

**Atlantic Broadband Advisory Council**  
**Montville Town Hall – Room 203**  
**Meeting Minutes**

**September 16, 2020**

The meeting was called to order at 5:30PM by Chair Michael Meinz.

## **Roll Call of Members**

**Members Attending:** Michael Meinz, Ed Berdick, Joseph Rice,

**Members Absent:** Craig Merriman, Stephen Marchesseault, Patricia Lannon, James Barnie, Kathleen McCarty, Christopher Steinbrick

**Atlantic Broadband representative attending:** Mary Jane Rickard

## **Approval of Minutes**

A motion to approve the minutes of the prior meeting was made by Joseph Rice and seconded by Ed Berdick The motion passed with no abstention.

## **Treasurer**

The bank balance is \$12,588.70. The annual stipend check was delivered at this meeting.

## **Atlantic Broadband Information and Reports**

- Announcements  
Local senior management has been eliminated. A regional director maintains an office in New Hampshire.
- Customer Service Review  
Due to COVID-19, all customer service representatives are working at their homes with ABB computers. Productivity is an all-time high and absenteeism is at an all-time low.
- Annual Community Access Review and Goal Setting  
New employee Drew Wilson – lots of Community Access experience.  
In COVID era, five new shows including a show promoting the U.S. Census in multiple languages and story time show by an East Lyme librarian. Last year, Community Access had 2,236 hours of programming. This year was doing even better pre-COVID.  
Interest in streaming Community Access but unsure of platform, format or management approval.
- Mary Jane will forward to the Chair ABB's response to a consumer letter about her Internet cable modem.

## **Old Business**

- None

## **New Business**

- None

## **Unfinished Business**

### **PSA Contest Update**

- No activity

### **Advisory Council contact information on town's web site**

- No activity

### **Community TV page on town's web site**

- No activity

### **Community TV slide on town's Channel 22**

- No activity

## **Advisory Council Member Communications**

- East Lyme is replaying Zoom meeting on the town cable TV channel.

## **Adjourn**

The meeting was adjourned at 6:36PM.

Respectfully submitted,  
Ed Berdick