

Metuchen TV/Technology Committee Minutes
Minutes of May 27, 2021 meeting

Jennifer Zimmerman
Jason Delia, Council Liaison
Henry Chang

Beatrice Moskowitz
Jack Mori
Jeremiah Ostlund

Mike Guarino, Secretary
Daryl Richardson

Administration

-The meeting was called to order by Mike around 8:06pm.; it was first noted that the Committee continues to meet virtually due to the Pandemic conditions;

-Mike then noted he had previously circulated the April 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 updated the Committee on the status of the legislation establishing a state-wide Broadband Commission; while it had passed in the Senate, it was not signed by the Governor, who wanted changes including additional representatives. 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 and customer service responsiveness, it was suggested that we consider various other means raising public awareness of existing resources, including

-the role of the BPU in overseeing cable providers such as Altice and their service to the public;

-use of online BPU form to submit formal consumer complaints to the BPU.

Several members proposed that we may want to develop postings or a form of newsletter for our Facebook page to inform the residents of these and other educational issues.

Mike next noted that although Metuchen's renewal process for its Franchise Agreement will not begin until around 2027, it may be another avenue to try and address these issues. One option to consider is whether to develop a survey/questionnaire for the municipal buildings and public schools in order to assess Altice's compliance with the commitments in the current Agreement to determine if any deficiencies, as a form of Mid-Term Scorecard.

Jen then followed up on the status of the Subcommittee's efforts in developing a Facebook Page for our Committee in order to 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. Henry noted he would finish working on a draft 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 8:56 pm.

M. Guarino 6/21