

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

Date: Tuesday, January 24, 2023

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board Chair

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 Resources 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 SEPTEMBER MEETING.

Members approved the Minutes 5-0 with a revision.

ITEM 2: UPDATES AND DISCUSSION

A) Catherine Nicolau, Broadband Manager, City of Albuquerque

1. Catherine Nicolau briefed the board on current status of broadband installation around Albuquerque by Vexus.
2. Department of Innovation and Technology (DTI) meets monthly to get status from Vexus.
3. Scifi Networks and Gigapower are currently in negotiations with the City of Albuquerque to provide additional infrastructure to connect citizens with broadband.

B) Erin Muffeetto, Comcast representative attended meeting regarding customer complaints as well as planning for the use/needs survey process going forward as part of Franchise agreement

1. Julie Park, City Attorney asked Erin Muffeetto of Comcast about a number of Xfinity (Comcast) calls that she is getting regarding internet complaints. On bills there is a City of Albuquerque phone number. In spite of the fact that the City has no jurisdiction or ability to address these complaints as part of franchise agreement. Julie stated that there are twice as many complaints about Xfinity Internet vs. Cable TV, based upon calls to the City; and, that customers state they cannot 'get through' to customer service to talk with a live person. Erin said that Comcast/Xfinity customer services will address both Cable TV and Internet complaints. Mathias stated that the Board would like to receive and monitor customer service reports from Xfinity for the Albuquerque service area.

2. The survey as part of franchise agreement hopes to get a status of customer service and overall satisfaction by citizens of Albuquerque regarding Comcast. Board members stated that they want the Survey to cover both Cable TV and Internet services and satisfaction. The Comcast representative/Erin was not certain as to whether Comcast would pay for both the Cable TV and Internet portions of the Survey. Next steps are to develop a rough draft of the Survey. The Chair asked for Board volunteers and appointed Willard and Janie to develop a first draft of the Survey.

3. Board hopes to also find out citizens feelings regarding PEG channels. This information could aid contactors and producers to learn of content preferences.

4. This can also help to learn about how well citizens know about the Four PEG channels and their satisfaction of the content being produced.

5. Board also asked Erin Muffeetto what Comcast needs from the board to get things moving forward on the upcoming Customer Survey. Erin was also asked if Michael Marcotte can check in with her to get update from Comcast on the upcoming Survey.

C) Board updated by Contractors on their work.

1. Candice Neu, Katharsis, Education Channel Contractor gave brief on their work and upcoming projects.

2. Skills USA Journalism competition will be coming up in April. Katharsis is hosting and lending support for New Mexico students in this statewide competition.

3. Film Prize Jr. competition for Middle School and High School age students is also getting support from Katharsis. Submissions will also be aired on Ch. 96 the City's Education Channel.

4. Katharsis will also be taking part in APS Career Fair to promote film/broadcast opportunities for APS students.

5. APS has also approved 20 more students to go through Katharsis internship. It will consist of 10 students during school year and 1- more during summer.

6. Gary Williams, Windfire, Public Access Channel contractor briefed board on the revamped Studio 519 website.

7. Windfire was also able to get Jibcam working to give Studio 519 an additional camera able to provide crane shots to producers of content.

D) Discuss monthly/quarterly reporting previously requested of Comcast regarding Customer complaints (I don't remember if there was a response from Erin)

E) Discrepancies in Comcast's offered prices for services around Albuquerque

Mathias stated that there were discrepancies in Comcast's 'advertised' vs. 'billed' prices for services; and, that the Broadcast TV fee had increased over 35%. He suggested that Board members review their Comcast bills and the Board discuss at the next meeting.

ITEM 3: AGENDA FOR NEXT MEETING

(a) Board will discuss and work on Comcast Customer Survey

(b) Board would like an update/status on RFP's of PEG Channel contacts

(c) Comcast pricing discussion brought up by Mathias Gibbens after he saw a 35% increase on local broadcast fee on billing.

/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