG Committee

Kamoo was unable to attend this Board Meeting. Gugini stated that since there wasn't anything on the agenda there would not be a PEG meeting following this one.

EXECUTIVE DIRECTOR'S REPORT

White reported there were 5 new complaints this month which she listed in her report. The first was a complaint about a low hanging cable line and an unknown provider. This complaint was sent to all three providers and AT&T was deemed the owner. A WOW team established that the line was inactive and removed the line. This complaint is closed. The second involved downed tree limbs which took down a Comcast line in a Birmingham backyard. Comcast took care of this. This complaint is closed. The third was from a Beverly Hills resident who had an AT&T fiber optic line down in his backyard due to a dead tree laying on it. Due to the retirement of the AT&T escalation representative, the resident had to contact AT&T customer service directly. This complaint is closed. The fourth complaint was from a resident who had contacted Comcast about getting a reduced price for Peacock Premium. He then received the quote confirmation which was substantially more. He attempted to reach a Comcast representative to cancel his order but was unsuccessful. The Comcast escalation team confirmed that he had been charged incorrectly and should be charged the lower amount as quoted to him. In case the resident was charged the larger amount for the next month the escalation team member also gave the resident additional information which could help in establishing the correct lower amount. This complaint is now closed. The fifth complaint came from the Site Supervisor for Williamsburg of Birmingham Condominiums regarding a large amount of cable line which had been left in a flower bed by a WOW crew. The Site Supervisor also requested that an escalation team member contact him to discuss the process to claim damage done after a crew cut the sprinkler line when burying the cable under the cement sidewalk. This complaint is pending.

FINANCIAL

White provided the documents of the financial account balances for the MBS, Michigan United Credit Union and Beverly Hills accounts as of June 30, 2023, as well as BACB Financial Reports.

CHECK DISBURSEMENT

White wrote nine (9) checks including three (3) for Administrative Grants to the Village of Beverly Hills, Village of Bingham Farms and City of Birmingham, as well as the quarterly Contract Payment to the Charter Township of Bloomfield for BCTV and the PEG Grant to the Franklin Public Library for internet costs.

ADDITIONAL NOTES

As White indicated earlier, AT&T does not have an escalation team at this time. Therefore, she will be contacting AT&T senior management requesting their plans on how to escalate complaints. In the interim, White has provided the residents with the contact numbers for AT&T Customer Service 1-800-228-2020 or 1-800-288-2200.

David passed on an article from Review Geek, dated June 11, 2023, which mentioned that Xfinity had established a webpage (Xfinity Status Center) for outage credits. The site will identify outages in your area and provide a spot where the consumer can report an outage. Xfinity will determine if you are eligible to receive a credit. The writer of the article personally received a \$15 credit for 3 outages. If a resident wants a larger amount of credit, she/he must call and complain.

In a letter dated May 16, 2023, Comcast announced that it was lowering its overall monthly charge due to the reduction in broadcast TV fees of certain stations. The monthly fee has decreased from \$20.70 to \$19.05.

Comcast will be increasing its monthly price for Starz from \$8.99 to \$9.99 per month starting with the July 2023 bill.

White attached a copy of DirecTV's Annual Report with the Michigan Public Service Commission to her report.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present.

BAPA/BAMA REPORT

Black provided the completed BAPA Programs as listed in the May 18, 2023 through July 19, 2023 Memo to BACB, dated July 12, 2023. Also listed were the 26 public programs.

PRODUCER AND VOLUNTEER WORKSHOP

One-on-one session workshops continue to be offered for anyone interested in producing a show and for anyone who might be interested in working behind the scenes. If interested call 248-433-7790 or send an email to Black: GBlack@Bloomfieldtp.org or Steve Rota: SRota@Bloomfieldtp.org.

Black also mentioned there would be a BCTV Open House on Monday, July 24, 5:30 -7:00 pm. There will be tours of the building along with explanations of what BCTV does.

PART-TIME STAFF DRIVING THE BACB PRODUCTION TRUCK

This was approved and he encouraged anyone interested to reach out to them.

STAFF TO JUDGE A CATEGORY FOR THE NATOA AWARDS

Steve Rota, Carrie LeZotte (Director of Cable/Community Relations) and Greg Black were judges for the NATOA Government Awards (National Alliance of Telecommunications Officers and Advisors). They judged videos from all over the country related to sports programing and Government PSAs.

OLD BUSINESS

There was none.

NEW BUSINESS

Hagaman questioned if the Board did any follow-up on some of the Grants they give out or expect any reports from those entities which receive the larger grants? Gugni stated that the Board has suggested such a response but there have not been any formal follow-ups. Cleary will check with Derby Middle School regarding the replacement of TV production equipment and lighting which were provided with the PEG Grant approved at the Cable Board's May meeting.

PUBLIC COMMENTS

There were none.

BOARD COMMENTS

Dobies informed the Board that he had been re-appointed to another term on the Cable Board.

There being no further business, the meeting was adjourned at 8:11 AM.

MEMORANDUM

DATE: September 14, 2023

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received four (4) complaints since the date of my last report. Complaint No. 2023-18 was received from the Site Supervisor of Williamsburg of Birmingham Condominiums regarding an ongoing issue with the installation of Comcast cable lines and lines not being buried at the condominium complex. Comcast has arranged for its vendor to do the necessary work and this complaint is now closed.

Complaint No. 2023-19 was submitted on behalf of a Beverly Hills resident who indicated that Comcast had significantly raised her monthly bill which presented an economic hardship to her. She requested that an escalation team representative contact her to discuss possible options with her so that she would not have to cancel her cable service. A Comcast team member has spoken with her and found that the first part of her agreement had lapsed, increasing the monthly rate. They ended up renewing her promotion. They extended apologies to her regarding the experience and indicated that she is satisfied with the resolution and is clear on pricing expectations moving forward. This complaint is now closed.

Complaint No. 2023-20 was filed on behalf of a Beverly Hills homeowner who requested assistance in getting Comcast to raise some low-hanging cable wires located on the side and in the rear of his home. This complaint is pending.

Complaint No. 2023-21 was received from a Beverly Hills resident who had an electrical and AT&T cable line fire at her property on July 24, 2023. She was concerned because AT&T would not agree to replace the whole line and instead repaired it by splicing two ends of the line together and covering it with a cylinder. She felt this was not a safe situation and requested that an AT&T Manager review the situation. This has since been discussed with an AT&T

Manager who reviewed pictures of the repair taken by an AT&T tech as well as pictures provided by the resident. The Manager indicated that it was a proper repair and did not pose a hazard. He stated that there is no safety issue because the line is not electrified, and it is strictly a fiber optic cable. Since that discussion, two AT&T representatives visited the property and reviewed the situation with the homeowner. They have given her the engineering number to call to see about putting in a new line. The resident will follow up with AT&T regarding this possibility and any fire-related costs she has incurred. This complaint is now closed.

FINANCIAL

The account balance for the MBS, Michigan United Credit Union and Beverly Hills accounts as of August 31, 2023, will be e-mailed to all Board members, as well as BACB financial reports as of August 31, 2023. Hard copies of these documents will also be distributed to Board Members at the meeting.

CHECK DISBURSEMENT

Thirteen (13) checks have been written since the date of our last meeting as follows:

1. Advanced Lighting & Sound (equipment): \$60.00
2. Birmingham Public Schools (PEG Grant): \$185,000.00
3. Village of Franklin (Municipal Support Services Grant-Internet/Village Office): \$3,434.88
4. Village of Franklin (Municipal Support Services Grant-Internet/Comm. House): \$2,296.68
5. Franklin-Bingham Police Dept (Municipal Support Services Grant-Internet): \$1,686.60
6. Franklin-Bingham Fire Dept (Municipal Support Services Grant-Internet): \$3,331.56
7. Franklin Historical Society (PEG Grant-internet costs): \$1,102.80
8. Empowerment Source, LLC (tech support): \$225.00
9. Charter Twp of Bloomfield (internet costs for BCTV): \$962.25
10. Michigan United Credit Union (Visa-phone & software costs): \$117.39
11. MI Mun. Risk Management Authority (liability insurance): \$4,564.00
12. Charter Twp of Bloomfield (quarterly contract payment): \$77,075.00
13. Michigan United Credit Union (Visa-phone & software costs): \$130.99

ADDITIONAL NOTE

1. Comcast has advised that Comcast of Florida/Michigan/New Mexico/Pennsylvania/Washington, LLC, the legal entity that is named in the cable franchises with our communities, has been merged into Comcast Cable Communications Management, LLC. This merger of legal entities was effective August 4, 2023. Comcast has stated that this is purely an internal organizational change and has no impact to our communities as the franchisors or to the customers served in our communities.

According to the letter received from Comcast regarding this merger, Comcast Cable Communications Management , LLC, has inherited all of the obligations and rights of its predecessor entity under the franchise agreement with our communities and will fully comply with those obligations.

Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 20, 2023 through September 20, 2023

Date: September 13, 2023

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

BAMA Programs

During this time period we've completed all regularly scheduled municipal meetings, which include: the BACB meeting, Baldwin Public Library Board and Trust meeting, The Village of Bingham Farms meeting, The Village of Beverly Hills Council meeting, The Village of Franklin Historic, Zoning, Council, and Planning Meetings. Along with a special Franklin Council Workshop. The City of Birmingham's, Commission, Planning Board, Parks and Rec Board, Zoning Board of Appeals, Historic Board and Design Review Board, Advisory Parking Committee, the Multi Modal Meeting and Commission Workshop.

BAPA Programs

From BACB area individual producers and organizations, we've taped 30 programs.

- ❖ BACB Sports Football.
- ❖ BACB Sports Volleyball.
- ❖ Annual Village of Franklin Labor Day Parade.
- ❖ Two Managing the Problems of Daily Living hosted by Linda Sircus.
- ❖ Birmingham Bloomfield Chamber meet the Superintendents.
- ❖ Two Healing with Ketamine Podcast/VODcast (New Series, with a Franklin Resident)
- ❖ Six Sparkle hosted by Betsy Leboe.
- ❖ Six Eye on Oakland hosted by Chuck Moss.
- ❖ *Three Michigan Entrepreneur hosted by Tara Kachaturoff.*
- ❖ *Four In the Park Concerts.*
- ❖ *Three Collectors hosted by Kent Lund.*

PRODUCER & VOLUNTEER WORKSHOP OR STUDIO TOUR

We are offering a one on one session for those who are interested in producing their own show and to those who want to work behind the scenes. Please call 248-433-7790.

UPCOMING BACB SPORTS COVERAGE

Soccer, Swim and Dive, Water Polo and Football

BLOOMFIELD TOWNSHIP OPEN HOUSE

The Township is having their open house on Sunday, October 1, 2023 from 11:00 AM to 3:00 PM. Anyone can attend. Our cable studio will be open and we will give tours of the studio, podcast room and of course we will show off the BACB production truck. Maybe we will see you there.