

**CITY OF ALBUQUERQUE**

**MEETING MINUTES**

**ABQ CABLE INTERNET & PEG ADVISORY BOARD**

Date: Tuesday, April 24, 2024

Time: 5:35 p.m.

Location: WebEx Virtual

**BOARD MEMBERS PRESENT:**

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

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

Bryan Rowland, City Attorney, City Legal Department

**CALL TO ORDER:**

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

ITEM 1: Approved February Meeting Minutes.

Members approved the Minutes 4-0.

**ITEM 2: UPDATES AND DISCUSSION**

A) The Board received monthly reports from 3 of the 4 Contractors/Vendors. Did not get Sopapilla Productions March report prior to beginning of the meeting.

1. Katharsis (Candice Neu) commented that they didn't have enough resources with the city requesting that all content producers have a representatives or staff people there during production time.
2. Joseph Lynch explained that Katharsis still has frustration about \$11,000 they felt was taken away from them from the previous contract.
3. Joseph explained that the root of the issue is when producers book their studio time it asks for associated channel. When it came time to filming their project- all aspects of the

production (technical directing, producing etc.) was being put onto Windfire Productions and it would end up being first run on Channel 96.

4. There is typically someone from Windfire always there to add technical assistance.
  5. When it comes to producing and directing there is supposed to be representation with the associated Channel.
  6. Each contractor has a set of keys and are trained to handle producers for content created for their Channel.
  7. Sebastian Noel asked that when producers sign up for studio time- where does the request go?
  8. Joseph explained that a copy of every requested studio time goes to Windfire, Sopapilla, Katharsis, Proview and Joseph Lynch.
  9. The actual scheduling is updated by Stephen Williams of Windfire.
  10. Joseph explained that Studio 519 is trying to steer most Podcasters to 8-5 Monday thru Friday.
  11. If someone needs to use the Podcast Studio after hours or on a Saturday- the associated channel will need to have one of their people to supervise as well as letting them in to film.
  12. Janie McGuigan expressed a concern with the Board getting involved in staffing issues.
- B) Willard Hunter was going to schedule a meeting with City of Albuquerque Broadband Manager, Catherine Nicolaou to answer questions regarding marketing, pricing and status of Fiber buildout in Albuquerque.
1. City of Albuquerque, Attorney Bryan Rowland explained to the Board that 2 members may meet- If it is 3 members it equals a quorum.
  2. Janie McGuigan brought up the potential for the Albuquerque Cable Internet & PEG Advisory Board collaborating with the Broadband office.
- C) Finalizing goals for the Board in 2024-
1. Developing Marketing and Advertising goals for the PEG Channels
  2. That would be working with Deputy Director, Diego Lucero and the Arts & Culture Department on their marketing and promotional goals that they have.
  3. Educate the Board regarding fiber optics and internet features.
  4. Willard Hunter wants the Board to learn what benefits fiber optics provides. Not just in homes but in the community and businesses.
  5. Educate the public on fiber optic benefits and the status/schedule of the buildout in Albuquerque.
  6. What is the plan for Vexus and SciFi to reach out to the community potential customers?
  7. How far along is the buildout and schedule of it?
  8. City Attorney, Bryan Rowland cautioned the Board that they are more than welcome as a private citizen to reach out to private companies regarding Fiber, Cable or fact finding.
  9. The concern was brought up by Joseph Lynch that we use caution reaching out as a Board or a representative of the City. The administration should be aware if the Board is.
  10. Sebastian Noel thought it would be more appropriate for Catherine Nicolaou to do most of the leg work and just support in an advisory role.
- D) Status of replacing Michael Marcotte's Board opening
1. John Osman who attended the February meeting is who Joseph Lynch will forward on to the Mayor's staff for approval.

2. If the Mayor and staff agree to Mr. Osman they will forward his appointment for City Council for confirmation.

E) Comcast Customer Complaints

1. Mathias Gibbens drafted a letter to Comcast.
2. He cited portions of the Franchise Agreement regarding quarterly reports and reasonable requests.
3. In the agreement it mentions service calls or people that call up.
4. Mathias thinks that it should also include things captured electronically. That information would align with reasonable requests.
5. Many customers are using the App and that data would be helpful/
6. The reports should come quarterly and the Board should not have to continue asking.
7. Janie McGuigan and Joseph Lynch had a virtual meeting with Erin Muffoltetto of Comcast to get a better explanation of the Comcast customer complaint system.
8. The reporting the Board receives does not show the disposition of complaints.
9. The City gets some complaints from Customers through City's website.
10. Erin said that they are not required to provide a disposition- she was going to refer to Comcast Attorney's.
11. Janie wanted to consult with Bryan Rowland on City's interpretation of that in franchise agreement.
12. Bryan said that the agreement consistently refers to information and data quarterly executive summary shall substantially conform to City of Albuquerque's referred escalations report form.
13. Mathias will work with Bryan to finalize the letter to Comcast to ask for the complete information the Board seeks regarding complaints and resolutions.
14. Mathias found it interesting that we received essentially a full year report from Comcast and it had only 26 issues. He thinks that is astonishingly low.
15. He'll be very interested to see when the Board asks for more detailed information what it includes.
16. Janie would like to see detailed bullet points of what information that the Board wants: Date, the issue, date filed, date of disposition, how it was received and better understanding of terms.
17. Bryan wants to keep it very specific to what is spelled out in Franchise Agreement that's not being provided.
18. A better chance to get Comcast into compliance of what is being requested.
19. Having a Comcast representative at each of the meetings would go a long way to streamline the communication back and forth

F) Announcement:

1. Media Resources Manager, Diego Lucero has promoted to Deputy Director, Department of Arts and Culture
2. Business Technology Specialist, Anthony Rodriguez will assume many of Diego's responsibilities to Albuquerque Community Media.
3. Customer Complaints and PEG Channel Updates.
4. Janie McGuigan will report back on her communication with Broadband Manager, Catherine Nicholau

5. Mathias Gibbens will report back on letter to Comcast regarding customer complaints.

/S/ _____	_____
Member, Janie McGuigan	Date
/S/ _____	_____
Member, Sebastian Noel	Date
/S/ _____	_____
Member, Willard Hunter	Date
/S/ _____	_____
Member, Mathias Gibbens	Date