

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

Date: Tuesday, October 25, 2022

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board President

Janie McGuigan

Mathias Gibbens

Sebastian Noel

CITY STAFF PRESENT

Julie Park, Assistant City Attorney, Legal Department

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

Diego Lucero, Media Services Manager, Department of Arts & Culture

CALL TO ORDER:

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

ITEM 1: APPROVAL OF MINUTES FOR AUGUST MEETING.

Members approved the Minutes 4-0 with a revision.

ITEM 2: UPDATES AND DISCUSSION

A) Customer Satisfaction Survey. Board advanced the discussion regarding exercising franchise agreement provision to ask Comcast for a Customer Survey. Last survey in Albuquerque was done in 2016.

a. The idea is to gather information regarding customer satisfaction as well as how the PEG Channels can provide content to best serve Albuquerque citizens.

b. Willard Hunter, Mike Marcotte and Joseph Lynch held a meeting with former City Attorney Jane Yee to learn about the history of this provision. Lynch provided the board members with the 2016 survey that was completed by Comcast in Albuquerque as well a survey completed by Elway marketing in Tacoma, Washington.

c. Michael Marcotte asked Joseph Lynch to invite Comcast Representative to October meeting.

d. Page 36 Section 8 Paragraph C of Franchise Agreement ASSERTAINMENT OF PROGRAMMING dictates that upon request by the City- the grantee shall at the sole expense of the grantee undertake a survey of community views of operations in the City including but not limited to programming and responsive community needs.

e. Comcast cannot be required to do these surveys more that every two years.

B) Comcast Complaints. Board agreed it was not satisfied with the complaint reporting given by Comcast previously. The consensus was that it lacked detail. The board agreed to require greater detail in the next quarterly report due in October 2022.

C) PEG Channel Reports. Public Access Ch. 27 Contractor Gary Williams briefed the board on ramp up of Education Channel and how that has affected Studio 519 operations. Studio is open 8am-8pm Tuesday thru Saturday (72 hours) with 2 full-time employees.

a. Williams also briefed about the success of the State Fair Parade. That was broadcast live as well as streamed on KOAT website- it gave 2,000 sustained viewers with 800 people who viewed it after. Providing some great promotion of Public Access Channel. Also planning on 9 days and 40+ hours of live broadcasting of Balloon Fiesta.

b. Diego Lucero briefed board about meeting planned to discuss challenges of Education Channel ramp up.

c. Candice Neu briefed the board about her ramp up of education Channel 96. She has brought on 6 interns to build their IATSE portfolios as well to help in Ed Channel Operations. Willard Hunter asked if those interns would be able to help in Studio 519 operations and create content.

D) The Board agreed to a virtual meeting for September's meeting.

### ITEM 3: AGENDA FOR NEXT MEEETING

(a) Board will discuss "PBS Model" of underwriting messages on PEG channels after concerns brought up by Willard Hunter

(b) Board to discuss Customer Satisfaction Survey

(c) Board to discuss complaint reporting from Comcast.

(d) Discuss monthly reporting by PEG Channels

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

Member, President Michael Marcotte

Date

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Member, Janie McGuigan

Date

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Member, Sebastian Noel

Date

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

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Member, Willard Hunter

Date

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

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Member, Mathias Gibbens

Date