

Metuchen TV/Technology Committee Minutes
Minutes of February 2021 meeting

Jennifer Zimmerman, Chairperson; Mike Guarino, Secretary Jason Delia, Council Liaison
Jack Mori Jeremy Ostlund Michael Rappaport Daryl Richardson Henry
Chang Suhey Fenco

Administration

-The meeting was called to order by Jen around 8:05pm.; it was first noted that the Committee continues to meet virtually due to the Pandemic conditions;

-Mike then noted he had previously circulated the January 2020 Minutes for approval; he then moved to approve the Minutes to be clarified based on Jack's comments, which was then seconded and the Minutes approved. He then noted no new correspondence or complaints were received as per Jason;

On-going Matters

-Jen noted that the bill had been passed to establish the proposed Community Broadband Study Commission and was subsequently amended and sent back to the Assembly. Jen will advise the Committee of any further developments in the process to adopt the revised legislation. Mike suggested that we may want to contact other local municipalities to work jointly on such broadband initiatives. All agreed and Beatrice noted to consider contacting Edison as we had one many years ago on such broad issues;

-In regard to on-going Customer Service issues with Altice and numerous comments from residents about recent fee increases, Jason indicated that the concern was discussed with the Mayor and it was suggested to develop a template for consumers to use in submitting complaints to Altice. Suhey suggested it should also incorporate a Q&A section as a form of trouble-shooting guide for customers and perhaps include a video to help walk through the process. Jack suggested we establish an outline of what it should cover;

In connection with the effort to continue to explore alternative internet resources, it was suggested to develop a glossary of Internet/WIFI-related technology terms to assist residents in understanding what other types of services are available and what's needed to access them. Mike Rappaport, along with Jeremiah and Henry, offered to work with Jen in initiating a first draft for review by the Committee. Jen proposed that all email any ideas to the work group for terms to be included in the glossary;

-Jason next noted that 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. remains on hold until after the Pandemic. 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 July and the meeting was adjourned at approximately 8:50 pm.

M. Guarino 2/21