

CITY OF ALBUQUERQUE

REGULAR MEETING MINUTES

ABQ CABLE INTERNET & PEG ADVISORY BOARD

Date: Tuesday, September 26, 2023

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Michael V. Marcotte, Board Chair

Janie McGuigan

Willard Hunter

Mathias Gibbens

Sebastian Noel

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 5 board members present.

ITEM 1: Approved August Meeting Minutes.

Members approved the Minutes 5-0.

ITEM 2: UPDATES AND DISCUSSION

- A) Janie McGuigan & Willard Hunter updated board on work on customer satisfaction survey-
1. Comcast made it clear that they would not be okay paying for the survey if there were any Internet-related questions.
 2. Research and Polling are ready to execute the survey when arrangements are made with Comcast funding.
 3. Janie McGuigan told the board that they were able to get more detailed questions into the survey. Much more detail than Jon Lehmann, Senior Government Affairs with Comcast provided in the survey example that he provided.

4. The Board discussed how they will share the Survey Results- particularly with the Mayor, City Council, and post on City Website.

B) Board presentation to City Council on October 16, 2023

1. Board will be allotted 10 minutes to address council on Albuquerque Community Media
2. Willard Hunter wants council to be aware of the great strides made with the PEG Channels and Studio 519.
3. Michael Marcotte, Mathias Gibbens and Willard Hunter plan to attend.
4. A promotional video will be put together by Joseph Lynch

D) Comcast Customer Complaints

1. Erin Muffoletto of Comcast informed us that the reporting from Comcast is to be offered to us quarterly.
2. Michael Marcotte informed the board that he is sending a letter to Comcast asking that the board start getting those quarterly reports that contain comprehensive, qualitative data.
3. Julie Park, City Attorney said she would follow up on that reporting as well.
4. Joseph asked for the resolution of 2 Customer Complaints, in particular, from last month's forwarded emails (Lyde Carpenter and Leatrice Allen)
5. Sebastian Noel brought up the fact that Comcast might have metrics (% Followup, % Contacted, % Resolved) on their customer complaints and resolution of those and suggested that those metrics be put in the Letter to Comcast requesting more reporting details.
6. The question is -- would Comcast be willing to share more customer complaint data than we are getting.

E) PEG Channel and Contractor Reporting

1. Felicia Masias of Sopapilla Productions informed the Board that they are starting to get content on as well as conducting multiple tours at Studio 519.
2. Michael Marcotte asked to get some monthly reporting to hear and see what they are up to.

Willard Hunter briefed the board on his studies on Fiberoptics i.e. "Bringing it the last mile" There is little to no incentive for Cable and Internet companies to push fiberoptic past the finish line.

E) Agenda Items for October 24, 2023 Meeting.

1. Updates on Customer Survey Progress
2. PEG Council Presentation Report
3. Updates on Comcast Customer Complaints – Report from Erin Muffoletto

/S/ _____
Member, President Michael Marcotte

Date

/S/ _____

Member, Janie McGuigan

/S/ _____

Date

Member, Sebastian Noel

/S/ _____

Date

Member, Willard Hunter

/S/ _____

Date

Member, Mathias Gibbens

Date
