

Metuchen TV/Technology Committee Minutes
Minutes of July 23, 2020 meeting

Jennifer Zimmerman, Chairperson; Mike Guarino, Secretary Jason Delia, Council Liaison
Jack Mori Jeremy Ostlund Michael Rappaport Adam Liss Daryl Richardson

Administration

-The meeting was called to order by Jen around 8:07pm.; it was first noted that the Committee continues to meet virtually due to the Pandemic conditions;

- Mike then noted he had previously circulated the June Minutes for approval, he then moved to approve the Minutes, which was then seconded and the Minutes approved.

-Beatrice advised the Committee that she contacted Altice about a service issue in July and had a very bad experience, when a technician came to her house and decided that the issue was with Google, not Altice. Jack noted that perhaps we should see if there was any response BPU about prior inquiries about service issues, since they oversee the cable TV providers. Beatrice suggested she may speak to the Speaker of the state legislature on the need to create further competition in the industry

Jason then noted that he had spoken to Altice's Government Affairs representative, Marilyn Davis, about the on- going Customer Service issues with Altice and our prior discussion regarding numerous comments from residents about the recent fee increase and suggested to begin posting such concerns on social media platforms to seek more input from the public in order to assess the scope of the issues in town. Jennifer suggested that she follow up our prior inquiries with Congressman Pallone's office, which had been supportive in the need for action to address this issue with Altice and other providers to see what can be done in the context of evaluating the potential for alternative sources of internet service.

On-going Matters

New Business

-Jason next noted that he had further discussions with the new Borough Administrator on behalf of the Committee and indicated she is interested to follow up on 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. Jason advised that he, the Mayor and the Borough Administrator had an initial meeting with Salesforce, to learn about their tools and consulting services. It was agreed that we do some research for next meeting to see if can provide a list of 2-3 other service providers for consideration in the context of a request for an RFP, including the following:

- first scope out the current needs of the various departments within Borough Hall and the various types of records to be covered (perhaps through a Questionnaire);
- once those needs are identified, we can form the basis for a proposed RFP to several companies that offer such tools.

All had agreed that we should review the previously circulated a rough draft of a Questionnaire, which can be provided for the next meeting.

Jen then noted that she and Jason had met with the Mayor to discuss the 'Cord Cutting' initiative and discussed the idea of including graphics in the overall document for use in social media; she also noted that the mayor was seeking input from local designers to assist with that effort and will keep the Committee advised.

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

M. Guarino 8/20