

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

Date: Tuesday, August 22, 2023

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board Chair

Janie McGuigan

Willard Hunter

Mathias Gibbens

City Staff Present

Diego Lucero, Media Resources Manager, Department of Arts and Culture

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

Julie Park, City Attorney, City Legal Department

CALL TO ORDER:

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

ITEM 1: Approved July Meeting Minutes.

Members approved the Minutes 4-0.

ITEM 2: UPDATES AND DISCUSSION

A) Janie McGuigan & Willard Hunter updated the board on their work on customer satisfaction survey:

1. Janie McGuigan was able to connect with Catherine Nicolaou. Janie briefed the board that Department of Technology and Innovation would not be able to assist the board on the costs for upcoming Comcast Customer Satisfaction Survey. She did offer up a few departments that might be of help. Senior Affairs, Economic Development and Equity and Inclusion.
2. A few suggestions that Catherine made included exploring these issues: Speed, Reliability, Customer Service, Consistency, Cost and Value.
3. Catherine also gave recommendation of doing a real time speed test during the actual survey. To determine speed at that moment.

4. Willard sent four updated questions to Laura at Research & Polling with internet questions included.
5. Mathias asked if Comcast would be okay with Internet questions being include since there is no additional cost.
6. Total number of questions is thirty-six. With the current estimated cost being \$27,000 plus GRT= \$29, 631.25.
7. Willard suggests taking out a few more questions- trimming it down further. The goal is to trim them down with the suggestions from Laura at Research & Polling.
8. Willard will send the latest draft to Jon Lehmann Senior Director, Government and Regulatory Affairs, Comcast to get his input.
9. Understanding that Comcast will be resistant to any internet related questions.
10. Janie and Willard will have a meeting with Jon Lehmann to get their latest position on the upcoming survey.

B) Mathias Gibbens wanted to get a better understanding of the Comcast package price breakdowns and explanation of cost increases by sending an official letter to Comcast requesting a response. Broadcast fees being one example.

1. City Attorney, Julie Park suggested some editing of initial draft.
2. In June 2022 it went up to \$21.30 Broadcast Fee. Then again in January 2023 to \$28.70. Essentially raising it twice in a year.
3. As part of the Franchise agreement Comcast is required to provide that information within 30 days of request.

C) Customer Complaint Discussion re: Comcast

1. Janie McGuigan had a question on how those complaints are being forwarded to City staff and to the board.
2. Joseph Lynch gets complaints directly through Comcast as well as the Board's webpage on City's website.
3. Joseph then forwards them on to Board members.
4. Mathias Gibbens would like the Cable Board's minutes to include whether Comcast provided complaints and if so- how many.
5. Willard Hunter noticed that lack of human contact is a regular complaint and pattern.
6. It's the goal to get monthly and quarterly reporting again.
7. Michael Marcotte would like to send out a letter to Comcast to re-establish that reporting is requested and required on a regular basis.

D) Board Address to City Council

1. October 16, 2023 would be the ideal date for Board to address the Council.
2. The goal is to present the activities and work being done by the PEG Channels in a 10-minute presentation.

/S/ _____
Member, President Michael Marcotte

Date

/S/ _____
Member, Janie McGuigan

Date

/S/ _____
Member, Sebastian Noel

Date

/S/ _____
Member, Willard Hunter

Date

/S/ _____
Member, Mathias Gibbens

Date