



**RAC TECHNOLOGY COMMITTEE**  
**Meeting Minutes – Club Room**  
**November 17, 2020**

Chairperson Mike Anderson called the meeting to order at 2:30 pm.

**Members Present:** Mike Anderson, Benny Blackshire, Larry Chambers, Don Dionne, Tom Hart via Zoom & cell phone, and RAC Liaison Ron Sweet

**Members Absent:** Harry Hintz, Don Vore and Bob Wehrle. (Don & Bob were excused.)

**Guest Present:** Corena Fristad, ROC President & COO; and Sarah Chambers, RAC VP.

1. The roll call confirmed a quorum, and the agenda was provided in advance by email.
2. The minutes of the October 14, 2020 meeting were approved by a quorum via email on October 19, 2020.
3. **Chairperson's Report:** Mike Anderson gave a brief report on his background with the Sun City Center Emergency Squad and their need for help at this time. Mike stated that if he goes back to the squad, he may resign from the Technology Committee at the end of the year.
4. **Training Report:** Tom Hart gave an update on the training conducted. So far, 45 people have been trained on video chat. Currently, there is no one else scheduled for training.
5. **Unfinished Business:** There were a number of topics discussed skipping from one to another. These are reported under each subject topic.
  - a. **Technical Assistance:** Most calls for assistance are now coming to Crystal French in the ROC office and then assigned to a Tech Committee member for resolution. There are still some requests going directly to committee members. These need to be reported to Crystal in order that the data may be captured for reporting purposes. Corena stated that around  $\frac{3}{4}$  of the calls are still being handled by ROC. (Office calls)
  - b. **ROC Technology Assist Requests:** Ron Sweet has designed a form for residents to use when requesting technical help. The form can be found on RACREP.ORG under the heading: **"REQUEST HELP FROM THE TECHNOLOGY COMMITTEE"**. Copies of this form may be made available in the future for residents at the front desk. Residents can still contact ROC directly for assistance.
  - c. **Meeting Schedule:** It was announced to all members by email that the new schedule for the Technology Committee meetings is the **2<sup>nd</sup> Wednesday of each month at 2:30 pm in the Club Room.**
  - d. **Data Base:** Crystal is maintaining the data base of all calls for assistance. Committee members were reminded that they need to close out all calls assigned to them to with the date completed, time required, and name of a second person if present.
  - e. **Skills Matrix:** Two items, printers and Alexa home system, were added to the skills matrix. Committee members were asked to indicate if they had experience in these areas on the matrix. Ron Sweet was added to the Matrix. The other eight members were already on the matrix.

**6. New Business:**

- a. **Technical Committee Responsibilities:** There was much discussion on what the responsibilities were for the RAC Technology Committee in the Mission Statement. Paragraph 4 under Responsibilities reads **“Consolidate and re-train all current AVL operators and develop a ROC approved AVL squad to provide support for specific FP activities requiring AVL assistance.”** One opinion was the Tech Committee would be responsible for the management of the AVL operators to include training, scheduling, and operating when required. The consensus of the committee was this was beyond the scope and capability of the committee at this time. The following responsibilities were discussed:
- (1) Vespers: Vespers is not a RAC committee and requires no support from the Tech committee. AVL operators for Vespers are trained.
  - (2) Movies: Ron Sweet volunteered to set up a group of people to show the Saturday movie each week.
  - (3) Exercise Classes: Do not require the use of the AVL system.
  - (4) Plaza Players: Needs the AVL system and should have someone in Plaza Players trained to run the system.
  - (5) Line Dancers: Do not require the AVL system.
  - (6) Bingo: Needs the AVL system for the hearing loop.
  - (7) Memorial Services: ROC handles these services and has trained personnel.
  - (8) Opera Club: Needs the AVL system and should have someone in Opera Club trained to run the system.
  - (9) Touch Town: AVL system not required at this time.

The Tech committee members agreed that none of the above should be a part of the Tech committee responsibilities. The committee in coordination with ROC could select two trainers to teach AVL operators, but no responsibility except for training. Mike Anderson and Ron Sweet will look at changing the Mission Statement responsibilities.

- b. **Second Person for Tech Support:** There was a discussion on having a non-technical person be an escort on calls. It was agreed that a second person should be present when working in an apartment. Sarah suggested the committee should ask the RAC Executive Council to find/provide a list of persons available to go on calls. It would be up to the committee member to call someone if a second person was needed.
- c. **Additional Committee:** The RAC has designated the Technology Committee as a working committee which allows as many members as needed. Mike Anderson told Sarah the committee could use 4-5 more members to assist with calls.
- d. **Freedom Plaza Staff:** It was asked if Freedom Plaza was moving forward to hire a technical support person on their staff? Corena stated that it was not in the 2021 Freedom Plaza budget for a full time hire but there might be some other alternatives that could be investigated. She will follow up with FP management.

7. Chairperson Mike Anderson adjourned the meeting at 3:32 pm.

8. The next meeting is Wednesday, December 9, at 2:30 pm in the Club Room.

Respectively submitted,  
Benny Blackshire  
Secretary