

VICE-PRESIDENT'S REPORT

February 2022

As I write this on 2/8, I'm still in quarantine for COVID, as I have been for the last 2+ weeks. I'm finally feeling better, and getting tested again tomorrow to hopefully get cleared to rejoin civilization. I don't recall when, or if, I've ever been this sick with respiratory issues, for this long (almost the entire last 2 weeks). I hope to not be joining the ranks of the COVID long-haulers. About the only symptom I did not have was a fever, but the long-term chills more than made up for it. I have managed to keep the mail caught up, for the most part; I had to leave last week's mail outside Susan's office for Cheryl to pick up after I left.

I also managed to tabulate my Museum volunteer hours during my time at home, or at the Museum when no one else was there. From the log at the Museum, I have 264 days logged at the Museum in 2021, for a total of 1320.75 hours. This includes 38 trips to Quincy, mostly to deliver the Museum mail to Susan's office, and 1 trip to Reno in June to pick up a delivery. The Museum hours do not include my time spent at home on Museum business, which I don't have documented, but averages at least 4 hours per week for the entire year (although there are days like today, where I spent over 2 hours on the phone with AT&T; more on that later).

The weather has been the big story for us this winter. After getting dumped on in late December, everything that's left has now frozen solid, blocking all paths for drainage, as some thawing is now occurring with the warmer weather. Hopefully the drain paths will thaw out before we get too much water in the building. Every afternoon lately, there are small lakes all over that we have to ford to get to some of the doors, which re-freeze at night. This weather has caused us more problems that the Mechanical Department will report on, and which may require the Board to authorize some expenditures that are not budgeted.

One of the things I have been working on over the last couple of months was the paperwork from an estate firm handling the estate of a person that had listed us as one of the benefactors. After a couple of back-and-forth mail exchanges and information gathering, we have received a sizable check from this estate, which I have already turned over to the bookkeeper. Details on this correspondence will be reported on at the Board meeting.

Back in November, we were notified by an internet department at AT&T that our DSL internet was going away, and we were required to upgrade. Since then, I've been waiting for more information and/or follow-up. Then I got an Email from AT&T last week stating that an important delivery from them had been returned by the USPS due to an invalid address, and I needed to go to our on-line account and verify the address. This turned out to be an impossibility, since the FRRS does not have an online account, and their website wouldn't let me create one. So, today was the day I made the assault by phone. After talking to 2 people for nearly an hour who were of no help at all, I finally got put through to a Customer Service rep, who had to spend 45 minutes and calls with her supervisor to untangle the mess AT&T had us in. Then, when she got it untangled, it took another 30 minutes to get our billing straightened out. You may recall from last meeting that I reported that we were being charged much more for our service than we had been, with no changes to that service. Turns out the internet people at AT&T started charging us for the upgraded service immediately in November, despite their knowing that the modem we needed would not be shipped until January. That shipment, which was sent to the Museum's physical address, was what triggered this fiasco (AT&T's internet department had

our physical address listed). So now, I paid initial charges for the service upgrade on my credit card, and the Customer Service rep (Alicia) and I sent emails back and forth to get the service straightened out. Our phone service part of the bill will drop quite a bit, since there were charge duplications all over in their system, and we will be credited over \$300 for the internet charges we incurred that should not have been. We also got both services (phone and internet) combined on one bill, which will be sent to our PO Box. The new modem will be shipped to my personal address (but is back-ordered until 2/22 to 3/6), since they wouldn't ship to our PO Box, either. As I understand it (that's a leap of faith), we will be upgrading from 6 MB/sec to 50 MB/sec when the new modem is installed. Alicia told me to get the new modem up and running for a while, and make sure it's working properly, before we call to have the DSL shut down, since that can't be restored once it's gone. I will obviously be in touch with our computer wizards when it's time to set this up and test it out. I hope to have the details on the modem we're getting for the meeting. It's days like this that frustrate me to no end; I'm glad I didn't have anything else to do all day today.

With only 2 months left until we open for the 2022 season, we need to give some thought to preparing the facility for visitors again. It has been convenient to not have to worry about the public getting underfoot, but it's time to start the mindset shift. I'd like to discuss some thoughts and ideas to make the facility more presentable.

Anything else I forgot to include in this report may come out at the meeting, if I remember to make notes (still having brain fog).

Steve Habeck
PT/VP