

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, August 21, 2019 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 July 17, 2019-M
3. Public Comments
4. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
 - i. Approval of BCTV Proposal (as modified)- Cable Access Management -M
 - ii. Approval of Purchase-Equipment to film Bingham Farms meetings-M
 - iii. Approval of Purchase-Truck Camera Triaxs(3)-M
 - iv. Approval of Purchase-Monitor for Beverly Hills Control Room -M
 - v. Approval of Cost to Film 6 Fall Sports Events-M
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

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – July 17, 2019

Present: Abraham, Eick, Fenberg, McLain - Birmingham
 Delaney, Gugni, Shand – Beverly Hills
 Ettenson – Bingham Farms

Absent Borgon, Bresnahan – Beverly Hills
 Stakhiv - Franklin

Also Present: Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television

McLain called the meeting to order at 7:47 AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD June 19, 2019.

Motion by Fenberg, seconded by Gugni to approve the minutes of the Regular Cable Board Meeting on June 19, 2019, as presented.

Motion Passed (8-0)

PUBLIC COMMENTS

None

MUNICIPAL SUPPORT SERVICES GRANT REQUEST FROM FRANKLIN-BINGHAM FIRE DEPARTMENT

In Stakhiv's absence, 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 EMS incident reporting for \$79.98 per month. For the fiscal year starting July 1, 2019, the total would be \$2,338.56. White added this would be a Municipal Support line item. It has been done in the past and there was money in the Budget.

Ettenson agreed and stated that BACB has been doing this since he's been on the Board and thought this was a good investment.

Motion by Fenberg, seconded by Ettenson to approve a **Municipal Support Grant** request from the Franklin-Bingham Farms Fire Department in the amount not to exceed \$2,338.56/yr. to the Franklin-Bingham Farms Fire to cover the internet connectivity for Comcast fire station internet service and for Verizon Wireless internet access for EMS incident reporting for FY2019-2020.

Roll Call Vote:

Motion Passed (8-0).

PEG GRANT REQUEST – FRANKLIN PUBLIC LIBRARY

In Stakhiv's absence, White presented this request from the Franklin Public Library for a grant of \$1,618.80 to cover its internet bill through FY2019/2020. The Cable Board has granted this in the past.

Ettenson noted that Bingham Farms has reciprocity with the Franklin Library.

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Delaney addressed Currier with a technical question of where the BACB agenda was posted and when. White stated the agenda was posted outside the Beverly Hills Village Office and Currier added that it was posted at least 18 hours prior to the meeting which White verified.

Motion by Fenberg, seconded by Gugni to approve a PEG Grant request in the amount not to exceed \$1,618.80/yr. to the Franklin Public Library for internet service for FY 2019-2020.

Roll Call Vote:
Motion Passed (8-0).

ANNUAL ELECTION OF OFFICERS

Shand nominated and Ettenson seconded the nomination of 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:
Motion Passed (8-0).

Eick nominated Gil Gugni for the position of Vice Chairman of the Cable Board. There were no further nominations. McLain closed the nominations. Gugni accepted the nomination.

Roll Call Vote:
Motion Passed (8-0).

Ettenson nominated and Gugni seconded the nomination of Michael Fenberg to continue as Treasurer of the Cable Board. There were no further nominations. McLain closed the nominations. Fenberg accepted the nomination.

Roll Call Vote:
Motion Passed (8-0).

Gugni nominated 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:
Motion Passed (8-0).

George Abraham volunteered to be the Cable Action Committee Chairman, in absentia Bob Borgon will continue as PEG Committee Chairman and Gil Gugni volunteered to be Personnel Committee Chairman.

McLain thanked everyone for volunteering.

COMMITTEE REPORTS**Cable Action Committee**

Eick stated there had not been a July meeting and, therefore, nothing new to report.

The next Cable Action Committee meeting would be Thursday, August 1 at 4:30 PM at the Baldwin Public Library in Birmingham.

PEG Committee

McLain noted that Borgon was not in attendance and there had not been a meeting in July, however, there were some PEG issues to be discussed later in this meeting.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated July 12, 2019. There were three (3) complaints since the date of her last report. For a couple of months a Franklin resident had been concerned that Comcast had not been honoring his contract rate and his charges had increased. He stated that he had been given rambling responses by Comcast representatives and would like a Comcast Escalation Team member to call him. A team member contacted him and explained the fluctuation was due to changes in the broadcast fees, regional sports fees and the digital adapter rate, all of which were outside of the contract and not considered optional. Other options were discussed, such as, lowering his package, reviewing his entertainment needs and customizing a package for him, but he would not be able to lower his bill and keep the same service unchanged. This complaint was closed. The second complaint was from an unhappy Birmingham resident who wanted to meet with a Comcast technician to determine if any of the cable wires in her backyard could be relocated to a neighboring property. This complaint was pending. The third complaint was from a Franklin resident whose Comcast promotion period had ended and his monthly bill had increased \$30. After speaking with a member of the Escalation Team who discussed several package options, he has decided not to make any changes. This complaint was closed.

Since the date of this report she has received three (3) additional complaints all of which were pending and would be included in her next month's report.

Financial

The account balances for MBS, BBCU and Beverly Hills accounts as of June 30, 2019 were emailed to all Board members. This information was also provided via hard copies at the meeting.

Two (2) checks have been written on behalf of the BACB since the last Board meeting: one was to Advanced Lighting & Sound for equipment costs and the other was for a PEG Grant payment to the Franklin Historical Society which had been authorized last month.

Additional Notes

NEXT sent a very nice "Thank you" note for the PEG Grant BACB gave them.

In response to its Request for Proposals for Cable Access Management Service, BACB received one proposal from BCTV. Copies of the proposal were mailed to all Board Members.

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As part of her report, White prepared and included a new Board Roster.

McLain had a comment about complaints and concerns for those residents who have automatic billing and recommended that everyone regularly review their bills. If you have promotional discounts, they do expire; please call the “Regular” service or the Retention Department for more information before the “package” expires. Once it expires the resident has less negotiating ability when you call in.

Abraham mentioned he had just experienced this with Comcast. When he spoke with the representative he was able to get individual items at a better price than the “package” deal. McLain recommended that residents take detailed notes about their conversations, including the name and ID of person helping them and the date and time of the call. Even though you are told the call was being recorded and told there were notes on your account, when your call gets transferred to another representative that information may not be transferred over to the new representative. Abraham also recommended that if the resident is asked to take a quick survey at the end of the call to say “yes”.

Fenberg asked that the process and evaluation for the RFPs be explained. McLain did so by giving a short background of the typical posting and sending out of notices of the request. There had been only one response and that was from BCTV. She showed the Board BCTV’s formal package of documents which they had returned. Initially it was thought that the proposal would be reviewed at the next PEG meeting and then moved forward with the contract. There were some intervening circumstances potentially happening at the FCC as of August 1, 2019 which could impact the revenue stream. Currier commented on these circumstances which caught everyone by surprise. It was expected that at the beginning of August the FCC would announce a ruling regarding some adjustments to the PEG and franchise fees to allow the providers to deduct from the PEG and franchise fees the cost of capital improvements, the cost of the transportation of the signal to the head-end system and potentially the cost of the channels. Because this would be pure speculation, he recommended the Board move on a “month to month” basis and to wait and see where this was going before proceeding further. Concerning the cost, he knew of other cable consortiums which don’t have the Fund balances that the BACB has and were very concerned if they would survive. McLain noted this had come up in a conversation at the NATOA meeting, of which she was a Board member, about some sort of financial news “leaking” and how it would impact the different communities. She continued by saying that this was why BACB responsively reserved money for all these years. She continued by explaining that the Inter-Local Agreement was designed to support our four (4) communities equally for transparency in government, public meetings, etc. and our communities all agreed how much they wanted to go to the General Fund, as well. Our first mission is to continue the revenue stream for the communities.

Currier advised that a Letter of Understanding be drafted between BACB and BCTV to continue normal payments of the current agreement to BCTV until more information was obtained. There was a discussion as to hypothetical funding under different scenarios, depending on the four community consortium of Bingham Farms, Franklin, Beverly Hills and Birmingham. Responding to Eick’s question about representation of the different municipalities to the FCC

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Board, both Currier and White briefly explained the FCC process of giving public comments. Further, White explained that the FCC published “Notice of Proposed Rule Making” and there was a comment period, during which providers and municipal entities have heavily weighed in on this issue. In theory the FCC hears both sides, but do they equally listen to both sides? That may be an issue for debate.

Delaney inquired as to how the information and/or decision would be disseminated to the BACB. Currier said White would send it to all the Board Members, City and Village Managers before the next BACB meeting. If desired BACB could hold a special meeting to discuss the FCC decision. McLain identified the restrictions of PEG funds in the Inter-Local Agreement. If a special meeting was needed, the Board would do it.

PROVIDER RELATED TOPICS

a. Comcast

Kyle Mazurek, Comcast Representative was unable to attend; however, he shared some information with White to share with the Board. Comcast would be adding the streaming service, Hulu sometime in late 2019 or early 2020. Comcast has a program “Leaders and Achievers” which awards scholarships to students. This year a total of \$82,000 was distributed to 33 Michigan high school seniors, and noted this included a student from Birmingham.

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 memo to BACB dated July 11, 2019. He listed the completed **BAMA** Programs which were seven (7) regularly scheduled municipal meetings, the BACB meeting, the Parks and Recreation meeting, Zoning Board of Appeals meeting, Baldwin Public Library Board meeting and two (2) City of Birmingham Special meetings.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-five (25) programs were taped, all of which he listed.

PRODUCER WORKSHOP - BCTV is offering a one-on-one session for those who are interested in producing their own show and for those who want to volunteer and experience “behind the scenes”, as well as do some programming. Please call 248-433-7790 and BCTV will schedule a date and time for you.

TEST RUN – There have been discussions in the past about covering the Bingham Farms Council meetings. McLain attended last month’s meeting to discuss future taping of them. Ettenson reported that it had been approved and now the Council Members would like to see a test run as some technical issues had been identified and needed to be resolved. As soon as this meeting was over, Rota would be meeting with Ken Marten, Bingham Farms Village Manager, to set up the equipment to show him and re-create what it would look like if a meeting were to

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happen at that moment. Ettenson said that at the August meeting the Board would see the result of the “test run” and estimated the September meeting should be recorded.

McLain informed the Board that Rota had been doing this for several years and it was not part of the BCTV contract. She noted that he has gone above and beyond and thanked him.

Referring to the contract, Rota stated that in the past the PEG Chair has met with Greg Kowalski, BCTV General Manager, about various extensions, etc. and he thought it best if Borgon, PEG Chair, should be involved in these discussions about the contract extensions, whether it best to extend on a monthly basis or quarterly basis.

Fenberg thanked Rota for the extremely comprehensive proposal. Rota replied it was a staff team effort and gave credit to those individuals.

McLain advised the Board members to review the policies and procedures with BCTV because BACB accepts them and adopts them.

Rota referred to White’s Financial Report pointing out the payment to Advanced Lighting & Sound for the cost of additional new equipment. The problem was an extension of the original problem with the Beverly Hills Council meeting which had been discussed last meeting and has now been resolved.

OLD BUSINESS

Currier explained what had happened and the action the Birmingham Mayor took at last Monday’s Birmingham Council meeting which BCTV had recorded. Responding to Abraham’s inquiry, Currier further explained that an advocacy of a candidate or a ballot issue may not be discussed in televised meetings.

McLain read Section 8.3 of the Policies and Procedures that BACB adopted from BCTV called “Prohibitions”.

McLain announced that Stakhiv would no longer be participating on the BACB, effective July 31, 2019. She read Stakhiv’s resignation letter into the record.

NEW BUSINESS

None

PUBLIC COMMENTS

Ettenson noted that his term was up at the end of September after almost 20 years and he may be getting a replacement. He reminded the Board that his goal was to get the Bingham Farms Council meetings televised and he has achieved that goal.

BOARD COMMENTS

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McLain noted that the National meeting of NATOA will be in September in Florida. Because of everything going on with the FCC, as of yet she has not opted in. She didn't think it responsible to spend public money unless and until the certainty of the future was known. She suggested that she and the Board wait to make a decision about her attendance.

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



Advanced Lighting & Sound

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

Quote

No.: **13605**
 Date: 8/6/2019

Prepared for:

Bingham Farms
 Bingham Farms, MI 48025 USA

Prepared by: Shawn Watts

Account No.: 3990

Phone: (248) 203-3350

Qty	Manuf	Item ID	Description	Sell	Total
3	Marsh	CV620-IPW	HD IP PTZ 20x Optical Zoom Auto-Focus (4.7~94mm, F1.6~3.5) with 3G/HD-SDI, HDMI, and Ethernet - (PoE, Control, IP stream on one Cat cable)	\$1,599.00	\$4,797.00
3	Vaddi	535-2000-206	SUSPENDED CEILING PTZ CAMERA MOUNT	\$89.00	\$267.00
1	DataV	DAC-70	Up/Down/Cross Converter, 3G-SDI and 1080p resolution. VGA, HDMI and SDI	\$490.00	\$490.00
1	Hosa	HDMA-415	High Speed HDMI Cable with Ethernet, HDMI to HDMI, 15 ft (To DAC70 for input to TV)	\$20.00	\$20.00
1	Hosa	HDMA-403	High Speed HDMI Cable with Ethernet, HDMI to HDMI, 3 ft (DAC70 to TV)	\$9.00	\$9.00
1	LG	55UU340C-EGH	55" 4K HDR LED TV	\$857.00	\$857.00
1	Chief	LTM1U	Micro-Adjust Tilt Wall Mount Large	\$272.00	\$272.00
11	Shure	MX412S/C	MICROPHONE	\$201.00	\$2,211.00
11	Shure	A400SMXLR	SHOCK MOUNT,XLR ADAPTER	\$33.00	\$363.00
1	ALS	Install	Install Materials - (2) Single gang XLR plates (Podium and side of desk)	\$30.00	\$30.00
1	The R	NB1M1-10	10 FT LO-Z MIC BLK NTK XLRf/XLRM (Podium to desk)	\$16.00	\$16.00
1	Macki	1604VLZ4	16-channel Compact 4-bus Mixer	\$950.00	\$950.00
1	Legra	OFRBC-8R	Over Floor Raceway Base and Cover, 8'	\$268.00	\$268.00
1	Legra	OFR10IW	Over Floor Raceway Transition Box	\$83.00	\$83.00
1	ALS	Install	Plenum audio, video and network cabling, connectors, interconnect cabling and fastners	\$600.00	\$600.00
1	ALS	Labor	Installation Labor	\$2,600.00	\$2,600.00

Your Price:
\$13,833.00

Total:
\$13,833.00

Prices are firm until 9/5/2019

Terms: COD

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

Date: 8/6/2019

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 Maplelawn Drive
Troy, MI 48084

Quote

No.: **13626**
Date: 8/12/2019

Prepared for:

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
not sure if this is the matching model number to the existing monitor.					
1	Views	VA2446MH-LED	24" 1920x1080 LCD Monitor, HDMI & VGA	\$169.00	\$169.00

Your Price: _____ **\$169.00**

Total: _____ **\$169.00**

Prices are firm until 9/11/2019

Terms: Net 15

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

Date: 8/12/2019

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.

Rota, Steve

From: Rota, Steve
Sent: Wednesday, August 07, 2019 9:20 AM
To: Bob Borgon (rjborgon@gmail.com)
Subject: PEG topics Birmingham Sports Fall Schedule
Attachments: Quote - 13605 - Bingham Farms.pdf

Hi Bob,
Here is the Tentative upcoming Birmingham Fall schedule.

Volleyball 9/10 at Groves
Boys Water Polo 9/12 at Groves
Boys Soccer 9/19 at Seaholm
Boys Water Polo 9/30 at Seaholm
Girls Swimming 10-10 at Groves
Football 10-18 at Seaholm

6 games at \$2,500 = \$15,000

Also I have a quote attached for Bingham Farms and I would recommended not to exceed \$14,000 if the board decides to move forward on this.

FYI
We also have a couple bad triaxs in the truck that haven't been cooperating throughout the summer. I'm waiting for a quote. I would like to replace them before fall sports start.
I also have a quote coming for a new monitor at Beverly Hills to replace a monitor that fell in the control room. Supposedly the table that is in the control room gave out and an avalanche of equipment fell towards Michael. He was able to catch most of the equipment, besides one monitor.

Steve Rota

Operations Manager, Bloomfield Community Television
248-433-7790
4200 Telegraph Rd.
Bloomfield Hills, MI 48303

Office Hours
M-TH 7:00 am to 5:30 pm
CLOSED on Fridays
Video on Demand: www.bloomfieldtwp.org/vod
Like Us on Facebook: <https://www.facebook.com/bloomfieldcommunitytelevision/>
Bloomfield Township office hours are 7:00 AM - 5:30 PM Monday through Thursday. Offices are closed on Fridays.

MEMORANDUM

DATE: August 14, 2019

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

This past month has been an extremely active month with respect to complaints. We have received eleven (11) complaints since the date of my last report. Complaint No. 2019-17 was received from a Birmingham resident arrived home to find that yellow and red paint had been placed on his residential pavers as a result of a Miss Dig request from Comcast to lay cable. He felt that he should have been contacted first and wanted the paint removed. After many communications with the escalation team, Comcast would not remove the paint and suggested that he contact Miss Dig directly. After many efforts, this resident was finally able to get Miss Dig to send someone out to remove the paint. This complaint is now closed (although a subsequent complaint may be filed with the MPSC due to the difficulties experienced by the homeowner).

Complaint No. 2019-18 was submitted on behalf of a Beverly Hills couple who had a Comcast cable on their property and requested assistance in getting the cable buried. The cable was buried on July 22, 2019 and this complaint is now closed.

Complaint No. 2019-19 was received from the manager of Williamsburg Condominiums in Birmingham. There is an overhead Comcast wire that was hit and needs to be repaired, as well as another cable in the condominium complex that needs to be buried. This complaint is pending.

Complaint No. 2019-20 was submitted on behalf of a Beverly Hills resident who has not been able to use an internet service he used in the past and felt that the cause was an internet connection issue involving his Comcast service. An escalation team member discussed this with the resident and informed him that Comcast no longer had a business relationship with the particular company that offered the program he had been

using. This customer would like Comcast to provide him with additional compensation due to the loss of this internet program and this complaint is pending.

Complaint No. 2019-21 was received from a Beverly Hills resident who was unhappy about the fact that AT&T U-Verse stopped showing CBS and there was a message on the screen that said the owner of the station had removed it from their lineup. The AT&T escalation representative has been requested to explain the situation to this resident and this complaint is now closed.

Complaint No. 2019-22 was submitted on behalf of a Beverly Hills resident who needed one of his WOW cable boxes repaired and wanted assistance in getting a technician to his home sooner than the date he was given over the phone. He wanted the box to be working when his wife got home from the hospital. The WOW escalation representative reached out to this customer to apologize for the difficulties he had and requested that he let her know when he would be available so that she could try to accommodate his request. She did not hear back from the customer before the scheduled date for the service visit and therefore this complaint is now closed.

Complaint No. 2019-23 was received from a Franklin resident who had previous issues with Comcast regarding cable TV package options and billing. He has since been experiencing service issues and is also seeking some compensation from Comcast for these difficulties. This complaint is pending.

Complaint No. 2019-24 was received from a Beverly Hills resident who requested assistance in getting some low-hanging cable lines raised. It was unclear whether they belonged to Comcast or WOW so complaints were sent to both providers. This complaint is pending.

Complaint No. 2019-25 involves a Birmingham resident that has an ongoing problem with AT&T. There is a pole in her neighbor's back yard that has unattached wires impacting her property and has requested assistance in getting these wires removed. This complaint is pending.

Complaint No. 2019-26 was received from a Birmingham resident that has branches that are too close to Comcast wires and he cannot remove the tree without potentially causing damage to Comcast's facilities. He has contacted Comcast for assistance to no avail. This complaint is pending.

Complaint No. 2019-27 was submitted on behalf of a Franklin resident who was not aware that his Comcast promotional period had ended, resulting in a bill increase. He signed up for a new package but it lacked several features he used to have and, in addition, he felt that his internet speed was slower. An escalation team representative reviewed his package with him to find one that would better serve his needs. After a service visit, Comcast confirmed that his power and signal levels were good and there was nothing at the Comcast end which would cause a slow connection speed. They

recommended that he run a malware check on his computer. This complaint is now closed.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of July 31, 2019 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

Four (4) checks have been written since the date of our last meeting as follows:

1. Charter Township of Bloomfield (Comcast internet for April-June): \$425.55
2. Charter Township of Bloomfield (filming March sports): \$2,500.00
3. Franklin Public Library (PEG Grant for internet costs): \$1,618.00
4. Charter Township of Bloomfield (filming May sports): \$7,500.00



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report July 18th, 2019 through August 21st, 2019

Date: August 15th, 2019

Cc: Greg Kowalski; Cathy White; Elaine McLain, Bob Borgon

BAMA Programs

During this time period we've completed eight regularly scheduled municipal meetings, the BACB meeting, Parks and Recreation meeting, Zoning Board of Appeals meeting and the Baldwin Public Library Board meetings.

BAPA Programs

From BACB area individual producers and organizations we've taped 28 programs. From individuals:

- ❖ Six *Managing Problems of Dailey Living* hosted by Linda Sircus.
- ❖ Three *Eye on Oakland* hosted by Chuck Moss and David Potts.
- ❖ Three *Making a Difference at TCH* hosted by Bill Seklar.
- ❖ Five *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Inside City Hall August edition with Joe Valentine.

From BACB area organizations:

- ❖ Two *Women's Club Lectures*.
- ❖ Five *In the Park Concerts*.
- ❖ Two *Baldwin Public Library Lectures*.
- ❖ Birmingham Bloomfield Chamber *'Discussion with the School Superintendents'*.

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.