

NOTICE

The Waterford Cable Commission meeting for March 21, 2017 will be held at the Waterford Media Network public access television studio. A brief tour will be held before the meeting.

Location:

Waterford Mott High School
Media Network Studio
1151 Scott Lake Rd.
Waterford, MI 48328

(Access to the studio is off the Pontiac Lake Road entrance around the back by the tennis courts. Doors are locked. Please use the doorbell to gain entry.)

Time:

March 21, 2017
Tour: 6:30 p.m.
Meeting: 7:00 p.m.

Waterford Cable Commission
AGENDA
6:30 pm, Tuesday, March 21, 2017
Media Network of Waterford Studio, Mott High School

1. Approval of agenda
2. Approval of minutes
3. Correspondence and bills
4. Signal quality
5. Subscriber complaints
6. Report from Media Network
7. Report from Cable Coordinator
8. Comments
9. Adjourn



Waterford Township Cable Commission

Minutes of the Tuesday, February 21, 2017, Meeting

Members Present: Ken Fuerst, Laura Petrusha, Kathy Hepler, Howard Heitzeg, Al Pavlish, Gary Allison (Cable Coordinator)

Absent: Bob Piggott, Steven Thomas

Guests: Josh Bowren, Dave Weyhing

The meeting was called to order by Chairperson Laura Petrusha at 6:40 p.m.

Roll Call.

Agenda - The motion to approve the agenda for February 21, 2017 was made by Howard Heitzeg and supported by Ken Fuerst. Approved unanimously.

Minutes - The motion to approve the minutes from January 17, 2016 was made by Al Pavlish and supported by Howard Heitzeg. Approved unanimously.

Correspondence and Bills – Cable Department received notices for channel line-up changes to Comcast, as well as 4th quarter franchise and PEG payments from Comcast and AT&T.

Signal Quality – No reported problems.

Subscriber Complaints – Report shows that subscriber complaints are being handled in a timely manner via Comcast and AT&T. Complaints are up 55% from this time in 2016. Al Pavlish inquired about the nature of Comcast Hot Spots.

Media Network Report – Josh Bowren reviewed the Media Network Report. Following discussion, report was filed.

Cable Coordinator's Report – Gary Allison reviewed the Cable Coordinator Report. Following discussion, report was filed. Laura Petrusha inquired about Closed

Captioning and federal guidelines for government and schools. Howard Heitzeg recommended moving away from a cable scholarship to a foundation/grant fund that would benefit schools in 2018. The Commission agreed to table the discussion for later in the year.

Adjournment – The motion to adjourn was made by Howard Heitzeg and supported by Ken Fuerst. The motion was unanimously approved, and the meeting adjourned at 7:25 p.m.

Respectfully submitted,

Gary Allison, Cable Coordinator

This past week I experienced an Internet outage, according to a Comcast recorded message was an outage they were aware of and were in the process of fixing. After several days of no Internet I began to call Comcast. I called many times and I always got a representative overseas that could barely speak the English language. During these calls I told them about the cable wire and the safety concerns and eventually after a week without internet I made an appointment for a tech to come to my home. The day before my appointment my Internet came back on. Comcast did not show up for the scheduled appointment. This is when I decided to ask for help from the Township. I have had Comcast cable TV service for 20 years and over these years I have interacted with many of their techs, because their four house junction box is in my backyard. Most of the Comcast employees, over the

years, have been polite and courteous, knocking on the door and asking for permission to enter my backyard. I would hope that Comcast would emphasize this behavior in their employee training and listen to their customers. However, I do not know how this can happen when the only representative a customer can speak to is overseas and not in their own community.

Called in Date 2017-02-08

Refer Date 2017-02-09 **Resolve Date**

Days to Refer : 1
Days to Resolve : 0

1656 [REDACTED]
 [REDACTED]
 [REDACTED]
Work Phone
Home Phone [REDACTED]

Billing 2017-02-09 Lori Doughty
ACCT: [REDACTED]8102 -
 Customer ordered Direct TV, but when the installers came out to his place, they couldn't get a signal. He contacted AT&T and asked if he could get Uverse for the same price and was told yes. Additionally, he was told that the payments already made for Direct TV would be credited to his Uverse account. Customer has reference and order numbers

Closed/Resolved

Cell Phone

for all transactions. When customer received his first bill, it was well beyond the agreed amount and there were no credits attached. He contacted AT&T and was told his bill is correct. Additionally, no one at AT&T could find his former order for Direct TV or the credits promised even though he provided reference numbers. Please have an account manager contact Mr. [REDACTED].

Called in Date 2017-02-09	Refer Date 2017-02-09	Resolve Date 2017-02-10	Days to Refer : 0	Days to Resolve : 1
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1657 [REDACTED]
 [REDACTED]
 [REDACTED]
Work Phone [REDACTED]
Home Phone

Billing 2017-02-09
ACCT: [REDACTED] 8658 -
 Customer is moving out of U.S. for work and called Comcast to cancel service. He asked if there was a cancellation fee and was told that there is not. When he dropped off his equipment, he asked again, and was told that there will not be a cancellation fee as he is moving out of country and Comcast is not available

Open

Cell Phone

where he will be relocating.
 One month later, he receives
 a bill for cancellation.
 Customer contacted Comcast
 and was told that the
 cancellation fee is waved
 only if he is military. Please,
 have an account manager
 contact him. Thank you.

Called in Date 2017-02-20	Refer Date 2017-02-09	Resolve Date	Days to Refer : -11	Days to Resolve : 0
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1658 [REDACTED]	<u>Service/Repair</u> 2017-02-10	<u>Open</u>
[REDACTED]	Customer's modem is a hotspot and he can't get anyone to help him or tell him how to remove this feature. Please have an account manager or technician contact him. Thank you. Comcast	
Work Phone		
Home Phone [REDACTED]		
Cell Phone		

Called in Date 2017-02-13	Refer Date 2017-02-10	Resolve Date	Days to Refer : -3	Days to Resolve : 0
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1659 [REDACTED]	<u>Service/Repair</u> 2017-02-14	<u>Open</u>
[REDACTED]	Customer Account #: [REDACTED] 8-11-1 -	
[REDACTED]	Customer has repeatedly contacted Comcast customer service for technical issues involving her cable television	
Work Phone		
Home Phone [REDACTED]		
Cell Phone		

and phone. Customer has not received adequate service and is still having issues. Please have an account manager contact her. Thank you.

Called in Date 2017-02-14	Refer Date 2017-02-14	Resolve Date	Days to Refer : 0	Days to Resolve : 0
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1660	[REDACTED]	<u>Service/Repair</u>	2017-02-21	<u>Lori Doughty</u>	<u>Closed</u>
[REDACTED]	[REDACTED]	There is a cable or wire hanging off of the utility pole in front of my home. It's on the ground and once spring comes, it will become an issue when mowing. Also, it appears someone came out a few months ago and put caution tape on the utility wires, but nobody ever came back. It was Comcast.		It was determined to be an AT&T cable wire. Complaint was forwarded to AT&T on 2/23/17.	
Work Phone	[REDACTED]				
Home Phone	[REDACTED]				
Cell Phone					

Called in Date 2017-02-21	Refer Date 2017-02-21	Resolve Date 2017-02-23	Days to Refer : 0	Days to Resolve : 2
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1661	[REDACTED]	<u>Billing</u>	2017-02-27	<u>Lori Doughty</u>	<u>Open</u>
[REDACTED]	[REDACTED]	Acct: [REDACTED] 3184 - A door to door salesman offered Direct TV to Mrs. [REDACTED] for \$104.97. Mrs. [REDACTED] asked if there are any add-ons and the salesman			
Work Phone	[REDACTED]				
Home Phone	[REDACTED]				
Cell Phone					

explained that the \$104.97 included all taxes and fees. Two days later, an AT&T technician arrived to install AT&T Uverse. She explained that she bought Direct TV. She then called AT&T and was told that she actually bought Uverse and that there was nothing she could do and that the cost would be \$114.97. She then asked if that included all taxes and fees and was told that it does. Mrs. [REDACTED] received her first bill and it was \$197. She contacted AT&T and was told that included the added fees and taxes. Obviously, this isn't true. Please have an account manager contact her. Mrs. [REDACTED] is elderly and on a fixed income and would never have agreed to a \$197 package. Thank you.

Called in Date	Refer Date	Resolve Date	Days to Refer	Days to Resolve
2017-02-27	2017-02-27		: 0	: 0
1662 [REDACTED]	<u>Billing</u>	2017-02-27	<u>Closed/Resolved</u>	
[REDACTED]	Customer returned her Comcast equipment,			
[REDACTED]				

Work Phone
Home Phone [REDACTED]
Cell Phone

cancelling her account and paid her bill, but is still receiving a bill for internet and phone, though the customer does not have those services any longer. Please, have an account manager contact her. Thank you.

Called in Date 2017-02-27 **Refer Date** 2017-02-27 **Resolve Date** 2017-02-27 **Days to Refer** : 0 **Days to Resolve** : 0

1663 [REDACTED] Billing 2017-03-06 Open
 [REDACTED]
 [REDACTED] Customer put a vacation hold on her Comcast account, but continues to get billed. Please have an account manager contact her.

Work Phone
Home Phone [REDACTED]
Cell Phone

Called in Date 2017-03-03 **Refer Date** 2017-03-06 **Resolve Date** **Days to Refer** : 3 **Days to Resolve** : 0

1664 [REDACTED] Billing 2017-03-10 Open
 [REDACTED]
 [REDACTED] Acct: [REDACTED] 7090 - Subscriber has had issues with billing as the cost continues to rise even though he has an agreement with Comcast. Previously, an account manager confirmed that his monthly rate would be \$55. However, Mr.

Work Phone
Home Phone [REDACTED]
Cell Phone

██████ received a bill for \$80. Please have an account manager contact him. Thank you

Called in Date 2017-03-10

Refer Date 2017-03-10 **Resolve Date**

Days to Refer
: 0

Days to Resolve
: 0



Joshua Bowren,
Executive Director

josh@medianetworkofwaterford.org

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 info@medianetworkofwaterford.org



Media Network Staff

Put your audience in the story with Virtual Sets

One thing we noticed in revealing our new WTV10 Studio is the excitement to try and shoot on a virtual set. According to Wikipedia, a virtual set (aka, virtual studio) “is a television studio that allows the real-time combination of people or other real objects and computer generated environments.”

Virtual sets are a lot faster to set up than a real set. You can choose from a library of pre-built digital sets or create a custom one, and switch virtual sets out based on the people in them and the subject matter. You can shoot people who may be someplace totally elsewhere from your actual studio, who you can superimpose in later. You can create areas in your virtual set for picture-in-a-picture effects, and areas of animation. The possibilities are endless. Here are some Green Screen Virtual Set tips:

Use the virtual set to tell a better story. You want your virtual set to compliment the story content. If it's a fishing show, then create an outdoor lake virtual set. If it's a sports show, put the audience right on the 50 yard line. Content is always king. You want to put your audience in the action and let them experience the story with your host and guest. Staff can show you how to capture a 360 degree virtual set with your smart phone.

Use multiple cameras, which makes the scene a lot more interesting. If we had an interview with 2 people and we only had a wide shot with one camera, it's just not as compelling as it is to have multiple cameras going. Make sure your set has different virtual backgrounds for the different camera angles.

The more you plan, the more time you save. If you come in with concrete ideas but then change your mind after the work has been done, it really does make the production time go up. Extra planning on the virtual set end is always important. Arriving early to test the set elements is always a good idea before your guest arrive.

Work with a teleprompter for your script. We do have a teleprompter here for those who do like to read their script off a screen. It works very well for taking new talent and making them look like a seasoned TV personality. You would be surprised how many times on air talent says “uh” and “ah”, or how many little idiosyncrasies they have. It really does help to have the script on a teleprompter and will make your on air talent look extra professional.



Studio

Setup using the green screen



Studio

From the back looking towards the control room



Control Room



Edit Workstations

Create more than one set. You can really increase your production value by creating other sets that your talent can “toss” to. Maybe you have a host standing in a press box and they communicate with another host down on the field. In reality, they are standing next to each other in the virtual studio.

Staff is always available to help you on every element of virtual set creation. You bring the ideas and staff will help you bring them to fruition.



Denise McLeod,
Operations Manager

dmcleodtv10@yahoo.com

Media Network Radio

Now that the dust has settled and we are in our new facility, I have a few things that I've been working on that I'd like to share. First off, I've been experimenting shooting and editing on a smart phone or tablet. I found an app called Power Director, Power Director is a smart phone editing application that has all of the bells and whistles on it, it has text, transitions, music, and of course a very easy to use time line drop and drag set up. It is available for Android and IPHones and here's a partial list of what it can do:

PHOTO VIDEO EDITOR FOR QUICK EDITING

- ★ Video editor app with sleek timeline editing interface
- ★ Add videos to your timeline & get editing in our advanced video editor free



Lobby Work Area



MNOW Radio Station



Show Posters



- ★ Video editor effects & powerful, professional tools
- ★ Final Cut, Magisto & iMovie users – Experience an easy, powerful new movie maker

CREATE VIDEO EFFECTS

- ★ FX editing with drag & drop controls for video, images & audio
- ★ Video editor - Add effects with a quick tap
- ★ Audio editor - Change your video's music & add fading effects/voice over
- ★ Photo video editor - Combine picture and video in one movie

PIC AND VIDEO COLLAGE MAKER

- ★ Video collage effects bring out the best in your scene
 - ★ Make a video and pic collage with music from your collection
 - ★ PiP video overlay*
- *Supported device: <http://www.cyberlink.com/prog/ap/powerdirector-mobile/soc.jsp>

If you get a chance, give it a try you may be surprised that you can shoot and edit from where ever you are, and post your project on just about any social media or for Media Network broadcast.

Next is... MNOW Radio. We've been working on updating our recording equipment, and will be installing acoustic foam within the next few months. We currently have six pod-cast shows that you can listen to at MNOWradio.org and we are working on having music licensing that will also be available to use to make your own music programs. MNOW Radio will also have a booth at the Business Expo at Mott High School. If you would like further information on either Power Director, or MNOW Radio don't hesitate to give me a call. 248-682-0401

Autorama 2017

Jack Ochodnický hosting
Under the Checkered Flag



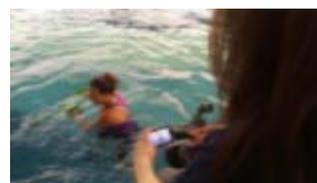
Team 2612

Waterford Mott Robotics Team
2612



Michigan Rocks

Brad Shaw hosts with special
guest Joey Farnier



Functional Fitness

Debbie Booth takes the show to
the water



Diana Casetti,
Production Coordinator

diana@medianetworkofwaterford.org

Drones in the TV and the Film Industry

We've all heard about drones, right? Set aside the valid concern of privacy for a moment and let's take a look at how they are shaping the TV and film industry. Drones are allowing filmmakers to engage their viewers with breathtaking aerial shots that encompass a wide range of terrain. They are doing this at a lower cost than the traditional airplane or helicopter. Footage is often of higher quality due to the stabilization systems of drones today.

Drones are providing filmmakers opportunities to create stunning moves in one uncut shot. For example, you can start inside a building, go out the door and up to a height of 400 feet all in one shot. Drones are allowing storytellers to bring their stories to life in a way that only people or companies that had deep pockets could do before. Imagine a scene where actors are on horseback racing across a plain and there's a cliff ahead. With a drone you can film them up close and then pull back and up to expose their upcoming predicament of the cliff. Or imagine a scene of a car racing down a mountain. With a drone you can add to the excitement by flying above the car where you can see the surrounding terrain.

TV News stations are starting to use drones to give a different perspective of news to their viewers. Showing the weather from above or the scene of an accident are gaining



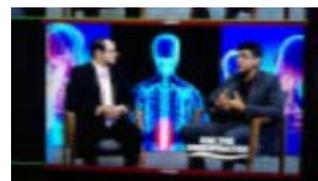
Inside Waterford

Gary Wall hosts with special guest
Marie Hauswirth



In Town News

News, information and entertainment
show hosted by Jeff Decker



Ask the Chiropractor



popularity.

There are rules to be followed when flying a drone. There are two types of drone operators: recreational and commercial. Both must register their drone with the Federal Aviation Administration (FAA). Flying a drone commercially requires a remote pilot certificate with a small unmanned aircraft rating, or be directly supervised by someone with such a certificate. This is obtained through the FAA and involves passing an aeronautical knowledge test which is quite involved as I know firsthand. Recreational users have it a bit easier with some basic rules to follow such as not flying within 5 miles of an airport and maximum altitude of 400 feet. Further information can be found at <http://www.faa.gov>.

Indoor Shooting. Drones are starting to be used to shoot indoors. However, they tend to create a lot of air current when doing so. If you need to clear the cobwebs or get the dust off the floor, this is your chance! All joking aside, you will want to make sure anything lightweight is put away or held down, especially papers. You will want to take precautions so that you don't cause any damage to anything around you. Having drone insurance is probably a good idea.

At Media Network, both Josh and I have drones and have been successful in creating outstanding footage that we only dreamed about being able to do just a short time ago. If you have any questions, feel free to contact either of us. Now sit back and relax while you take a little tour of the Media Network Studio that Josh put together using his drone. Just click this link:

<https://www.medianetworkofwaterford.org/videos.html>

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**Whitney Hunt,
Production Coordinator**

whitney@medianetworkofwaterford.org

Projector for Phones

Tired of finding a funny video on your phone and having to bounce between several people to show them? Well, with this quick DIY projector you can watch videos with the whole group at once. All you need to do is collect a shoe box, paperclip, magnifying glass, X-acto knife or scissors, black tape and of course your cell phone.

Lets begin...start with tracing and cutting a hole on the end of the shoe box for the magnifying glass to go in. (Only the glass portion you don't need the handle) After removing the cardboard where you made the cut place the magnifying glass in the hole and secure with black tape making sure there are no spaces left for light to get through. From here all you have to do now is set your phone inside the box with the screen from the phone flipped. Most phone already are set to have the image flip or rotate but if not you can go into your phone settings to change it. Once you put your phone in the box it might not look in focus. All you need to do is slide the phone closer and further away from the magnifying glass until the image looks clear on the wall or screen you are projecting on. If you don't have a stand for your phone you can always go

Media Network

1151 Scott Lake Road
Waterford, MI 48328

**Josh Bowren
248-682-9564**

**Denise McLeod
248-682-0401**

**Diana Casetti
248-682-8706**

**Whitney Hunt
248-682-2052**

**Watch Media Network on:
Waterford Comcast Channel 10**

AT&T U-Verse Channel 99

Live or [On-Demand](#) on our website:

medianetworkofwaterford.org

to the store and grab a cheap stand or even create your own.

Now you have your very own movie theatre!



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Our mailing address is:

1151 Scott Lake Road, Waterford MI 48328

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Township of Waterford

Cable Coordinator Report March 2017

Submitted by Gary Allison

The first Planning Commission meeting was produced for 2017 without any issues.

The Waterford Regional Fire Department requested assistance on converting CCTV footage of a fire at an apartment complex in Pontiac. After several attempts resulting in poor conversions, we did it the old fashion way: we filmed the computer screen. The result was extremely satisfactory. I then assisted in implementing the video to Powerpoint for their presentation.

The windstorm Waterford Township experienced on 3/8/17 resulted in multiple cable and internet outages. Several customers contacted the Cable Department to inquire as to when service would be restored. I maintained contact with both AT&T and Comcast, enabling accurate communication with concerned residents as to affected areas and expected restoration. Both companies scrambled and did a fine job addressing issues.

During the windstorm on 3/8/17, an emergency message was placed on Channel 20 using the emergency message feature on WebNexus. In addition, a message was placed on the Channel 20 Facebook page.

Complaints are still up from this time last year. The majority of issues are billing as 2 year agreements come to a close and subscribers are looking to maintain or receive a better deal.

The 2017 Waterford Cable Commission Scholarship is now open to applications from graduating seniors that are Waterford residents. Applications are accepted until May 12, 2017.

The State of the Township was edited and will air on Channel 20 until June 2017.

The Cable Department submitted the 2016 End of Year Report to the Township Board of Trustees.

2017 Major Productions

Township Promotional Video

DPW documentary

Civic Awareness Series