

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

Date: Tuesday, August 27, 2024

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Janie McGuigan, Chair

Willard Hunter

Sebastian Noel

Mathias Gibbens

John Osmon

CITY STAFF PRESENT:

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

Anthony Rodriguez, Business Technology Specialist, Department of Arts and Culture

Diego Lucero, Deputy Director, Department of Arts and Culture

Brent Chapman, City Attorney, City Legal Department

BOARD GOALS 2024

1. Developing Marketing and Advertising goals for the PEG Channels
2. Educate the Board regarding fiber optics and internet features.
3. Educate the public on fiber optic benefits and the status/schedule of the buildout in Albuquerque.
4. Coordinate with the Broadband Office regarding the promotion of digital equity, digital literacy and access to the internet to residents of ABQ.

AGENDA ITEMS

CALL TO ORDER: The meeting was called to order at approximately 5:30pm with all 5 members present.

ITEM 1: Approved the June 25, 2024 Meeting Minutes 5-0

ITEM 2: Board accepted PEG Channel Contractors/Vendors monthly reporting.

- A) Candice Neu, Education Contractor, Katharsis, announced to the Board they were just awarded a registered apprenticeship program by the State of New Mexico.
- B) Kyle Vandeveld resigned his position at Katharsis.
- C) Keith Allen, Felicia Masias, Sopapilla Productions announced that they will be doing the New Mexico State Fair Parade again with Windfire Productions.
- D) Sopapilla Productions is also hosting a NM Filmmakers Short Film Festival. 17 different local filmmakers to be featured at Hotel Zazz.

ITEM 3: Update on PEG Channels Budgeting and Marketing for 2025 Fiscal Year:

- A) Anthony Rodriguez updated the Marketing Strategies: There was a rebrand to ACM- Albuquerque Community Media with Facebook and Instagram.
- B) That included where to go to book tours, get information. It allowed ACM to get reintroduce PEG Channels and what we offer citizens of Albuquerque.
- C) Since then ACM has gotten new content creators of different ages and diversity of cultures.
- D) ACM will create some more public service announcements to further gain interest on various platforms as well as on ACM channels.
- E) ACM will be collaborating with Department of Innovation & Technology to promote Broadband and the buildout. To inform citizens on just what that will mean to Albuquerque.
- F) Diego Lucero let the Board know the budgeting situation for Fiscal Year 2025-.
- G) He let them know That the budget situation will likely remain the same.
- H) The budget is not exclusively from Franchise fees from Comcast.
- I) Mr. Lucero also let the Board know about a recent meeting that was conducted with all the PEG Contractors/Vendors with Arts & Culture, Director, Shelle Sanchez.
- J) It was a chance to get everyone in one room and discuss where we are as ACM and what future goals are.

ITEM 4: Catherine Nicolau, Broadband Manager, Department of Innovation & Technology was going to be on the call.

- A) Janie McGuigan spoke with her and was informed of a Summit for Broadband Digital Equity & Inclusion.
- B) It will be held September 27th at National Hispanic Cultural Center 9:30am-3:00pm.

ITEM 5: Latest on options from City Legal regarding a letter to be sent for Comcast Customer Complaints and reporting:

- A) Brent Chapman from City Legal provided options for the lack of compliance of reporting
- B) He let the Board know that it is worth letting the Administration know that there's a problem with clear unambiguous requirements for Comcast to provide a comprehensive and accurate complaint file.
- C) They are required to maintain that file.
- D) They are required to provide that information when the City reasonable requests it.
- E) Letting the Administration know that this is a breach of the Franchise Agreement in the section pertaining to complaints and reports.
- F) The city may request a performance evaluation that would be open to the public.
- G) That evaluation may allow some leverage to bringing them into compliance.

H) It is a long way from revoking the franchise agreement.

ITEM 6: John Osmon provided an opportunity for Q&A on Fiberoptics and Broadband.

- A) He has spent the last 34 years building Internet connectivity.
- B) He is currently a consultant with the State of New Mexico the Office of Broadband and the Public Schools Facilities Association to buildout the statewide education network.
- C) They are building out 10 separate sites that will be aggregation sites for locals to bring circuits to.
- D) Providing connectivity for K-12 schools.

ITEM 7: Comcast Customer Complaints

- A) Board chose to table complaints until September meeting in consideration of time.

ITEM 8: September Agenda Topics:

- A) Review Minutes from August 22nd meeting
- B) Review PEG Contractors/Vendors Monthly Reports
- C) Discuss and Finalize Letter to City Administration requesting Comcast provide all customer Complaints data
- D) Comcast Customer Complaints
 - Update on Comcast responses on June and July complaints
 - Discuss August and September Complaints
- E) New Business: Announcement of Digital Equity Summit to be held at NHCC (National Hispanic Cultural Center) 9AM-3PM September 27, 2004.