

Metuchen TV/Technology Committee Minutes
Minutes of June 2020 meeting

Jennifer Zimmerman, Chairperson;
Jack Mori Jeremy Ostlund

Mike Guarino, Secretary
Michael Rappaport

Jason Delia, Council Liaison
Daryl Richardson

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 May Minutes for approval, he then moved to approve the Minutes, which was then seconded and the Minutes approved.

-It was then noted that the Committee had been contacted by a local resident (Katarzyna Celinska) with a complaint about a customer service issue with Altice; she was invited to speak to the Committee to further clarify her concern. She first noted that she had received a Notice to Disconnect from Altice, after being 2 days late in paying her bill back in March (which was not to be done during the Pandemic as per government order). She subsequently had a service call on 6/23 due to a decrease in the quality of her internet signal. Altice provided her a new router, after which her scanner no longer worked and continued to have long delays before programs open on her computer. Katarzyna noted that she's a teacher and this made it difficult to teach students on line as required due to the Pandemic. Mike then requested that she email the Committee if she doesn't have resolution to her problem.

Jason then noted that he had spoken to the Mayor about on- going Customer Service issues with Altice and numerous comments from residents about the recent fee increase. He also spoke to Altice's Government Affairs representative, Marilyn Davis, about such concerns and suggested to begin posting such concerns on social media platforms to seek more input from the public. All agreed that would be appropriate to assess the scope of the issues in town. Jennifer suggested that she follow up 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 contacted the new Borough Administrator on behalf of the Committee 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 indicated that she expressed a strong interest in the idea as a need for Borough Hall. Jason advised that he was recently contacted by SalesForce, a company that provides such tools and consulting services. It was suggested that we do some research for next meeting to see if can provide a list of 3-4 service providers for consideration in the context of a request for an RFP. In a prior meeting Mike had previously suggested that we may want to:

- 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 this would be an important undertaking and appropriate for the Committee. Mike had previously circulated a rough draft of a Questionnaire, which can be provided for the next meeting.

There being no further business, it was discussed and agreed to confirm our next meeting in July and the meeting was adjourned at approximately 8:55 pm.
M. Guarino 7/20