

Senior Advisory Committee Meeting

Tuesday, April 5, 2016

4pm

A meeting of the Senior Advisory Committee was held Tuesday April 5, 2016 at 4pm. Present were Sylvia Ormando, Jean Lotito, Jay Glasgow, Michael W. Hale, Nathan A. Abbe, Brady Palmer, and Al Molinaro. Also present were Secretary for the committee Karen Stallings. Absent were Gilbert Wels, Teri Ristaino and Council Liaison Noonan.

The Committee rose for the Pledge of Allegiance

Roll Call:

Present: Ormando, Lotito, Glasgow, Hale, Palmer, Molinaro, Abbe,

Absent: Wels, Ristaino

1. Approval of Minutes Of February 2, 2016

On motion by Mr. Hale, seconded by Mrs. Lotito to approve the minutes of February 2, 2016.

AYE: Ormando, Lotito, Glasgow Hale, Molinaro, Abbe

NAY: None

ABSTAIN: None

ABSENT: Wels, Ristaino Palmer,

2. Old Business Review

Mr. Hale clarifies something that was at the end of the Committees last meeting regarding his community's robo calls. In his community they keep a master list of all names addresses and phone numbers, we also keep emergency contact numbers for our residents, this is helpful for households where there is only one resident. But when we did the robo calls automatic inclusion was stopped if you had a cell phone, this is a problem because when people move from other areas they still have the cell phone from that area they would have indicated that the telephone is say California or New York. But in the modern times with cell phone use area codes mean nothing and if the cell phone is the only telephone the person has and the number is associated to another area that person has to give written permission to use that number for the robo calls because it is a Federal Law. But if you get the written permission it can be used for the robo call no matter where the cell phone originated from.

Mr. Hale adds that now about 90% of his community opted in for the robo calls.

Mr. Hale also adds that the calling have time frames and they time between giving the communication to the rob call company and the call coming through is seconds.

Mr. Molinaro explains he is on the Board of trustees and if they wanted to hold a special meeting for the trustees only would the system only call the trustees.

Mr. Hale explains that it goes from a Master List and calls everyone on the list and you have to have at least 200 signed up. As far as he knows they don't isolate specific numbers.

Mrs. Ormando explains in Holiday Heights they have the robo calls too and asks if they use the same providers Sonata Bay.

Mrs. Lotito says they do have the calling but she is not sure of the provider.

Mr. Glasgow explains that Holiday Heights put out a robo call for the storm on a Saturday and out of 1400 homes 1300 and change received the call, we did put a permission slip on the notice that was sent out.

Mrs. Palmer entered the meeting and apologized for being late.

Mr. Hale adds that robo calls are terrific tool even though we all hate to get them. If you start the call out with this is the trustee of your community the people will feel more comfortable about getting the call.

Mr. Glasgow adds that for the calls that were sent on that Saturday it cost them \$18.00, however I am on the list for the call and I never received it. They had a record of him getting the call but I did not get it. So it is not completely ironed out.

Mrs. Palmer asks if the office asked the residents at an open meeting first if they wanted the robo call program, because sometime the number that a person gave when they purchased a house and the phone number they have now is different and they never update it.

Mrs. Lotito agrees and her association has a person who reaches out to new homeowners to get current information.

Mrs. Palmer explains her association does as well and asks if they put something in their association paper that they were implementing the program and this is what you do to sign up.

Mr. Glasgow says they did that when they first decided to go with the robo calls.

Mrs. Lotito explains they have a notice that goes out that everyone should make sure their information is up to date for emergency situations.

Mr. Hale adds that you can't make people do something you will always have that 5% or so that doesn't participate.

Chairman Abbe explains the Town has one that you have to sign up for.

The Secretary adds there are two separate emergency notification for the Township one is Code Red which is the robo calling the Town does the other is the Nixle notification system which are notifications through email and text messages and both sign-ups are on the home page of the website.

Mrs. Palmer explains Holiday City West has a facebook page now because if people don't see it on the front page in the first section they likely won't see it and asks if anyone has the name and number to their robo call company to give it to her before they leave.

Mrs. Ormando explains there is one in the minutes from last meeting.

Mr. Hale explains that is the name and number of a resident in Sonata Bay who handles the robo calling for the Homeowners Association. He's in Puerto Rico now and won't be back until Thursday.

Mr. Glasgow has a question regarding Comcast in the minutes it's stated they moved to a new building.

Mrs. Palmer explains yes it is on Hooper Avenue.

Mr. Glasgow asks if anyone has an address.

Chairman Abbe gives directions on how to get there. (opposite from the Mall) it's called Xfinity now and they don't make you wait in line they give you a number and sit you down to watch TV while you wait.

Address: 1256 Hooper Ave, Toms River, NJ 08753 **Phone:** [\(800\) 266-2278](tel:8002662278)

Mrs. Palmer explains they sent a postcard in the mail about the move a while ago.

Mr. Molinaro adds it was in the Asbury Park Press as well with pictures of the outside and feel the only reason they moved was to get away from the Senior community people .

Secretary explains that Councilwoman Noonan asked her to pass along regarding the lawsuit with Comcast, that optimum is paid by Comcast to stay out of their territory.

Mr. Molinaro adds that at the Coalition meeting she told them the Township gets \$132,000.00 per year from Comcast. Someone at the meeting asked if it was a yearly contract with the Town, Councilwoman Noonan told him it was and asked why the Town doesn't do something.

Chairman Abbe explains that is a franchise agreement and it is not year to year.

Mr. Hale adds once a franchise agreement is grant and they pour millions of dollars in infrastructure to a town it's hard to un-grant it. Also with such a large and profitable telecommunications company I have doubts that any headway will be made with the lawsuit, they probably bill \$30 million a year in attorney fees alone.

Mr. Hale explains that he has Comcast and he has few complaints about the service. He feels their marketing and customer service are their biggest problems. They make the assumption that everyone is high tech knowledgeable.

Mrs. Palmer and Mr. Molinaro disagree.

Mr. Hale adds that when you sign a two-year contract and the rate changes mid-stream they don't inform you when your contract is up that the new rate will be in effect. You can call and negotiate and I have done it 3 times over the years you just have to be persistent. Seniors

for the most part are not aggressive with this and Comcast takes advantage of that. I have doubts about the lawsuit but I hope that something sticks because they are taking advantage of a lot of vulnerable people.

Mrs. Palmer explains she has called them quite a bit over the past few years and last year starting with the July bill on your bill on the first page in larger print it tells you when your contract time is up. If you call them the week before that date you can lock into the old rate but if you call that day or after they will give you the new higher rate. She asked why they don't state that on the bill as well and they explained that they had numerous complaints of people not knowing the contract end date so that is why it is listed on the bill now.

Mrs. Palmer explains that if you are calm and persistent you can wheel and deal your rate.

Mr. Hale feels this lawsuit and Judy being herself they know there is a problem but will never publically admit it.

Chairman Abbe adds we have to be realistic until there is competition they will not do anything.

Mrs. Palmer explains they have stifled the competition by paying them.

Chairman Abbe explains that Verizon is our best shot but to lay that amount of Fiber Optic cable is very expensive and if they were to do so it they would need guaranteed customers.

3. New Business??

Chairman Abbe asks if anyone has any new business.

Mrs. Palmer explains she found something in the paper that they should take a look at regarding a bill a Senator Amy Handlin a Republican from Monmouth County who sponsored a bill ACR 40, that proposes statewide initiative and referendum, it provide for a constitutional amendment regarding property tax reform, campaign finances, lobbying, government ethics and election procedures by statewide initiative and referendum. I haven't read it thoroughly but it does deal with property tax relief for seniors. (Attached)

Chairman Abbe asks if it deals with the Homestead rebate and the PTR.

Mrs. Palmer says it does.

Chairman Abbe explains that just because it's out there doesn't mean it will make its way through "ways and means".

Mrs. Palmer explains she visits the State site once or twice a month just to look to see what may be coming.

Mr. Hale in 1947 the legislature tried to do something about the home rule situation to let people have more voice in their government and eventually the Falkner Act was created. They allowed municipalities to adopt a form of government that allowed for initiative, referendum and recall like Berkeley has today but decided not to have it statewide. He feels the State will not allow ACR 40 to get far.

Mrs. Palmer explains that people actually have to vote on everything. She told this to her students and she had parents call her on it. You have to give it your best shot

4. Public Comment

Chairman Abbe opens the meeting for Public Comment, there being none.

On motion by Mr. Glasgow seconded by Mr. Molinaro to close the public portion of the meeting and adjourn.

In a voice vote all aye votes were heard and no nay votes were heard.