

Metuchen TV/Technology Committee Minutes
Minutes of April 29 2021 meeting

Beatrice Moskowitz
Jack Mori
Henry Chang

Mike Guarino, Secretary
Daryl Richardson
Michael Rappaport

Jason Delia, Council Liaison
Ira Grubman
Jeremiah Ostlund

Administration

-The meeting was called to order by Mike around 8:08pm.; it was first noted that the Committee continues to meet virtually due to the Pandemic conditions;

-Mike then noted he had previously circulated the March 2021 Minutes for review and approval; no changes were noted and he then moved to approve the Minutes as presented, which was then seconded and the Minutes approved. He then noted no new correspondence or complaints were received as per Jason;

On-going Matters

-Jason noted that the proposed legislation for the Broadband Commission has passed in the Senate and is awaiting the Governor's signature. Once enacted, we may still want to contact other local municipalities to see if any interest in working jointly on such broadband initiatives.

-In regard to on-going Customer Service issues with Altice and numerous comments from residents regarding recent fee increases, it was agreed that we need to finalize a template for a form letter on the website for residents to submit to Altice with their complaint. Henry suggested that we prepare a draft we can circulate to the group via email for review for the next meeting. It was also noted that we should further assess in what format do we want create the Consumer Guide discussed in the prior meeting in order to best assist the public in understanding of various types of WIFI resources/equipment. Henry had proposed that perhaps we may want to draft it in the form of troubleshooting guide

Mike next noted that Metuchen's renewal process should begin in several years, which will be another avenue to try and address these issues. One option to consider is whether to bring in a consultant to audit Altice's performance prior to our next Refranchise Agreement, It was agreed that we should consider it as we get closer. Beatrice had suggested we that we may want to coordinate such efforts with other nearby towns, which would help spread the cost;

Jason then inquired about the status of the Subcommittee's efforts in developing a Facebook Page for our Committee in order raise public awareness of our Committee and on-going initiatives by establishing more of a social media presence. Henry and Daryl had volunteered to develop this and Henry noted a draft was ready to be forwarded for review with Daryl and the rest of the Committee, which he will email to all.

-ON HOLD" The initiative regarding assisting the Borough in establishing the ability to electronically retain all Borough records and eliminate the need for paper records to the extent feasible continues to be on hold until after the Pandemic, as the Borough has more immediate priorities. Mike had previously circulated a rough draft of a Questionnaire, which can be re-visited at that time.

There being no further business, it was discussed and agreed to confirm our next meeting in May and the meeting was adjourned at approximately 8:50 pm.

M. Guarino 5/21