

**MOORPARK CITY COUNCIL
AGENDA REPORT**

To: Honorable City Council
From: John Brand, Senior Management Analyst 
Date: February 28, 2007 (CC Meeting of 03/07/2007)
Subject: Consider Time Warner Cable TV Customer Service Performance

SUMMARY

On February 21, the Council considered a report from the Cable TV ad hoc committee (Mayor Pro Tem Millhouse and Councilmember Parvin) regarding remedies to Time Warner Cable's customer service performance. The Council approved Resolution 2007-2567 finding that in order to ensure compliance with the customer service standards of its franchise with the City, it is necessary for Time Warner Cable to take steps to acquire and install equipment which can report on telephone line(s) usage by Moorpark residents specifically, including but not limited to, a Repair Log, Outage Log, and Telephone Log consistent with, but distinct from, regional reports provided to other franchising authorities in the Los Angeles and Ventura County operational area.

A copy of the resolution, along with the attached cover letter, were transmitted to Ms. Patricia Fregoso-Cox, Vice President- Community Affairs, North Division, of Time Warner Cable on February 23. The letter summarizes the Council's discussion and action, asked for a response from the company by March 5, and invited a Time Warner Cable employee to attend the Council's March 7 meeting.

STAFF RECOMMENDATION

Direct Staff as Deemed Appropriate.

Attachment: Letter to Time Warner Cable



MOORPARK

799 Moorpark Avenue Moorpark, California 93021

(805) 517-6200

February 23, 2007

Patricia Fregoso-Cox
Vice President- Community Affairs
North Division
Time Warner Cable
41551 Tenth St. West
Palmdale, CA 93551

RE: Customer Service Standards - Moorpark

Dear Patricia:

As you know, the City Council of the City of Moorpark has been concerned about complaints from Moorpark Cable Customers concerning the quality of service being provided by Time Warner since the initiation of channel realignments, internet conversions and other actions associated with Time Warner's takeover of the Adelphia Cable TV System in Moorpark.

Of particular concern has been the length of waiting time required to reach a customer care representative. It is our understanding that Time Warner is able to generate call center performance statistics only on a regional basis, and that with the current call monitoring system there is no opportunity to measure call center performance specifically for Moorpark Subscribers.

In response to these frequent complaints, the City Council has adopted the attached Resolution calling for the submittal of monthly reports on telephone line(s) usage specifically by Moorpark Subscribers, including but not limited to Repair Log, Outage Log, and Telephone Log consistent with, but distinct from the regional reports that are already available. If possible, reports should include repeat call statistics as well.

The City Council has asked that Time Warner respond to this request no later than March 5, 2007, and has directed City Staff to place the matter on their meeting agenda for their regular meeting of March 7, 2007.

000038



PATRICK HUNTER
Mayor

KEITH F. MILLHOUSE
Mayor Pro Tem

ROSEANN MIKOS
Councilmember

JANICE S. PARVIN
Councilmember

MARK VAN DAM
Councilmember

Patricia Fregoso-Cox
Time Warner Cable
February 23, 2007
Page 2

Your assistance on providing a timely response will be most appreciated.

Sincerely,



Hugh R. Riley
Assistant City Manager

cc: Honorable Mayor and City Council
Steven Kueny, City Manager

Attachment: City of Moorpark Resolution
No. 2007-2567

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RESOLUTION NO. 2007-2567

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MOORPARK, CALIFORNIA, TO REQUIRE TIME WARNER CABLE TO MONITOR ITS CABLE FRANCHISE CUSTOMER SERVICE, TELEPHONE ANSWERING TIMES, AND OUTAGES AND TO PROVIDE REGULAR REPORTS TO THE CITY

WHEREAS, the City of Moorpark currently has standards relating to cable television customer service operational standards that a cable franchise grantee must meet or exceed; and

WHEREAS, pursuant to Moorpark Municipal Code Section 5.06.810 (c), grantee shall not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards in the code unless a historical record of complaints indicates a clear failure to comply; and

WHEREAS, for the past several months, the City has received an unusually high number of complaints about Time Warner Cable's telephone answering wait times, hold periods, busy signals, service outages, and billing errors; and

WHEREAS, the City Council has determined that it is appropriate to require Time Warner Cable to acquire equipment to determine compliance with the telephone answering standards adopted by the City.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MOORPARK DOES HEREBY RESOLVE AS FOLLOWS:

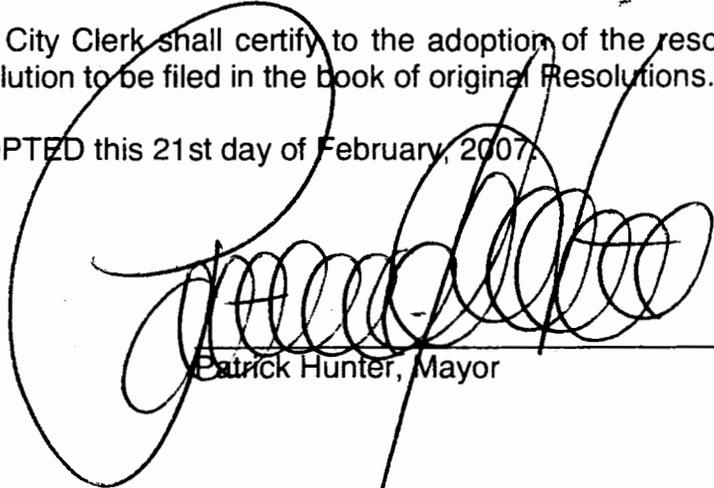
SECTION 1. The City Council of the City of Moorpark hereby determines that the record of complaints received suggests a failure to comply with the City's telephone answering standards for a cable franchise grantee.

SECTION 2. The City Council of the City of Moorpark finds that in order to ensure compliance with the customer service standards of its franchise with the City, it is necessary for Time Warner Cable to take the necessary steps to acquire and install equipment which can report on telephone line(s) usage by Moorpark residents specifically, including but not limited to, a Repair Log, Outage Log, and Telephone Log consistent with, but distinct from, regional reports provided to other franchising authorities in the Los Angeles and Ventura County operational area.

SECTION 3. The City Council of the City of Moorpark further finds that in order to verify compliance with the telephone answer standards adopted by the City, it is necessary for Time Warner Cable to submit the monthly customer service reports described in Section 2 to the City Manager and/or a staff designee of the City Manager

SECTION 4. The City Clerk shall certify to the adoption of the resolution and shall cause a certified resolution to be filed in the book of original Resolutions.

PASSED AND ADOPTED this 21st day of February, 2007.



Patrick Hunter, Mayor

ATTEST:

Deborah S. Traffenstedt
Deborah S. Traffenstedt, City Clerk



STATE OF CALIFORNIA)
COUNTY OF VENTURA) ss.
CITY OF MOORPARK)

I, Deborah S. Traffenstedt, City Clerk of the City of Moorpark, California, do hereby certify under penalty of perjury that the foregoing Resolution No. 2007-2567 was adopted by the City Council of the City of Moorpark at a regular meeting held on the 21st day of February, 2007, and that the same was adopted by the following vote:

AYES: Councilmembers Mikos, Millhouse, Parvin, Van Dam, and Mayor
Hunter
NOES: None
ABSENT: None
ABSTAIN: None

WITNESS my hand and the official seal of said City this 26th day of February, 2007.

Deborah S. Traffenstedt
Deborah S. Traffenstedt, City Clerk
(seal)

