

CITY OF ALBUQUERQUE  
REGULAR MEETING MINUTES  
ABQ CABLE INTERNET & PEG ADVISORY BOARD

Date: Tuesday, April 25, 2023

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board Chair

Janie McGuigan

Mathias Gibbens

Willard Hunter

City Staff Present

Joseph L. Lynch, PEG Access Coordinator, Department of Arts and Culture

CALL TO ORDER:

The meeting was called to order at approximately 5:35p.m. with 4 board members present.

ITEM 1: Approved January Meeting Minutes.

Members approved the Minutes 3-0.

ITEM 2: UPDATES AND DISCUSSION

- A) Board discussed how to move forward with Customer Satisfaction survey. Jon Lehman of Comcast is our point of contact for the survey. Mr. Lehman is the Senior Director of Government and Regulatory Affairs for Comcast out of Denver.
- B) Joseph Lynch will find a time that works for Mr. Lehman and setup a virtual meeting.
- C) Willard Hunter and Janie McGuigan will represent the board in negotiating and crafting the survey with Mr. Lehman.
- D) PEG Channel update was provided by Gary Williams. There's been an uptick in initial visits. Technically things are running well. There was a high-water mark of 388 hours of production. The most active month since Windfire Production took over Studio 519 productions. There is now reporting on equipment rental.
- E) Joseph Lynch briefed the board on the rebranding of PEG Channels. Albuquerque Community Media is the new branding. Getting away from the term PEG. The PEG term was never really understood by most people. The guide that appears on Comcast will reflect that change. Bringing everything under one umbrella.

- F) Willard Hunter suggested that the board get on the agenda for a city council meeting. He'd like to have the board brief the City Council on the great improvements and good work being done by the PEG Channels.
- G) The City Council approved the expense of the PEG Channels and Contractors for the next 4 years starting July 1<sup>st</sup> of 2023.
- H) Joseph Lynch briefed the board on the hosting of Skills USA competition that was hosted at Studio 519. It was a joint effort by the City of Albuquerque, Katharsis Media and Windire Productions that hosted a broadcast journalism competition. High Schools from Grants, Lovington and Las Cruces were represented.
- I) Mathias Gibbens brought up the broadcast cable fees. He'd like a detailed explanation on the increase of fees. He'd also like an explanation on the reasoning of why they are offering different prices on auto renewal pricing as well as a better detailed reason.
- J) The board would like to invite Julianne Phares of Comcast to provide explanations on broadcast fees and price fee discrepancies for existing customers.
- K) Julie Park asked Janie McGuigan to draft a letter for Comcast asking for fee explanation. Janie McGuigan asked Mathias Gibbens to help draft the letter.

### ITEM 3: Public Comment

- A) Charlie Galbraith shared with the board his recent experience in dealing with Xfinity. He has a sister-in-law who has a mental disability whose reasoning capability is affected. They had wanted to add internet service for her. It would allow them to set up a camera so they would be able to check up on her and look in on her. He had a tremendous amount of issues in trying to resolve the situation. Issues were in person, virtually and telephonically. He provided a letter that Joseph Lynch sent to Comcast documenting his chain of issues in trying to resolve the situation.
- B) City Attorney, Julie Park brought up the fact that the City of Albuquerque has entered into an agreement with two companies that will be providing citizens with two more options for internet connectivity. The hope is that by having competition it will provide the citizens of Albuquerque with better service and options.

### ITEM 4: AGENDA FOR NEXT MEETING

- (a) Board will get an update on status of Comcast Customer Satisfaction Survey, including an update from Willard Hunter and Janie McGuigan. The group will be working with Comcast Senior Director of Government and Regulatory Affairs, Jon Lehmann from Denver. He is the Senior Director of Government and Regulatory Affairs for Comcast.
- (b) PEG Channel Updates and Discussion with Vendors.
- (c) Further Discuss goals of June 27th meeting. Whether the board wants to meet at Studio 519 for June meeting- or whether to continue to meet virtually.
- (d) Discuss goals of the 2nd half of 2023 for board meetings. Asking City Attorney, Julie Park to draft a resolution to put in place the dates for July-December meetings.

/S/ \_\_\_\_\_

Member, President Michael Marcotte

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Date

/S/ \_\_\_\_\_

Member, Janie McGuigan

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Date

/S/ \_\_\_\_\_

Member, Sebastian Noel

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Date

/S/ \_\_\_\_\_

Member, Willard Hunter

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Date

/S/ \_\_\_\_\_

Member, Mathias Gibbens

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Date