

Metuchen TV/Technology Committee Minutes  
Minutes of March 2021 meeting

Jennifer Zimmerman, Chairperson; Beatrice Moskowitz Mike Guarino, Secretary  
Jason Delia, Council Liaison Jack Mori Ira Grubman Daryl Richardson  
Henry Chang Michael Rappaport

**Administration**

-The meeting was called to order by Jen around 8:75pm.; 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 2020 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**

-No new developments were noted in the process to adopt the revised legislation. Once passed, we may still want to contact other local municipalities to work jointly on such broadband initiatives.

-In regard to on-going Customer Service issues with Altice and numerous comments from residents about recent fee increases, Jen suggested that, in addition to a month-long letter writing campaign, we post a copy of our prior survey results on the Borough website or Facebook page to further raise awareness of such issues and create a Google form letter on the website for residents to submit to Altice with their complaint. Daryl questioned whether the 200 survey results would be enough to make an impact;

Jack then noted that he had listed to a good portion of the recent BPU Public Forum on Altice's overall performance, with Marilyn Davis, Altice's Government Relations Officer present as well. Jack noted that many area town's mayors mad presentation on the inadequacies of Altice's record, both as to customer services and providing all services agreed to under their respective Refranchise Agreements. Mike then advised that Metuchen's renewal process should begin in about 2 years, which will be another avenue to try and address these issues. It was also suggested to consider whether to bring in a consultant to audit Altice's performance prior to our next Refranchise Agreement, which we'll consider as we get closer. Beatrice suggested we that we may want to coordinate such efforts with other nearby towns;

Jen next raised a question of whether the Committee should raise public awareness of our Committee and on-going initiatives by establishing more of a social media presence. Daryl indicated he could help set up a Facebook page, so it was agreed to form a subcommittee with Henry and Daryl.

In connection with the effort to continue to explore alternative internet resources, Henry suggested that we may want to develop a trouble-shooting guide to assist residents in understanding how to directly deal with various types of service issues and what's needed to access them.

-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. remains on hold until after the Pandemic. Mike had previously circulated a rough draft of a Questionnaire, which can be revisited 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 8:53 pm.

M. Guarino 4/21