

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, Attendance
Carl W. Brown, Robert D. Kelso, and Howard Lowe. Also attending were Timothy O'Keefe, CEO; and one resident.

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

There were no Resident Forum speakers. Residents'

There was no Chair's report. Forum/
Chair's

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

The Task Force then reviewed the 2015 Survey, page 6b of the agenda packet. The Review of
following were discussed: Random considered better than unsolicited; resident or 2015 Survey
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?

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. Research
The following three research questions were approved: 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, Review Draft
the Task Force came up with the following questions: Are GRF members satisfied Questions
with the current TV/internet package? Services added or removed? Service providers
not in our package? Pricing for others? What is being used now?

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 Survey demonstrated a sample tool, Survey Gizmo for \$35 per month for basic and \$135 for Tool advanced model. The use of this tool was approved.

Lastly, the Task Force reviewed agenda line item 6f, implementation issues. The Implementation following issues were noted and discussed: Task Force has a budget. Issues 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.

The Chair will assign questions to be written for proposal at the next regular meeting Questions for of the Task Force. 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 Next Mtg 1:00 p.m. in the Board Room at Gateway Complex. 7/12/19



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