

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

Date: Tuesday, September 24, 2024

Time: 5:35 p.m.

Location: WebEx Virtual

BOARD MEMBERS PRESENT:

Janie McGuigan, Chair

Willard Hunter

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 4 members present.

ITEM 1: Approved the August 27, 2024 Meeting Minutes 4-0

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

- A) Willard Hunter asked if Contractors could provide additional information in monthly reporting. A format change that would provide highlights and challenges.

ITEM 3: Discuss and Finalize Letter to the City Administration requesting Comcast provide ALL customer complaints data not just resolutions on complaints that come to the City's website.

- A) Willard Hunter suggested that the letter contain WHY this letter is being submitted.
- B) The Board is concerned about the quality of service: technical and financial that Comcast is providing to citizens of Albuquerque.
- C) The letter state that Comcast is not currently in compliance when it pertains to the reporting required in the Franchise Agreement.
- D) Willard Hunter suggests that Comcast is ignoring the needs of customers.
- E) Mathias Gibbens liked the version from September 11th. He feels like this version is ready to send to Administration.
- F) Janie McGuigan is suggesting that the Board request an Annual reporting from Comcast.
- G) The Board has never received an Annual report from Comcast.
- H) Such reporting has implications for service, build out and planned construction.
- I) The number of customers from one year to the next.
- J) It will provide the board with accurate accounting from one year to the next.
- K) Mathias Gibbens would like the request to be separate from the current letter regarding non-compliance.
- L) As per the Franchise Agreement- Comcast has 60 days upon written notice to provide requested data/reporting.
- M) City Attorney, Brent Chapman and Board Chair, Janie McGuigan will make suggested changes to get the letter up to the City Administration.

ITEM 4: Comcast Customer Complaints:

- A) Erin Muffoletto was given the complaints received in July and August for Comcast to follow up on the complaints we received.
- B) Frank Gonzalez, Cat Guay and Frank Vazquez complaints were followed up on and addressed.
- C) Joseph Lynch sent out a quarterly report that was forwarded to each Board member.
- D) There doesn't exist in Comcast reporting how or when escalation reasons were resolved. The disposition of complaints in non-existent.
- E) One of the major goals of the Board is to create a history with the Franchise Agreement to show compliance and non-compliance when it comes time for the City to negotiate the next agreement.
- F) The agreements last ten years and the hope is we can provide useful data and documentation to assist future negotiations.

ITEM 7: Willard Hunter gave his resignation letter to the Board.

- A) Willard's resignation is effective following the October 2024 meeting.
- B) Willard helped craft a very useful customer satisfaction survey and contributed to the current Franchise Agreement.
- C) With Willard's resignation there will be an opening on the Board.
- D) It is suggested that interested people go to the City's website to apply to fill the vacant spot.

- E) There were two additional applicants that submitted at the same time as John Osmon.
- F) Janie McGuigan and Joseph Lynch did some updates on the Board's web page on City's website.
- G) This included the Customer Satisfaction Survey and expanded duties as of 2021 Ordinance.
- H) Brent Chapman let the Board know that they can meet to discuss Fiber/Broadband as long as there are no actionable items- the Board can meet.

ITEM 8: October Agenda Topics:

- A) Review Minutes from August 27th meeting
- B) Review PEG Contractors/Vendors Monthly Reports
- C) Discuss meeting schedule regarding November and December.

<i>/S/</i> _____	_____
Member, Janie McGuigan	Date
<i>/S/</i> _____	_____
Member, Sebastian Noel	Date
<i>/S/</i> _____	_____
Member, Willard Hunter	Date
<i>/s/</i> _____	_____
Member, Mathias Gibbens	Date
<i>/s/</i> _____	_____
Member, John Osmon	Date