

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, July 19, 2017 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes For Cable Board Meeting of June 21, 2017-M
3. Public Comments
4. Municipal Support Services Grant Request from Franklin-Bingham Fire Department - M
5. Municipal Support Services Grant Request from Franklin Police Department -M
6. Treasurer's Report
7. Annual Election of Officers - 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
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 21, 2017

Present: Abraham (alternate), Eick, Heldt, McAlear (left at 8:31 AM), McLain – Birmingham
 Gugni, Maly, Delaney (alternate, non-voting) – Village of Beverly Hills
 Ettenson – Village of Bingham Farms
 Stakhiv - Franklin

Absent: Bozell, Weller – Birmingham
 Verdi-Hus – Village of Beverly Hills

Also Present: White – Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television
 Levens – Executive Director of Technology, Birmingham Public Schools
 Kipp – Senior Vice President, Multi-Bank Securities, Inc.

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

APPROVE MINUTES OF CABLE BOARD MEETING HELD April 19, 2017

Motion by Heldt, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on May 17, 2017, as presented.

Stakhiv requested that in the last sentence on page 1, the word “correct” should be changed to “enough”. The sentence should read, “...requested amount for a HDMI cable was enough.”

Motion by Heldt, seconded by McAlear to approve the minutes of the Regular Cable Board Meeting on May 17, 2017, as amended.

Motion passed.

PUBLIC COMMENTS

None

PEG GRANT REQUEST FROM BIRMINGHAM PUBLIC SCHOOLS

Dwight Levens, Executive Director of Technology for the Birmingham Public Schools, expressed his appreciation and continued support which the Cable Board has provided to the Birmingham School District. The current request is in regards to the digital signage platform used for the Birmingham Public Schools Educational Access Channel 17. The software currently in use is out of date and lacks many features considered standard in today’s market, including the biggest concern which is security. During the summer all computers in the district, including the one that runs the digital signage for Channel 17, will be replaced with Windows 10 which is not compatible with the current software. He has received two (2) quotes, one of which was from the last school year but he has been assured by the President of Tel Systems that the quote still stands. Tightrope Media Systems submitted the other and higher bid. Because his team’s knowledge base is with Scala Infochannel System, a decision had been made to award the bid to Tightrope Media Systems. However, Tel Systems said it could match the same capabilities as its

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competitor Tightrope Media Systems. Tel Systems is to submit a new bid by the end of the week and then a formal decision will be made. Because of the indecision he is requesting a grant not to exceed \$17,613.56 which is the current bid from Tightrope Media Systems.

Ettenson questioned why the request was for more money when Levens had received a lower quote. Levens clarified that the quote from Tel Systems had been received by his predecessor and he would like to personally review it before he makes a commitment. McLain emphasized that the timing of the request was important. Heldt noted he was comfortable with the request for a higher amount.

Motion by Heldt, seconded by McAlear, Borgon and Fenberg to approve the grant request from the Birmingham Public Schools in the amount not to exceed \$17,750.00 to cover the upgrade to the computer digital signage platform on the Birmingham Public Schools Educational Access Channel 17.

McLain commented that this was a very important initiative. One of BACB's long time strategic solutions and planning was to support the "E" (Education) in PEG.

Motion passed (9-0)

Referencing Delaney's "non-voting status", McLain clarified that there was a question if a Commissioner or elected official on one of our member boards may vote on BACB issues. An opinion has not been reached on this subject.

MBS PRESENTATION

Charles Kipp, Senior Vice President, Multi-Bank Securities, Inc., introduced himself and gave a brief background of what MBS is and does, including the investment benefits for the Cable Board and what it does for the Cable Board. He emphasized that all invested monies are FDIC insured at all times. Referring to the bi-fold packet provided to each Board member, he noted several 2016 Financial Results and Highlights, including that MBS is Veteran owned and has been ranked No.1 in agency underwriting for the fourth consecutive year. Not only does the firm underwrite for banks and credit unions but they also fund federal government, such as, Fannie Mae, Freddie Mac, Federal Home Loan Banks and Farmer Mac. MBS has 146 offices all over the country. He added that they are headquartered and have active trading floors in Southfield and in Ft. Lauderdale, have offices in 14 other states and do business in all 50 states.

McLain mentioned that more than a year ago there had been banks which had "gone under". Kipp commented that BACB has not experienced that in its portfolio and emphasized that both the BACB's principal and interest were FDIC insured.

White explained the process she takes in overseeing the BACB funds: there is a chain of communication between herself, Treasurer Heldt and Chairman McLain. If there is a change in the investments there is input from all, including Kipp. Heldt explained his responsibility and his communication with Kipp. Kipp also mentioned that in the current interest rate environment, particularly short-term which is where the BACB is most active, there is a potential for additional rate increases by the Feds. Kipp noted that because of the short-term strategy that

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – June 21, 2017

BACB uses, the Board can maximize its investments and its earnings. It's a way to keep BACB on or above the Treasury Curve, which is the "benchmark", so the BACB's earnings are maximized while also maximizing its safety.

PROPOSED FY 2017-2018 BACB BUDGET

White presented the most recent revised version of the proposed Budget which was given to each Board Member. The update included the elimination of the \$50,000 reserve which in prior years had been set aside as a Capital Reserve. She had also received input from BCTV about a realistic amount to include for truck equipment and general equipment for the studio or on location shots. The Equipment amount remains the same as the current budget year with an increase for the Production Truck. Revenue numbers were adjusted in order to keep a balanced budget.

Motion by Heldt, seconded by Eick to approve the Birmingham Area Cable Board Budget for Fiscal Year 2017-2018, as presented.

Motion passed (9-0)

McLain thanked everyone who participated in this process This Budget was looked over and discussed at four (4) different Cable Action Committee meetings and White sent it out to the Board several times. She thanked the new members who gave their input and the long standing members who had questions and gave feedback.

COMMITTEE REPORTS

Cable Action Committee

White reported that the Budget with most of its changes was discussed at the last meeting. There was also a discussion about the BACB's website. New members have looked at the website and had some suggestions, all of which were appreciated. McLain mentioned that routinely White checks the links to make sure they are in working order. She thanked Fenberg for checking them when he joined the BACB Board and discovering that some had expired or were not working. Also, the color of the links will be changed as the light blue is difficult to see on a cell phone. White will be looking at Google Analytics to see who is accessing what web pages. The next meeting is scheduled for Thursday, July 5 at 5:30 PM in the Baldwin Public Library in Birmingham.

PEG Committee

McAlear, Chairman, did not have anything to report but noted there would be a brief meeting immediately following this one.

Personnel Committee

Stakhiv, Chairman, gave a short update on the Performance Appraisal which has three (3) parts: Board input, the actual Performance Appraisal, and the Employee input. There was a follow-up meeting for the Employee input.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated June 15, 2017. This was a very busy month, in terms of complaints with ten (10) being received since the last month's report. The first was a follow-

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up complaint from a Beverly Hills couple who were supposed to receive a credit on their Comcast bill for a tech fee and it had not been removed from their next bill. This complaint has been resolved and is closed. The second complaint was from a Beverly Hills resident who had lost his Comcast internet service. It has now been restored and a \$70 credit applied to his bill. The complaint is closed. The third complaint was submitted by a Franklin resident who was having technical difficulties with the Channel 15 (municipality broadcasts). Comcast determined that the Headend needed to reset some equipment to correct this issue. This complaint is resolved. The fourth complaint is a follow-up to one received last month concerning the blocking of explicit descriptions on the adult channels on the Comcast channel guide. A letter has been sent to the resident recommending that he set his parental control settings to the high level in order to mask the explicit program descriptions. This complaint is now closed.

The fifth complaint was from a Birmingham resident who had scheduled a service call to upgrade his Comcast equipment. When no technician arrived on the date or time as scheduled, he called the company and was told that no appointment had been scheduled. Another appointment was scheduled, but again, no technician came. Again, he was told that no appointment had been made. He was later advised that there would be a charge for any service visit despite the fact that he had been previously assured that there would be no fee. A Comcast escalation team representative apologized for the poor customer service and offered to credit his account in the amount of \$187.61. The customer was satisfied and this complaint is closed. The sixth complaint is from a BACB Board member who had been without Comcast internet service for 36 hours. He called Comcast several times and was promised it would be fixed. However, the problem remained. Service has since been restored and this complaint was resolved. The seventh complaint was from a Birmingham resident who couldn't get her Wi-Fi to work. The service had been installed in her home two weeks ago and the lack of service was an important problem because she works from home. This complaint has been resolved.

The eighth complaint was from a Franklin resident who upgraded his Comcast equipment and was told there would not be any extra cost to him. His Wi-Fi stopped working after the installation and three (3) technicians came to his home to fix the problem. He was charged a service fee which Comcast has since removed from his account. The complaint is closed. The ninth complaint comes from another BACB Board member regarding low hanging Comcast wires. Despite promises from Comcast that the lines would be run underground, no action had been taken. The Comcast escalation team advised him on June 3rd that temporary cables have been run and would be buried within the next 15 days. This complaint is pending. The tenth complaint came from the manager for a condominium complex in Birmingham seeking assistance in getting WOW to bury its wires for a few of the properties. The work has been completed and this complaint is closed.

McLain reminded the public that Board Members have the same problems as the public and do not receive VIP service. They go through the same process and most of these complaints are resolved within 24 hours.

The account balances for the MBS, BBCU and Beverly Hills accounts were provided to the Board, in addition to the monthly Revenue and Expense Budget Reports, as of May 31, 2017.

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Since the last meeting White has written three (3) checks on behalf of the BACB including the largest one which was the quarterly contract payment to the Charter Township of Bloomfield for BCTV. In addition, a check was written for two (2) sporting events filmed during April.

Additional Notes

There was a recent article in the LA Times about “cutting the cable cord” and how it does not necessarily mean cutting the cost. It all depends on which services customers sign up for as replacements and it might end up being equal to or even more than their previous bill. It is predicted that this trend of “cord cutting” will accelerate which will have an impact on BACB’s cable TV revenues. (McLain explained that the Franchise Fees are only paid by the providers on the cable portion of the bill.)

On the website MarketWatch.com there was an article which stated that more people subscribe to a streaming service than to cable TV. It is predicted that by 2021 video would make up most of the traffic on the internet.

Comcast notified BACB of some channel changes which she noted in her report.

Borgon noticed a discrepancy between the Franchise Fees and PEG Fund Balances vs the Fund Balances, both dated May 31, 2017. White clarified that those numbers would always be different because the base for the Franchise Fees and PEG Fund Balances was based on the Auditor’s numbers which didn’t always reflect a current fund balance at that time. That would always be different.

Referring to Complaint #2017-17 (Complaint 5), Ettenson inquired if the resident did, in fact, have an appointment. McLain stated she personally took care of this complaint and the resident had all the identifying information, including the ID and phone number of the person with whom he spoke and was told six (6) times that he didn’t have an appointment. In fact, during the final conversation he became so frustrated that he decided to hang up. She continued by recounting all the events relating to this complaint and the lack of respect and customer service, all of which she labeled “appalling”. Mazurek, Comcast representative, was aware of the situation.

PROVIDER RELATED TOPICS**a. Comcast**

White spoke with Mazurek who shared that Comcast has introduced Xfinity Mobile which combines 4G LTE network and their Wi-Fi hotspot network. She explained the different plans available and the ability to switch between those data options.

McLain stated that, as usual, she made a couple test calls to see how long she would be “on hold” and noted that the time had somewhat improved. She noted that she does not use her own cell phone for these calls so she will remain anonymous. However, she would like to hear if the public is having problems, such as being routed overseas when the provider phones are busy. She

reminded residents to always take down the ID number, the person's name and the time the resident is calling.

b. AT&T/Uverse/Direct TV

There was no representative present. However, McLain received confirmation by phone that Uverse was “going away” which means they are not actively expanding the footprint and are reluctant to replace equipment that is not working. The individual subscriber will have to make the decision either to continue with that service and deal with them about the equipment or negotiate something else. Direct TV is the new extension of the company.

There was a discussion about what percentage of the subscribers are with AT&T or any other provider. McLain noted that due to Public Act 480 the providers are not obligated to share that information. Ettenson asked that White obtain that information.

c. WOW

There was no representative present.

BAPA/BAMA REPORT

Steve Rota referred to his memo to BACB, dated June 14, 2017 and stated that it was a busy month. He listed the completed **BAMA** Programs which were the seven (7) regularly scheduled municipal meetings, Board of Zoning Appeals meeting, BACB meeting, Multi Modal Board meeting, Advisory Board meeting, Parks and Rec Board meeting, Baldwin Public Library Board and Trust meeting and a Special Commission/Planning Commission Joint Meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, thirty-one (31) programs were taped. He listed all the programs. He pointed out that the Band Jam will be held every Wednesday night in Shain Park and will continue until the middle of August.

Greg Black gave Michael Fenberg, one of the Board members, a tour of the facility. There was a production going on at the time so he was able to observe an actual studio production happening. He encouraged others who have not seen the studio to come in for a tour. They can set up an appointment. Fenberg thanked Rota and Black for the tour. He stated that it was interesting seeing all the equipment and what goes into making a TV production, as well as looking at the TV truck.

Regarding the **VOLUNTEER PRODUCER and CAMERA WORKSHOPS**, Rota reminded the Board that one-on-one sessions are offered for those who are interested in a tour of the facility, producing their own show and/or learning how to run some of the technical equipment. Residents can contact BCTV at 248-433-7790 to schedule a one-on-one appointment date and time. There is no fee for those living in one of the four BACB communities.

(McAlear left at 8:31 AM)

It was brought to his attention that last night during the Beverly Hills meeting a couple of the cameras went out but the audio still worked. After shutting the cameras down and rebooting, all the cameras began operating.

Borgon re-iterated Rota's point that new members should take a tour of the facility and truck. He was very complimentary towards Rota, Black and others and their professionalism.

There was a general discussion about drones, including licensing and insurance.

OLD BUSINESS

None

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

Delaney stated that this was the time of the year when Beverly Hills reviews the appointments to its various Boards and Commissions. There were two (2) vacant seats on the Cable Board. As the result of the Council's action last night, Frank May has been re-appointed and Rosemary Bayer has been appointed to the other seat. He, personally, has spoken with Bayer about the Cable Board. The appointments take effect in July, 2017. Beverly Hills thanks Mary Ann Verdi-Hus for her long service on the Cable Board and wishes her well. Verdi-Hus also serves on the Zoning Board.

On behalf of the BACB Board, McLain also expressed its appreciation to Verdi-Hus who joined the Board in 2004 and was active and participated in many capacities. She brought a refreshing perspective to every meeting. The Cable Board truly appreciated Verdi-Hus' service to the community. A special certificate will be signed at the next meeting acknowledging her contributions.

There being no further business, the meeting was adjourned at 8:37 AM.



Franklin-Bingham Fire Department

1 June 2017

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

Re: Grant Request for Internet Access Consideration for FY2017-2018

Dear Director McLain,

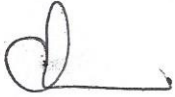
The Franklin-Bingham Fire Department currently obtains Internet access through contractual agreements with Comcast for fire station internet access, and Verizon Wireless for scene-based EMS incident reporting access. These services were selected based upon coverage, speed, cost and the ability to receive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

While our department does 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 State of Michigan WebEOC system
 - Access to the State of Michigan Health Alert Network System
 - Access to the State of Michigan mandated EMS report system
 - 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

While 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 \$109.85 per month for Comcast fire-station internet service and \$79.99 per month for Verizon Wireless internet access. For the fiscal year starting July 1st, this would total \$2,278.08. 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.

A handwritten signature in dark ink, appearing to be 'Tony Averbuch', with a stylized, cursive script.

Tony Averbuch, Fire Chief



FRANKLIN POLICE DEPARTMENT

VILLAGE OF FRANKLIN - VILLAGE OF BINGHAM FARMS

OAKLAND COUNTY

MICHIGAN

franklinpolice@comcast.net

32311 FRANKLIN RD.
FRANKLIN, MI 48025

TELEPHONE
(248) 626-9672

DANIEL D. ROBERTS
Chief of Police

June 1, 2017

FAX
(248) 538-5450

Ms. Cathryn White, Executive Director
Birmingham Area Cable Board
P.O. Box 165
Birmingham, MI 48012

Dear Ms. White,

The Franklin-Bingham Farms Police Department currently obtains Internet access through a contractual agreement with Comcast. This service was selected based upon cost and previous experience with the company so that we may communicate with our personnel via a secure web connection.

While we are a member of CLEMIS, we remain reliant on Internet connectivity so that we may be able to communicate effectively during normal times, as well as when involved, or as a result of, emergency situations. The Internet allows us to quickly access email and websites such as:

- The State of Michigan E-Team System
- The State of Michigan Health Alert Network System
- The FBI's Law Enforcement Online
- The International Association of Chiefs of Police Online
- The Michigan State Police Website
- NOAA Severe Weather Services

As 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 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 cost of \$122.43 per month. For the fiscal year starting July 1, 2017, this would total \$1,469.16. Your support, if approved, would help us 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. Please feel free to contact me at (248) 626-9672 with any questions, comments, or other information needs you may have.

Sincerely,

Daniel D. Roberts, Chief of Police
Franklin - Bingham Farms Police Department

cc: Ms. Mira Stakhiv

1 June 2017

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

Re: Grant Request for Internet Access Consideration for FY2017-2018

Dear Director 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 a static IP address, so that we can host our public website as well as communicate with our personnel, via secure web connection.

While our department does 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 State of Michigan WebEOC system
- Access to the State of Michigan Health Alert Network System
- Access to the State of Michigan mandated EMS report system
- 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

While 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 \$109.85 per month for Comcast fire-station internet service and \$79.99 per month for Verizon Wireless internet access. For the fiscal year starting July 1st, this would total \$2,278.08. 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](tel:248.626.9862) with any questions, comments, or other information needs you may have.

Tony Averbuch, Fire Chief

MEMORANDUM

DATE: July 14, 2017
TO: Board Members
FROM: Cathy White
Re: Monthly Report

CUSTOMER COMPLAINTS

Complaint No. 2017-21, which was pending on the date of our last meeting, has been resolved. This complaint was submitted by one of our Board Members who was seeking to get some low-hanging wires on his property removed or buried. AT&T has since removed their wires and Comcast buried the cable that was on the ground.

We have received one complaint since the date of our last meeting. Complaint No. 2017-23 was submitted by a Birmingham resident who recently moved and switched her service from WOW to Comcast. She tried to have her phone number transferred but no one at Comcast told her not to have her phone service turned off. She was told to call WOW and have them turn the phone back on and that then she could have it transferred to Comcast. WOW told her that they could do this but would charge her \$175.00. She felt that Comcast should reimburse her due to their error and compensate her for the period during which she had no phone service. This complaint has been resolved. The port has been completed and the service is working. Comcast applied a credit of \$230.35 for the first month and the installation fees. This resident is satisfied with the resolution of her complaint.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of June 30, 2017 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

Since the date of our last meeting, I have written three (3) checks as follows:

1. Village of Bingham Farms (PEG Grant): \$ 506.58
2. Charter Township of Bloomfield (Internet costs for BCTV): \$419.55

3. Birmingham Public Schools (PEG Grant): \$17,750.00

ADDITIONAL NOTES:

1. Based on the complaint we received this month regarding the difficulty a resident experienced when she tried to have her phone number transferred, I contacted all of the providers and asked them to provide us with an explanation of their process for porting a telephone number. I have received responses from WOW and Comcast and copies of these responses will be provided to you at our Board meeting.

2. Press reports have indicated that Verizon recently experienced a major data breach. Since Verizon is our business phone carrier, I have discussed this issue with a company representative and have been assured that this did not compromise any of our data. While our PIN could have been obtained, no one was able to call in and change anything on our account or obtain our tax ID number or other information.

3. We have a new Board Member from Beverly Hills. I will be preparing a new Board Member roster but in the meantime I would like you to have her contact information: Rosemary Bayer, 17928 Dunblaine, Beverly Hills, MI 48025, home phone 248-496-1509 and work phone 248-244-8890 and her e-mail address is rosemary@bluepostbox.com. She was appointed to a three year term which began July 1, 2017.

Memo



To: BACB
From: Steve Rota
cc: Greg Kowalski, Cathy White & Elaine McLain
Date: 7/12/17
Re: Report June 22nd, 2017 through July 19th, 2017.

BAMA Programs

During this time period we've completed seven regularly scheduled municipal meetings, Board of Zoning Appeals meeting, the BACB meeting, Advisory Board Meeting, Parks and Rec Board Meeting, Baldwin Public Library Board and Trust Meeting.

BAPA Programs

From BACB area individual producers and organizations we've taped 13 programs. From individuals:

- ❖ Inside Birmingham City Hall July Edition hosted by City Manager, Joe Valentine.
- ❖ Three *Tough Talk* hosted by Paul Taros.
- ❖ Three *Eye on Oakland* hosted by Chuck Moss and David Potts.

From BACB area organizations:

- ❖ *TCH Women's Club* Lecture.
- ❖ *PBNSG* Lecture.
- ❖ Four *In the Park* Concerts.

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.