A G E N D A

AD HOC TV/INTERNET SURVEY TASK FORCE

REGULAR MEETING
FRIDAY, JULY 12, 2019, AT 1:00 P.M.
BOARD ROOM– GATEWAY COMPLEX

1. MEETING CALLED TO ORDER: Adrian Byram, Chairman

2. ROLL CALL: Brown, Byram, Kelso, Lowe, Miller, and Squire

3. APPROVAL OF REPORT: Regular meeting of June 28, 2019 (Attachment)

4. RESIDENTS' FORUM

5. CHAIR'S REPORT

6. UNFINISHED BUSINESS

    a. Review of draft question texts and answers.

7. NEW BUSINESS

8. ADJOURNMENT

9. NEXT MEETING: Friday, July 26, 2019, in the Board Room at Gateway Complex

AB/dr

cc: GRF Board

AD HOC TV/INTERNET SURVEY TASK FORCE

REGULAR MEETING
FRIDAY, JUNE 28, 2019, AT 1:00 P.M.

A regular meeting of the Ad Hoc TV/Internet Survey Task Force was convened by the Chair, Adrian Byram, at 1:00 p.m. on Friday, June 28, 2019, in the Board Room at Gateway Complex.

Present in addition to the Chair, were Peter Squire, Vice Chair, Rae Miller, Secretary, Carl W. Brown, Robert D. Kelso, and Howard Lowe. Also attending were Timothy O'Keefe, CEO; and one resident. — **Attendance**

The report of the Committee's regular meeting held on June 20, 2019, was approved as written. — **Report Approved**

There were no Resident Forum speakers. — **Residents' Forum/ Chair's Report/ Next Meeting Dates**

There was no Chair's report.

The Chair introduced line item 6a, selection of regular meeting date. After discussion, the Task Force agreed to meet on July 12 and 26.

The Task Force then reviewed the 2015 Survey, page 6b of the agenda packet. The following were discussed: Random considered better than unsolicited; resident or manor poll?; random or everyone?; 36% overall used internet to watch video; 20% of those 90 or older used internet; 40% of those 70 or younger wanted faster, more reliable performance; Wording on some questions problematical, e.g., Question 12, Page B7; Internet satisfaction is key item; and how many now using internet and how are they using it? — **Review of 2015 Survey**

Mr. O'Keefe reported that in the 2017 survey, 3% wanted no modem, 90% wanted internet. He further reported that training sessions were conducted to encourage internet usage.

The Chair introduced line item 6c, approval of research question. Discussion followed. The following three research questions were approved: — **Research Questions**
1. Are GRF members satisfied with the current TV and Internet package?
2. Are there services that should be added or removed from the package?
3. What useful services have residents had from other service providers that are not offered in the current TV/Internet package?

The Task Force then reviewed line item 6d, review draft questions. After discussion, the Task Force came up with the following questions: Are GRF members satisfied with the current TV/internet package? Services added or removed? Service providers not in our package? Pricing for others? What is being used now? — **Review Draft Questions**

The following question categories were created:
Demographics: age, household size.

Devices: How many TVs?, Smartphones/wi-fi?, Tablet/wi-fi?, Desktop computer?, DVR?, Landline?, Provider?, Add for $10? $20?, Smart speaker?, Add for $10?, Wi-fi enabled?, Provider?, Security system?, Other internet devices?, Watch live?, Record?

Mr. O'Keefe will ask Comcast if a package deal is available for Netflix.

TV access and content:

Internet access and use: How accessed: PC, tablet, smartphone, number of devices; use Comcast email address? Video chat? Other uses: browsing, video, Facebook, banking, online purchases, work-related? Security?

Package satisfaction: Speed, reliability, others in residence, firewall – source, cost? Subscribe to security?

Previous experience, other services: Used before coming to Rossmoor? What services you would like to add?

Mr. Kelso's suggestions: Opinion, use of clubhouse wi-fi coverage. Provided by Xfinity, but no quality standards, improvement needed.

The Task Force then reviewed agenda line item 6e, approval of survey tool. The Chair demonstrated a sample tool, Survey Gizmo for $35 per month for basic and $135 for advanced model. The use of this tool was approved. **Survey Tool**

Lastly, the Task Force reviewed agenda line item 6f, implementation issues. The following issues were noted and discussed: Task Force has a budget. Individual/household survey? It will be household. Online vs. paper: paper costs $1.50 per person; could be returned in GRF mailbox. Email recruitment options: Fitness Center has 3,500 email addresses, GRF has 2,000, and Mr. Kelso will email Securitas for its email addresses. Presurvey publicity. **Implementation Issues**

The Chair will assign questions to be written for proposal at the next regular meeting of the Task Force. **Questions for Next Meeting**

There being no further business, the meeting was adjourned at 3:00 p.m. **Adjourn-ment**

The next regular meeting of the Task Force will be held on Friday, July 12, 2019, at 1:00 p.m. in the Board Room at Gateway Complex. **Next Mtg 7/12/19**

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Adrian Byram, Chairman
Ad Hoc TV/Internet Survey Task Force

RM/dr