



RAC TECHNOLOGY COMMITTEE
Meeting Minutes – Conference
Room
December 16, 2021

Chairperson Dianne Bergman called the meeting to order at 10:00AM.

Members Present: Dianne Bergman, Tom Hart, Tom Altshuler, Al Roberts, Bruce Clatterbuck. Sarah Chambers, Larry Chambers, Ron Sweet, Sam Montana, Doug Heym and Harry Hintz.

Members Absent: Anita Ciota (excused), Jean Aronson, Don Dionne (excused), Sandy Goldstein, Gary Natbony and Don Vore (excused).

Guests Present: DeeDee Montana

1. The roll call confirmed a quorum, and the agenda was provided in advance by email.
2. The minutes of the October 28, 2021 meeting were approved by email on November 10th.
3. **Chairperson's Report:** Dianne reviewed the service calls made in 2020 and 2021; we have made 259 in 2021 compared to 74 in 2020. A reminder; please be sure to log assistance given to residents in a timely manner. We updated the skills matrix to include the resident apps such as Touchtown and Full Count.
4. **Training Report:** Tom Hart gave an update on the November technology training. There were more than 40 residents who attended two sessions on "passwords" and it was very worthwhile.
5. **Unfinished Business:**
We shared ideas for future training sessions:
 - Spectrum TV remote basic functions and Spectrum levels of service
 - Touchtown and how to use it. Resident Programs or Marketing will be updating the database.
 - Online banking as presented by a manager from TD Bank here in Sun City. It would not promote a particular bank but would be general in nature.
 - A quarterly reminder in the Weekly about Tips and Tricks for maintaining online security.
 - We suggested that a laptop be made available for use by the Committee for future presentations; Ron Sweet will pursue this further.
6. The next meeting will be on January 27, 2022 at 10:00AM in the 4th Floor Conference Room.
7. Chairperson Dianne Bergman adjourned the meeting at 10:45AM.

Respectively submitted,
Tom Hart
Secretary