

ISLESBORO MUNICIPAL BROADBAND COMMITTEE

Meeting minutes – Thursday, November 8, 2018

In attendance

- Committee members – Roger Heinen, Hank Conklin, John Rex-Waller, Vicki Conover, Laura Graf
- Town representatives – Janet Anderson, Phil Seymour (Select Board)
- Other representatives – Page Clayson, Tina Pendleton
- Community members present – Frank Start, Nick Porter

Election of new officers

- First meeting of this committee requires us to nominate and elect a chair, vice chair, and secretary
- Roger Heinen nominated as chair by Hank Conklin – all in favor, none opposed
- John Rexwaller nominated as vice chair by Hank Conklin – all in favor, none opposed
- Laura Graf nominated as secretary by Roger Heinen – all in favor, none opposed
- CONFIRMED – new officers as noted above

Review of our committee duties

- Full outline available in supporting documents
- Five members in staggered terms, appointed by Select Board; residents and/or taxpayers appointed or removed by Select Board
- Will meet 4x per year; meetings open to public
- Duties include overseeing operations, maintenance, upgrades, policies, financials, procedures, etc.
- Will establish key performance indicators (KPIs)
- Report to Town Manager and Select Board as needed/requested
- Make budget proposal for next fiscal annual operating budget
- Advise Town Manager and Select Board on all IMB related subjects
- Maintain key documents

Discussion of IMBC operations

- General agreement to keep some space in IIN for regular updates

- Will maintain transparency by regularly updating social media when required
- Continued discussion needed about our role in sharing information about ways to leverage IMB services (e.g., distance learning, streaming services, etc.)
- Agreement that we will implement a survey, ideally 2x per year, to subscribers to understand their satisfaction levels
- Roger getting reports from GWI on performance to help supplement
- Laura to investigate options for Survey Monkey account

Discussion of policy on fees for post-launch installations

- Questions have come up from community members about the fees related to installation after the initial roll-out
- Current policy outlines that any new subscribers must cover the full cost of installation, equipment that typically averages \$750
- Proposals discussed to adjust as follows:
 - a. No adjustment – leave policy as is
 - b. Town credits a base amount (TBD but similar to \$750 average) and new subscriber covers anything above and beyond that for more complicated installs
 - c. Town covers all costs
- Discussion also included possibility to evaluate subscriber monthly cost – could potentially increase by \$1 per month and cover the estimated cost for average number of new subscriber installs
- Option B is recommended as it balances a desire to reduce barriers to subscribers while managing for variation in each install
- Motion by John, seconded by Vicki to draft a proposal to be presented to the Select Board – all in favor, none opposed; Roger will draft

Discussion of items we should report in our public updates

- Number of subscribers, new installs
- Common issues and their potential solutions, pointing subscribers to GWI for technical support
- Success stories
- Potential for getting younger community members involved to help share expertise

Attachments

- Slide set
- GWI Utilization and UpTime reports for Q2FY19

