

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

Date: Tuesday, May 23, 2023

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board Chair

Janie McGuigan

Willard Hunter

Sebastian Noel

City Staff Present

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 January Meeting Minutes.

Members approved the Minutes 4-0.

ITEM 2: UPDATES AND DISCUSSION

- A) Board discussed how to move forward with Customer Satisfaction survey. Jon Lehman of Comcast is the 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 set up a time that works for Mr. Lehman and Board members for a virtual meeting.
- C) Willard Hunter and Janie McGuigan will be representing the board in negotiating and crafting the survey with Mr. Lehman.
- D) Board went over the Keating Survey that was conducted by Denver Comcast customers.
- E) Willard Hunter and Janie McGuigan will meet on May 25<sup>th</sup> at 2pm to prepare for June 1<sup>st</sup> meeting with Jon Lehmann.
- F) Board briefly discussed the Comcast Customer Complaints. There was a flood of complaints and resolutions.

- G) Willard Hunter shared his concerns about the small number of complaints. His concern is that we are only getting a small picture of complaints by citizens and customers.
- H) PEG Channel update was provided by Gary Williams of Windfire Productions. There was 322 hours of production. Technically things are running well.
- I) Gary shared the fact that he heard a radio promotion for Studio 519.
- J) Windfire is negotiating with the Expo New Mexico to host State Fair Parade again in September.
- K) Windfire, Katharsis and Joseph Lynch hosted a booth for the Albuquerque State of the City address at Railyards on May 20<sup>th</sup>. Was well received and a nice promotion of PEG Channels and Studio 519.
- L) Janie McGuigan would like to have Catherine Nicolau, Broadband Manager, Department of Technology and Innovation.
- M) Michael Marcotte, Board Chair proposed having a Special Meeting for June 20<sup>th</sup>.
- N) Board voted 4-0 to have that Special Meeting.
- O) Board would like to host a future meeting at Studio 519. Which would allow the board a chance to see the revisions at Studio 519.
- P) Board would like to continue the once a month meeting schedule going forward to continue the momentum on the customer satisfaction survey.
- Q) Julie Park will draft a resolution to deal with the last six months of 2023 for future board meetings.
- R) Board would like to get on the City Council Agenda to let them know about the accomplishments of the PEG Channels.
- S) Joseph Lynch will reach out to City Council's Constituent Services people to find out how to get on a future agenda.
- T) Mathias and Janie McGuigan will work on a letter to Comcast explaining Broadcast fee increases and their justification for those.

ITEM 3: AGENDA FOR NEXT MEEETING

- (a) Board will get an update on status of Comcast Customer Satisfaction Survey. Willard Hunter and Janie McGuigan will brief the board on the virtual meeting conducted with Jon Lehmann of Comcast.
- (b) Board would like Catherine Nicolau to come brief them on Broadband Survey results.
- (b) PEG Channel Updates and Discussion with Vendors.
- (c) Discuss goals of the July 25<sup>th</sup> meeting.

/S/ _____	_____
Member, President Michael Marcotte	Date
/S/ _____	_____
Member, Janie McGuigan	Date
/S/ _____	_____

Member, Sebastian Noel

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

Member, Willard Hunter

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

Member, Mathias Gibbens

Date

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Date

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Date