



*Business Administration Services  
Cable Television Consumer Services Section*

# 2005 Consumer Services Report

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# **Cable Television Consumer Services Section**

## ***Mission Statement***

**The mission of the Cable Television Consumer Services Section is to ensure that cable television subscribers of the City of Los Angeles receive prompt and courteous service, adequate billing, and high-quality cable television including clear picture and sound.**

## ***Primary Functions of the Consumer Services Section***

- **Enforce rules and regulations governing the video providers with emphasis on the City of Los Angeles Subscriber Service Standards and Subscriber Bill of Rights.**
- **Respond to public inquiries related to cable and satellite video services.**
- **Assist subscribers in resolving complaints related to cable and satellite services.**

## ***EXECUTIVE SUMMARY***

This report summarizes the statistical findings of the Information Technology Agency's ("ITA") Cable Television Consumer Services Section related to complaints and inquiries in the provision of video services for the calendar year 2005.

Of significance are the following statistics:

- **The City of Los Angeles experienced a 3.83% decrease in the total number of cable subscribers in the calendar year 2005.** In calendar year 2005 there were 590,704 cable television subscribers in the City, in comparison to 614,247 subscribers in the calendar year 2004.
- **The City experienced an increase in the total amount of franchise fees received. In calendar year 2005 the City received \$23,413,345 in franchise fees, as compared to \$22,293,742 in 2004.** This 5.02% increase in fees may be attributable to annual rate increases, expanded cable television service offerings, and additional fees collected due to audits performed by the ITA.
- **Cable television complaints increased 9.98%, from 1,283 to 1,411.** This increase was most likely due to the increased outages caused by Adelphia's upgrades as well as the anticipation of the transfer.
- **Cox (Franchise Area N) recorded the lowest annual complaint per thousand subscribers ratio at 0.45.**
- **In 2005, Adelphia (Franchise Area G) recorded the highest annual complaint per thousand subscribers ratio at 7.03.**
- **The Multichannel Video Provider Consolidated Consumer Service Standards of the City of Los Angeles establishes standards for complaint resolution and/or response. Comcast was 100% in compliance. Adelphia Area L was also 100% in compliance.**

## ***YEAR END SUMMARY***

Calendar year 2005 showed an increase in complaints over year 2004. A contributing factor in this increase was the significant upgrade effort on the part of Adelphia which created an increase in temporary outages to subscribers which resulted in an increase in complaints. The announcement of the Time Warner takeover also increased the attention placed on Cable Television issues which also generated complaints and inquiries. The spirit of cooperation between the City of Los Angeles and the cable companies, established over the years, is as strong as ever. In general, during Calendar year 2005, the Consumer Services Section witnessed a concerted effort from the operators to facilitate resolutions to complaints expeditiously and expand the lines of communication related to call center operations and new service offerings.

## STATISTICAL REPORT

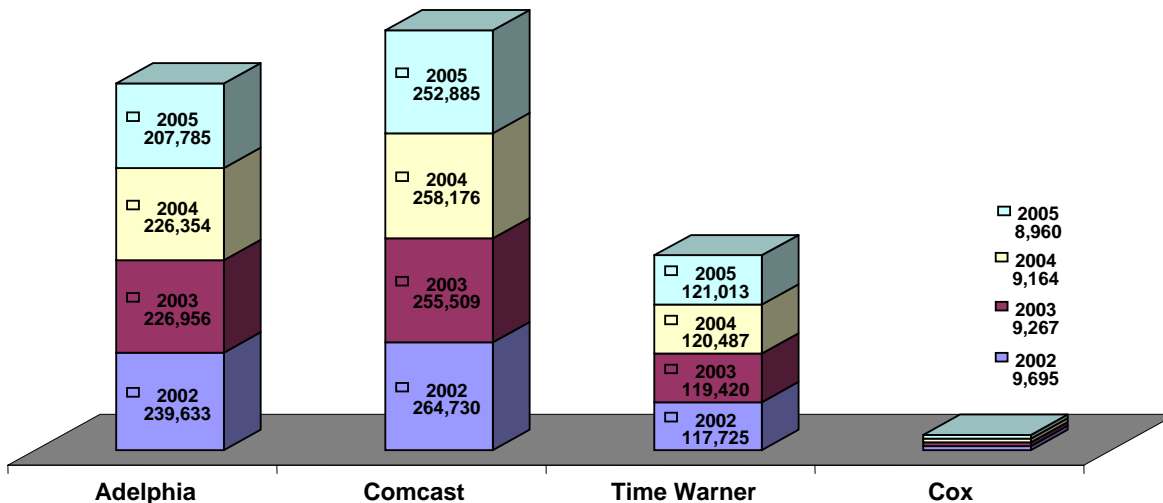
The following statistical findings from the calendar year 2005 provide information concerning the state of video customer service in the City. It should be noted that in some areas, statistics for Charter Communications were not included in this 2005 Annual Consumer Services Report due to their small number of total subscribers (61). Limited statistics regarding the City's Satellite Providers are included in this 2005 Annual Complaint Statistics Report due to their participation in the adherence to the City of Los Angeles Multichannel Video Provider Consolidated Consumer Service Standards (Standards).

### No. 1 - Subscriber Count

The total number of subscribers for the City of Los Angeles cable companies for calendar year 2005 was 590,704. This is a decrease of 3.83% from calendar year 2004. (see Figure 1)

**NOTE: Statistics for Charter Communication are not shown in Figure 1.**

#### 2005 CABLE TELEVISION PROVIDER SUBSCRIBER COUNT



Cable Operator	2002	2003	2004	2005
Adelphia	239,633	226,956	226,354	207,785
Comcast	264,730	255,509	258,176	252,885
Time Warner	117,725	119,420	120,487	121,013
Cox	9,695	9,267	9,164	8,960
<b>Total</b>	<b>631,783</b>	<b>611,152</b>	<b>614,181</b>	<b>590,643</b>

Figure 1

## No. 2 - Franchise Fees Collected vs. Number of Subscribers

In calendar year 2005, the City collected cable television franchise fees in the total amount of \$23,413,345. This is a 5.0% increase from the \$ 22,293,742 collected in 2004. This 5.0 % increase in fees may be attributable to annual rate increases, expanded cable television service offerings, and additional fees collected due to aggressive audits performed by the Department. (see Figure 2).

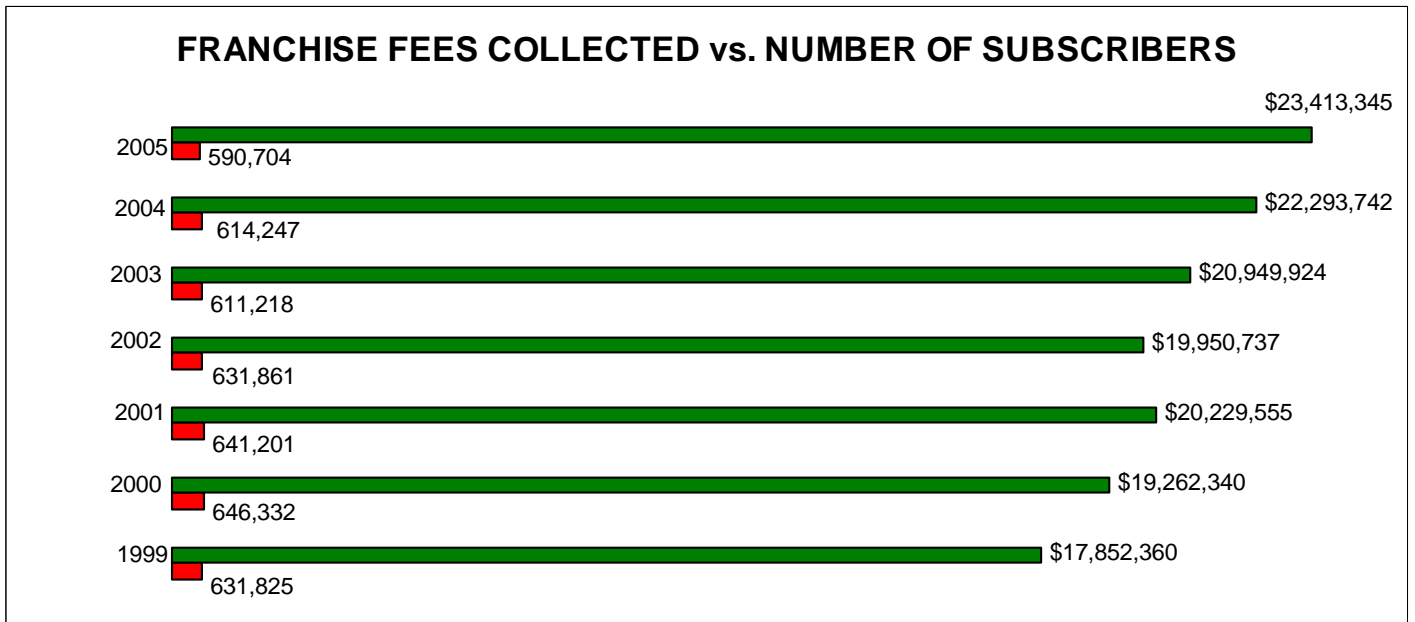
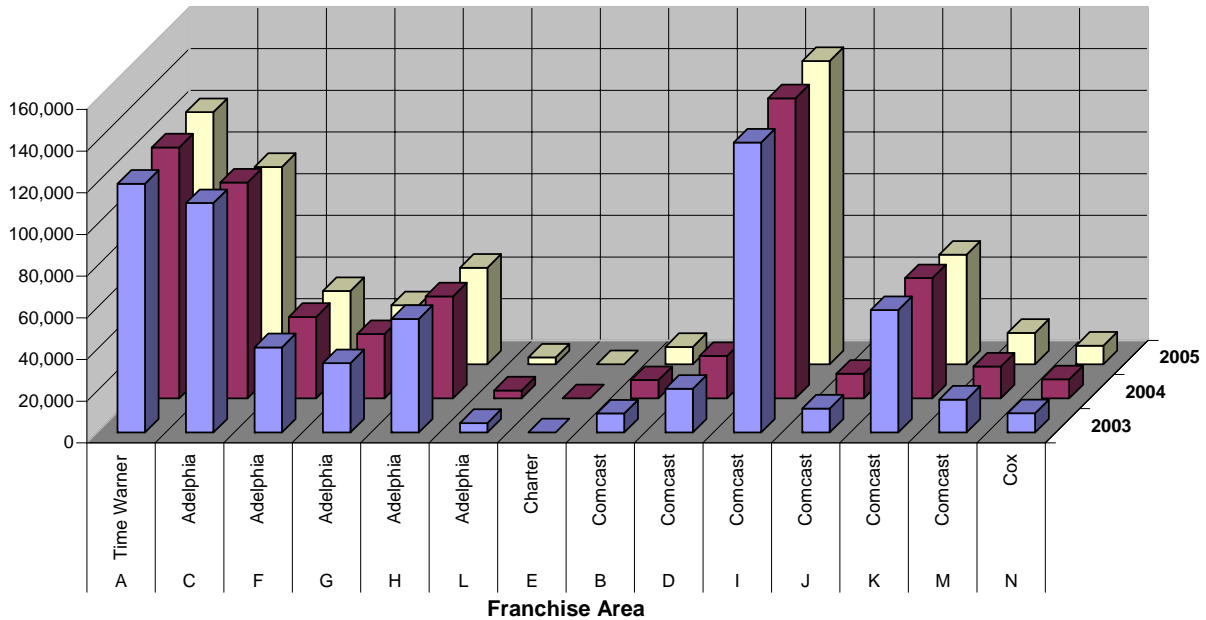


Figure 2

### No. 3 - Subscribers by Franchise Area

In calendar year 2005, Comcast Area I and Time Warner Area A experienced the only growth in subscribers with 1.02% and 0.44% respectively. All other Franchise Areas show a decrease in subscribers ranging from Comcast Area J at 0.81% decrease to Adelphia Area L with a 14.92% decrease from calendar year 2004. (see Figure 3)

**2005 Cable Television Provider Subscriber Count by Franchise Area**



<b>CABLE OPERATOR -Area</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>% chg. 04-05</b>
Time Warner-A	119,420	120,487	121,013	-2.23%
Adelphia - C	105,659	103,597	94,726	0.44%
Adelphia -F	36,557	39,123	35,143	-8.56%
Adelphia -G	29,031	30,844	28,312	-10.17%
Adelphia - H	51,185	48,964	46,349	-8.21%
Adelphia - L	4,524	3,826	3,255	-5.34%
Charter - E	66	66	61	-14.92%
Comcast - B	9,143	8,840	8,330	-7.58%
Comcast - D	20,991	20,389	19,647	-5.77%
Comcast - I	139,222	144,071	145,547	-3.64%
Comcast- J	11,533	11,845	11,749	1.02%
Comcast - K	58,804	57,716	52,568	-0.81%
Comcast- M	15,816	15,315	15,044	-8.92%
Cox - N	9,267	9,164	8,960	-1.77%
<b>Totals</b>	<b>611,218</b>	<b>614,247</b>	<b>590,704</b>	<b>-3.83%</b>

**Figure 3**

## No. 4 - 2005 Complaints by Franchise area

During the 2005 calendar year a total of 1,533 complaints were processed by the Consumer Services Section. Complaints related to incumbent cable operators accounted for 92% (1,411), while complaints from other video service companies accounted for 8% (122) of the 1533 complaints. (see Figure 4)

- Franchise Areas with the highest total complaints:

Cable Operator	Franchise Area	Total Complaints
Adelphia	Area C	401
Adelphia	Area H	232
Adelphia	Area G	199
Adelphia	Area F	191
Comcast	Area I	187

- Franchise Areas with the lowest total complaints:

Cable Operator	Franchise Area	Total Complaints
Charter	Area E	0
Cox	Area N	4
Comcast	Area B	5
Comcast	Area M	9
Adelphia	Area L	12
Comcast	Area J	19
Comcast	Area D	25
Comcast	Area K	54
Time Warner	Area A	73

2005 Complaints by Franchise Area

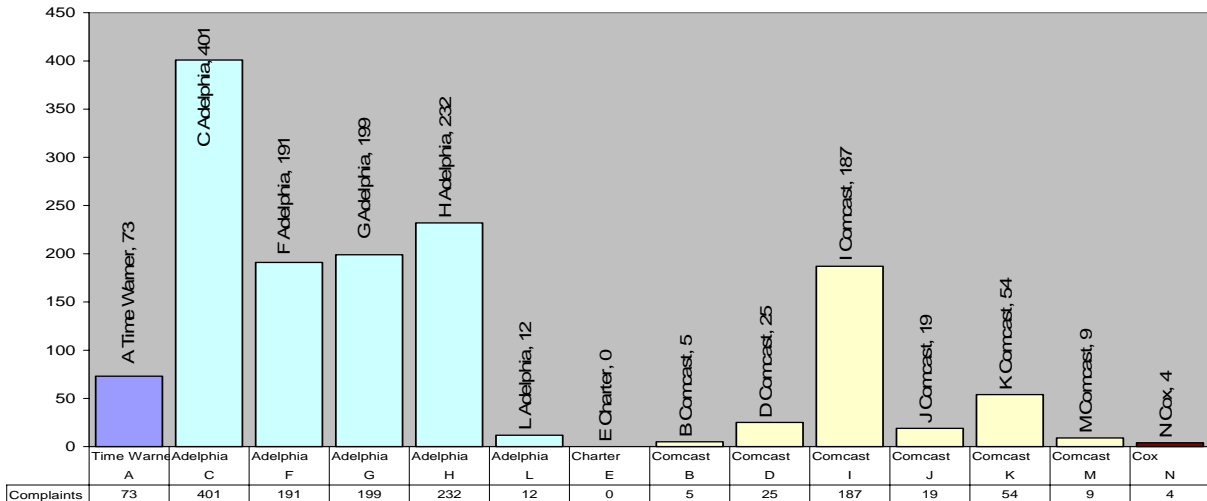


Figure 4

## No. 5 - 2003 – 2005 Complaints by Cable Operator

During the past three (3) years there has been a decrease in complaints for all Cable Operators, with the exception of Adelphia which had an increase this year. The Chart below shows a comparison of total complaints per cable provider in the City from 2003 to 2005. Adelphia had the highest number of complaints in 2005 with 1035, followed by Comcast with 299 and Time Warner with 73; Cox had 4 complaints. (see Figure 5)

**NOTE: Complaint totals include monopoly complaints for the following Areas: Area C – 5 total; Area I – 2 total; and Areas A, F, G, and H – 1 each. Monopoly complaints comprise less than 1% of the total complaints for the year.**

NUMBER OF COMPLAINTS 2003 - 2005 by Cable Company

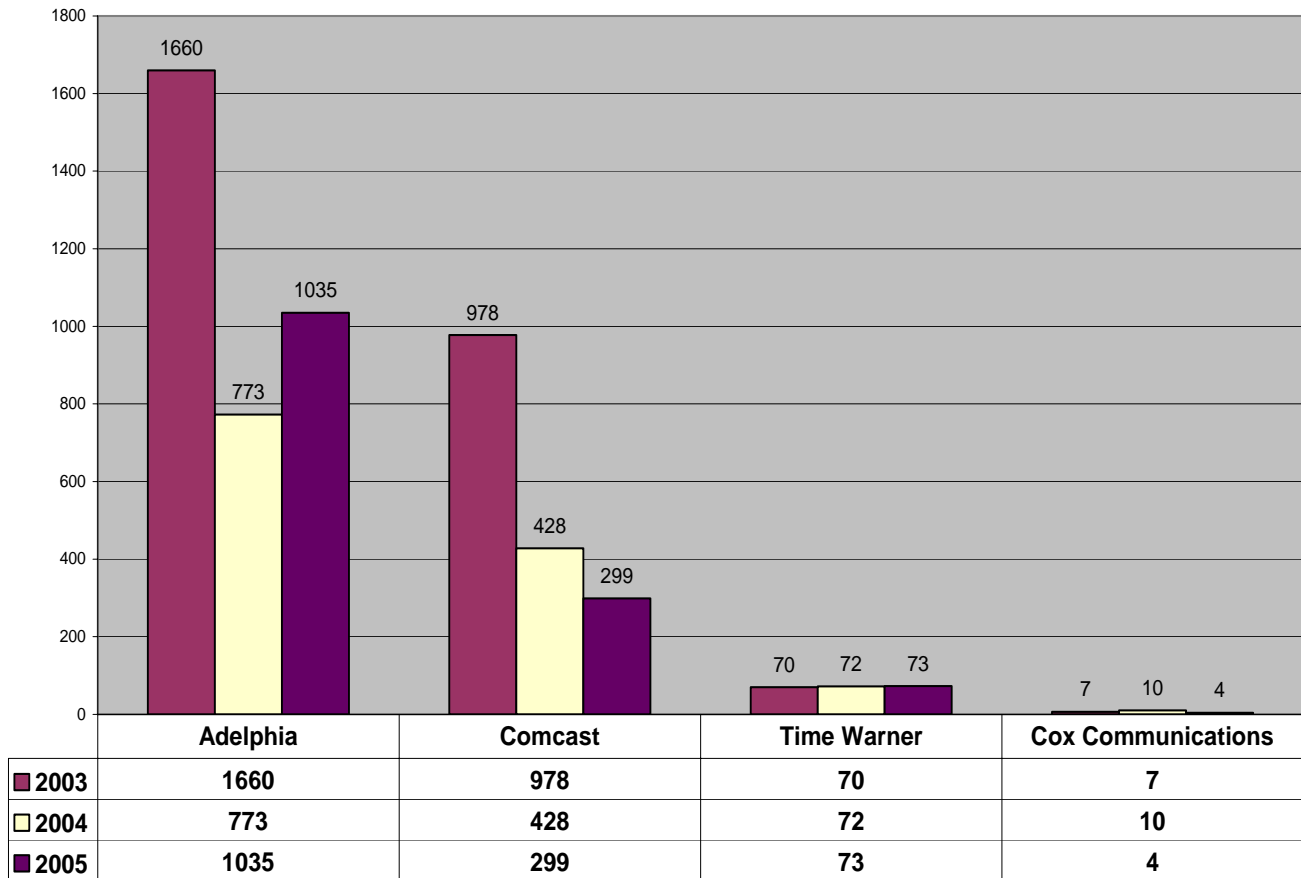
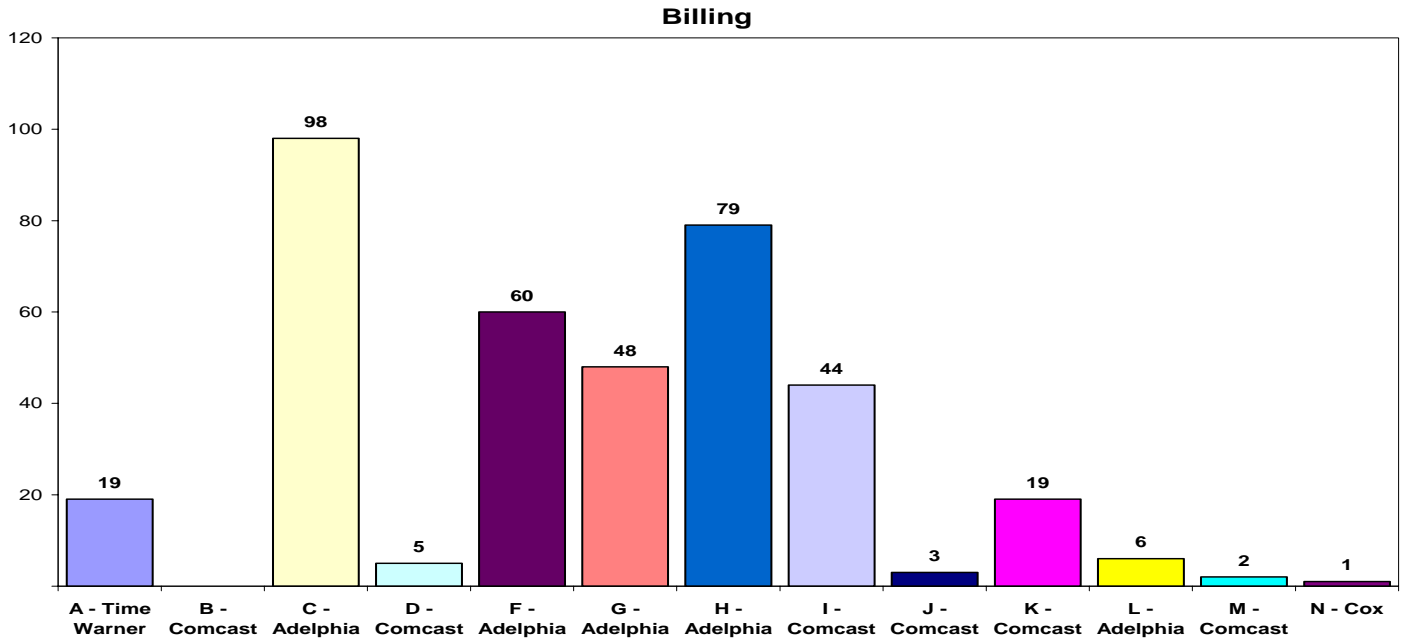
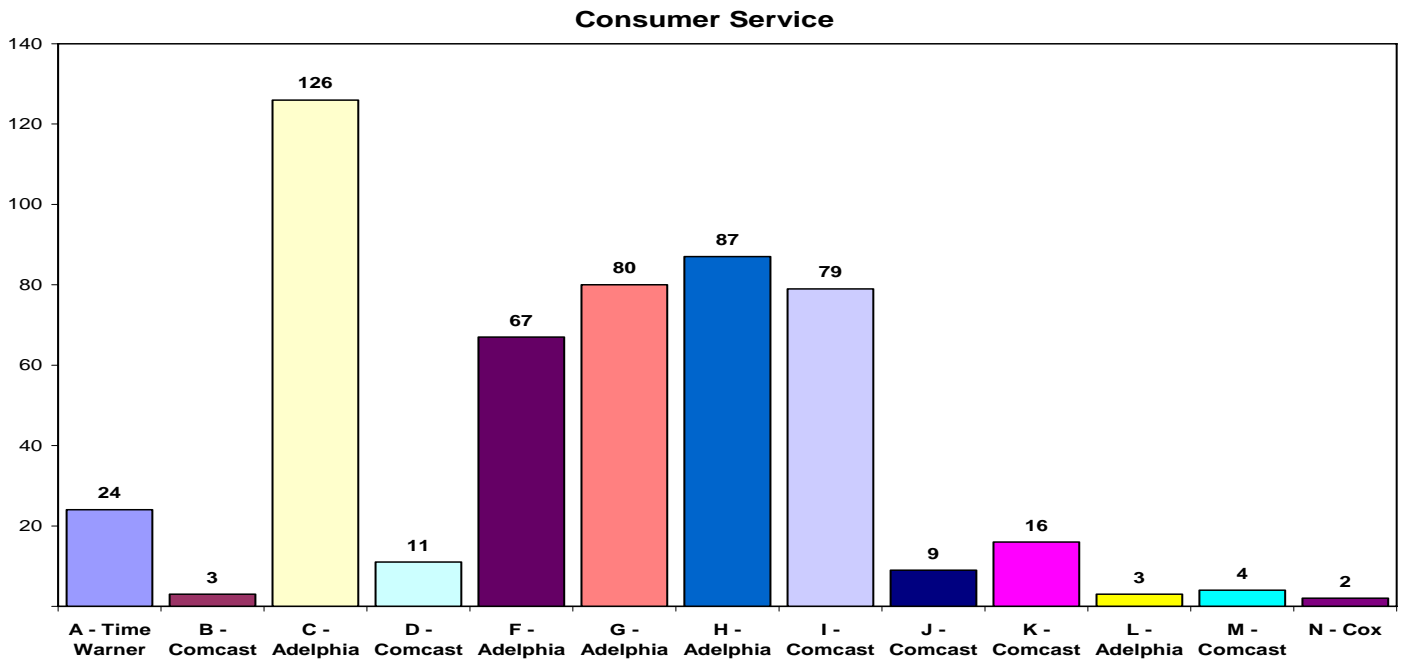


Figure 5

**No. 6 thru 9 - 2005 Number of Complaints by Category and Franchise Area**



**Figure 6**



**Figure 7**

### Miscellaneous

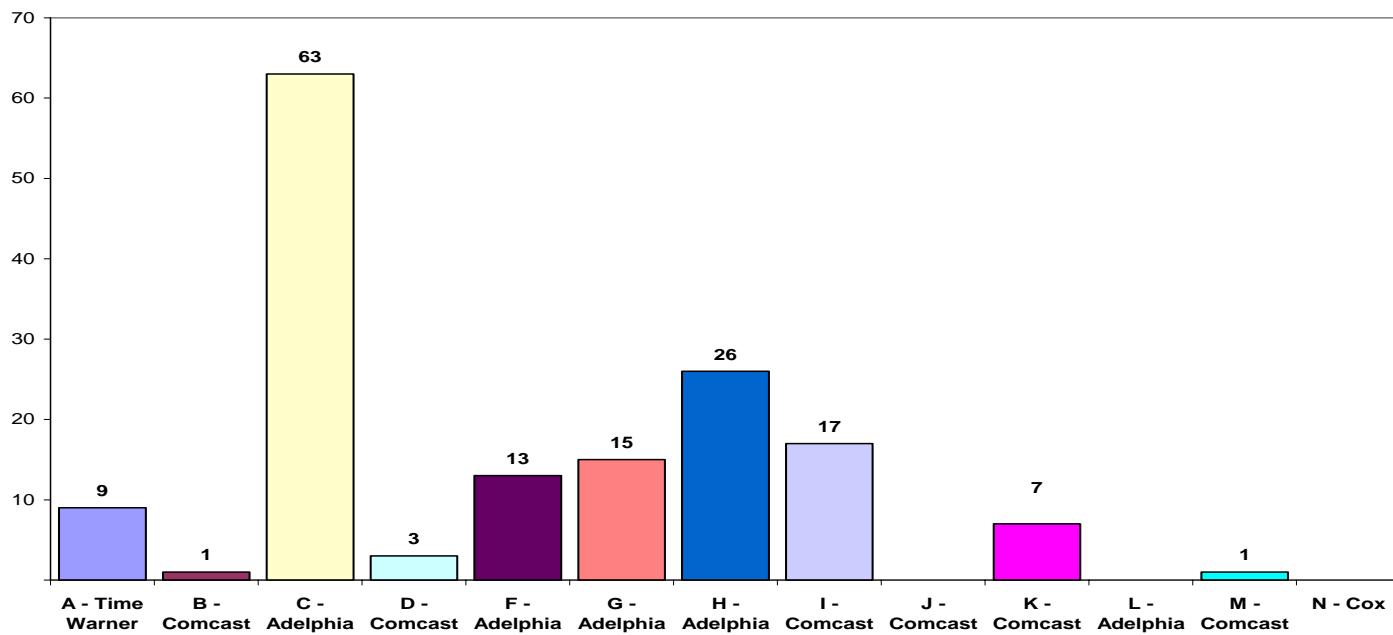


Figure 8

### Technical

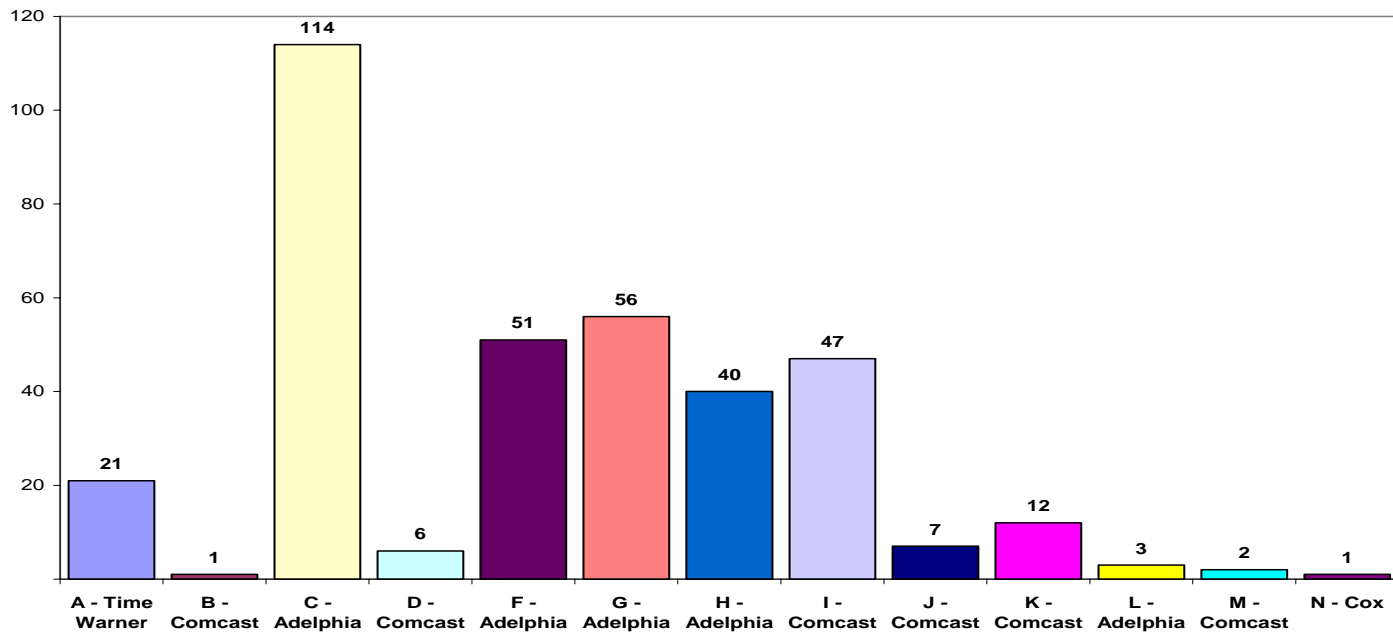
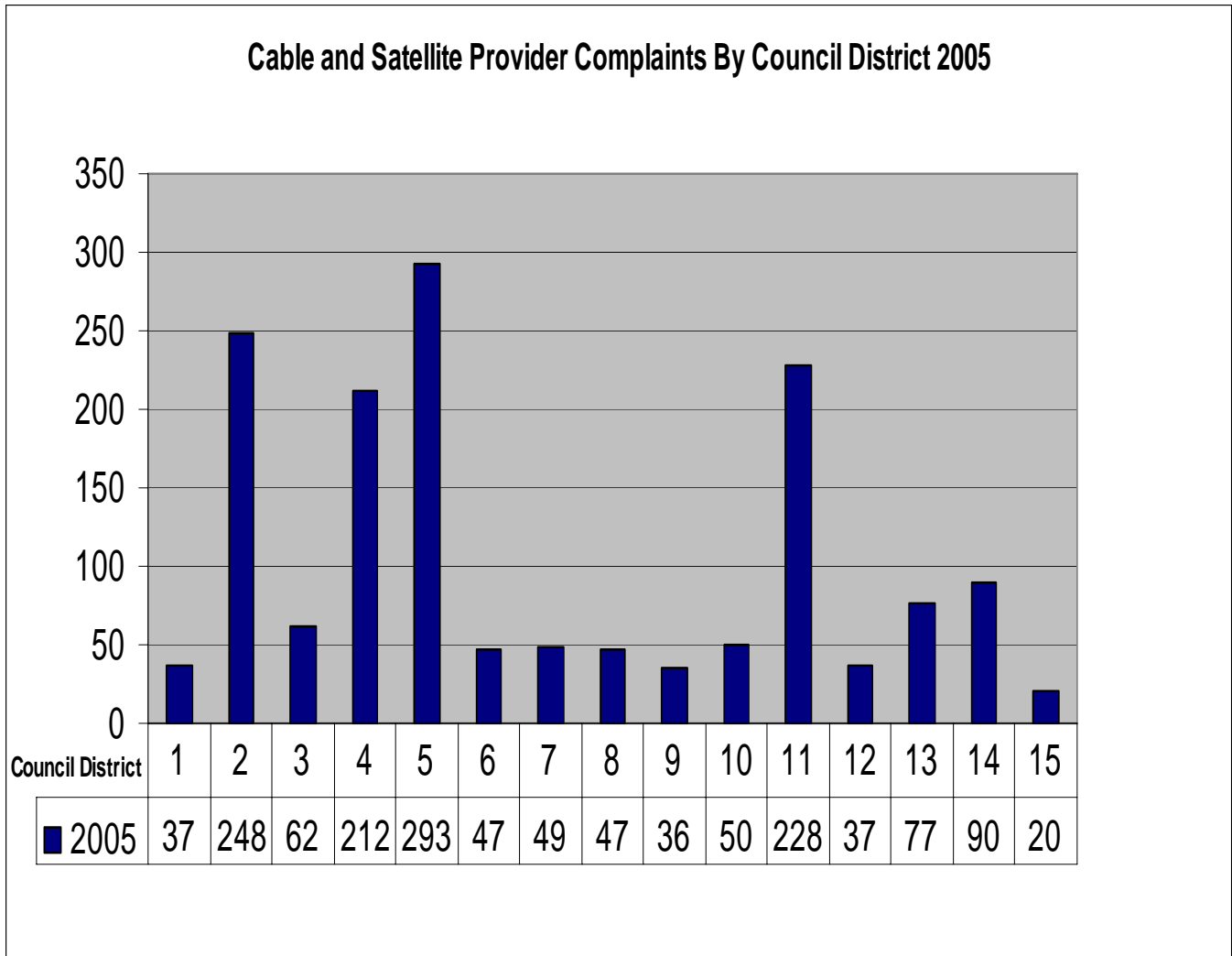


Figure 9

## No. 10 – 2005 Video Service Complaints by Council District

The chart below shows Video Service Complaints for each Council District for calendar year 2005. (see Figure 10)



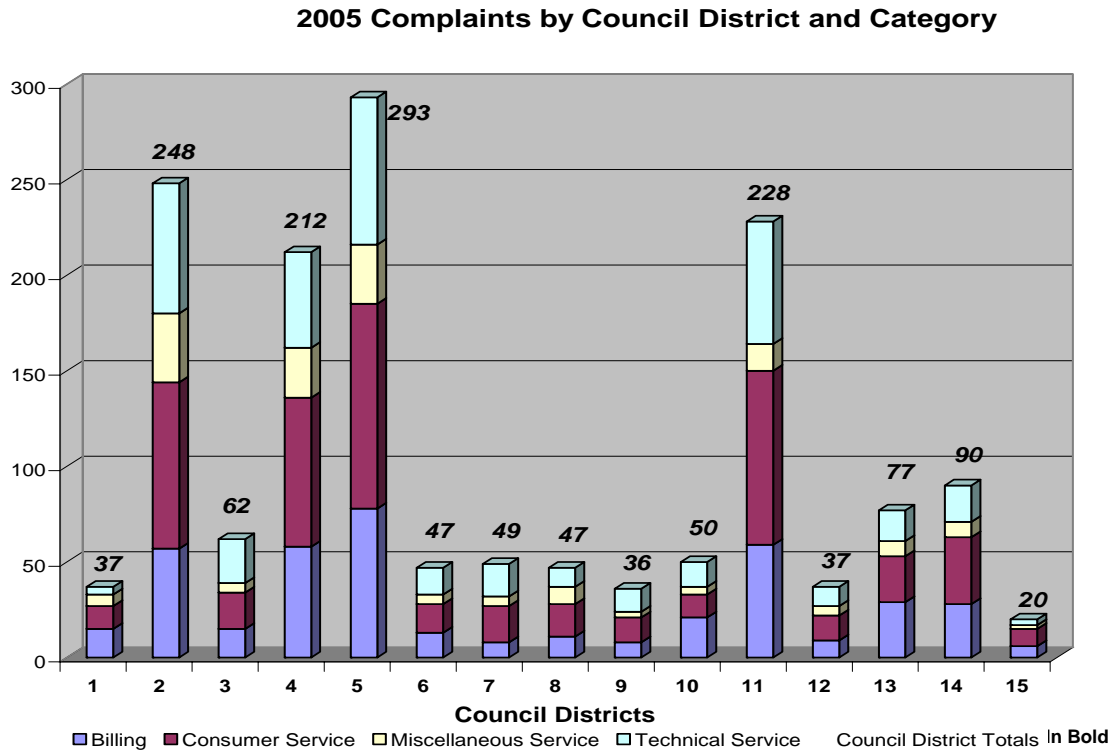
**Figure 10**

### Council Districts

- |                   |                        |                    |
|-------------------|------------------------|--------------------|
| 1. Ed P. Reyes    | 6. Tony Cardenas       | 11. Bill Rosendahl |
| 2. Wendy Greuel   | 7. Alex Padilla        | 12. Greg Smith     |
| 3. Dennis P. Zine | 8. Bernard C. Parks    | 13. Eric Garcetti  |
| 4. Tom LaBonge    | 9. Jan Perry           | 14. Jose Huizar    |
| 5. Jack Weiss     | 10. Herb J. Wesson Jr. | 15. Janice Hahn    |

## No. 11 – 2005 Video Service Complaints by Council District & Category

The chart below shows the Video Service complaints for each Council District by category for Calendar year 2005. (see Figure 11)



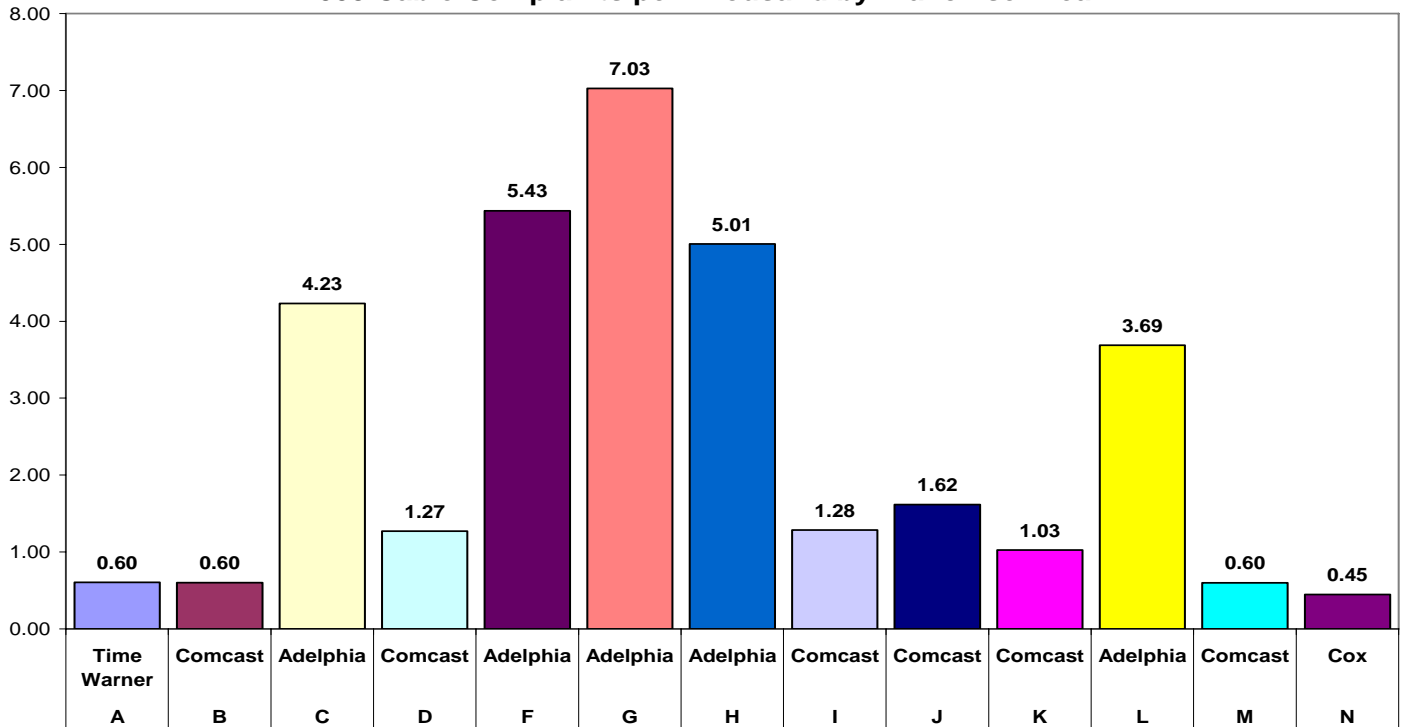
Category	Council Districts														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Technical Service	4	68	23	50	77	14	17	10	12	13	64	10	16	19	3
Miscellaneous Service	6	36	5	26	31	5	5	9	3	4	14	5	8	8	2
Consumer Service	12	87	19	78	107	15	19	17	13	12	91	13	24	35	9
Billing	15	57	15	58	78	13	8	11	8	21	59	9	29	28	6
<b>Council District Totals</b>	<b>37</b>	<b>248</b>	<b>62</b>	<b>212</b>	<b>293</b>	<b>47</b>	<b>49</b>	<b>47</b>	<b>36</b>	<b>50</b>	<b>228</b>	<b>37</b>	<b>77</b>	<b>90</b>	<b>20</b>

Figure 11

## No. 12 - 2005 Complaints Per-Thousand by Franchise Area

The City experienced a 9.98% increase in the total of number of cable television complaints in 2005, up to 1,411 from 1,283 complaints in 2004. Cox had the lowest complaint per thousand subscribers ratio with 0.45, followed by Comcast Area B (Sylmar), Comcast Area M (Wilmington), and Time Warner (Area A) all with 0.60 then Area K (South Los Angeles) with 1.03. Adelphia Area G (Sherman Oaks) recorded the highest complaint per thousand subscribers ratio with 7.03, followed by Adelphia Area F (West Los Angeles) with 5.43, and Adelphia Area H (Eagle Rock) with 5.01 complaints per-thousand subscribers. (see Figure 12)

2005 Cable Complaints per Thousand by Franchise Area



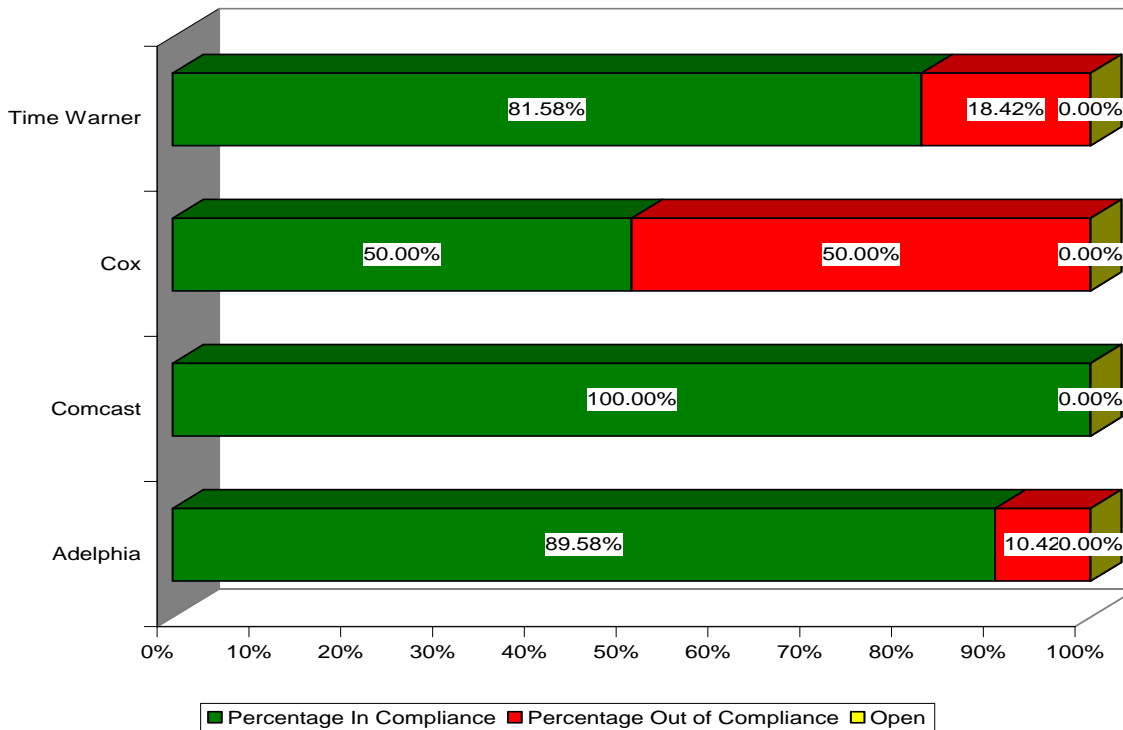
Cable Operator	Time Warner	Comcast	Adelphia	Comcast	Adelphia	Adelphia	Adelphia	Comcast	Comcast	Comcast	Adelphia	Comcast	Cox
Area	A	B	C	D	F	G	H	I	J	K	L	M	N
Complaints Per Thousand	0.60	0.60	4.23	1.27	5.43	7.03	5.01	1.28	1.62	1.03	3.69	0.60	0.45

Figure 12

## No. 13 – 2005 Cable Operators Complaint Resolution Statistics

- The Los Angeles City Multichannel Video Providers Consolidated Consumer Service Standards (Standards) establishes standards for complaint resolution and response time. The Standards state that a complaint must be verified and if possible, a resolution must occur within forty-eight (48) hours provided that the schedule or preferences of the person requesting installation have not been responsible for the delay; and in any event, resolution must occur within one (1) Business Week of notification to the Company.
- In 2005 Comcast was the highest in compliance with these standards at 100%, followed by Adelphia with 89.58% and Time Warner with 81.58%. (see Figure 13)

**2005 COMPLAINT RESOLUTION TIME STUDY BY CABLE PROVIDER**



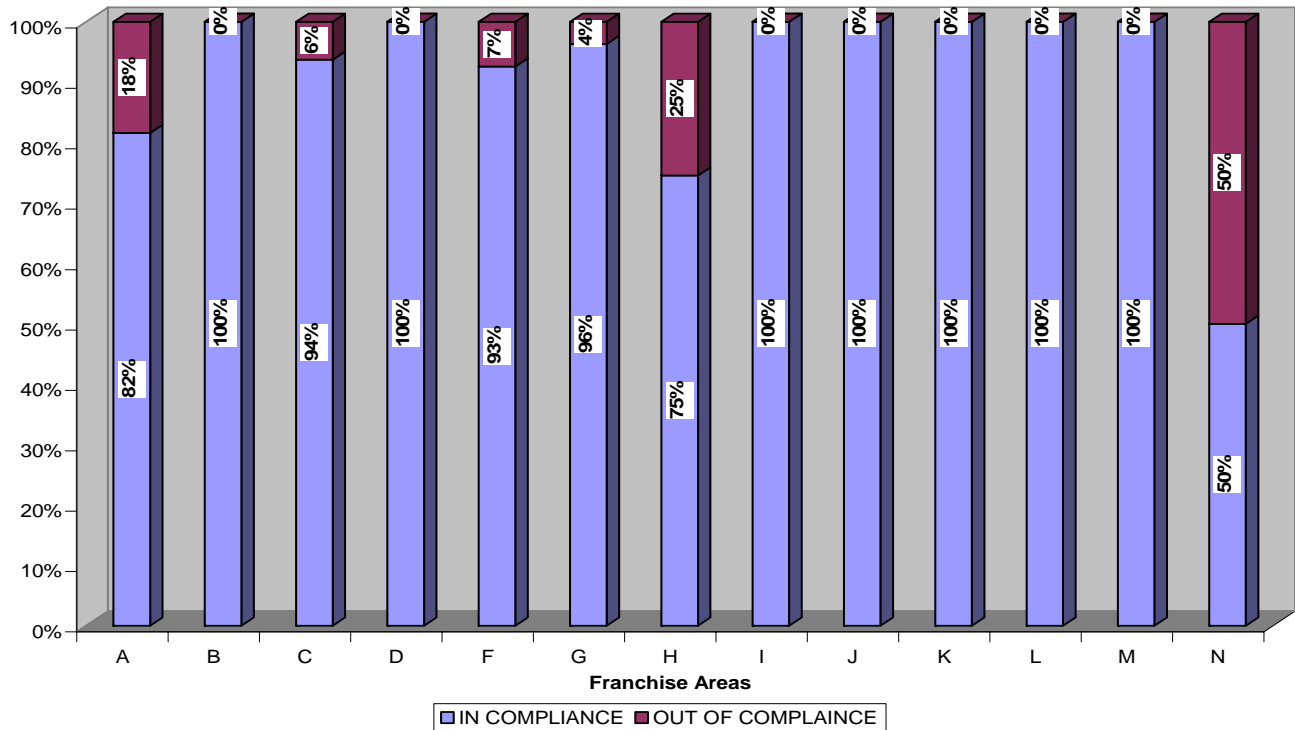
	Percentage In Compliance	Percentage Out of Compliance	Percentage Open
Time Warner	81.58%	18.42%	0%
Cox	50%	50%	0%
Comcast	100%	0%	0%
Adelphia	89.58%	10.42%	0%

**Figure 13**

## No. 14 – 2005 Percentage Resolution Compliance by Franchise Area

The franchise areas highest in compliance with the resolution standards were all of Comcast and Adelphia area L at 100%, followed by Adelphia Area G with 96%. Cox was the lowest Franchise Area in compliance with the resolution standards at 50%. (see Figure 14)

**2005 Percentage Resolution Compliance by Franchise Area**



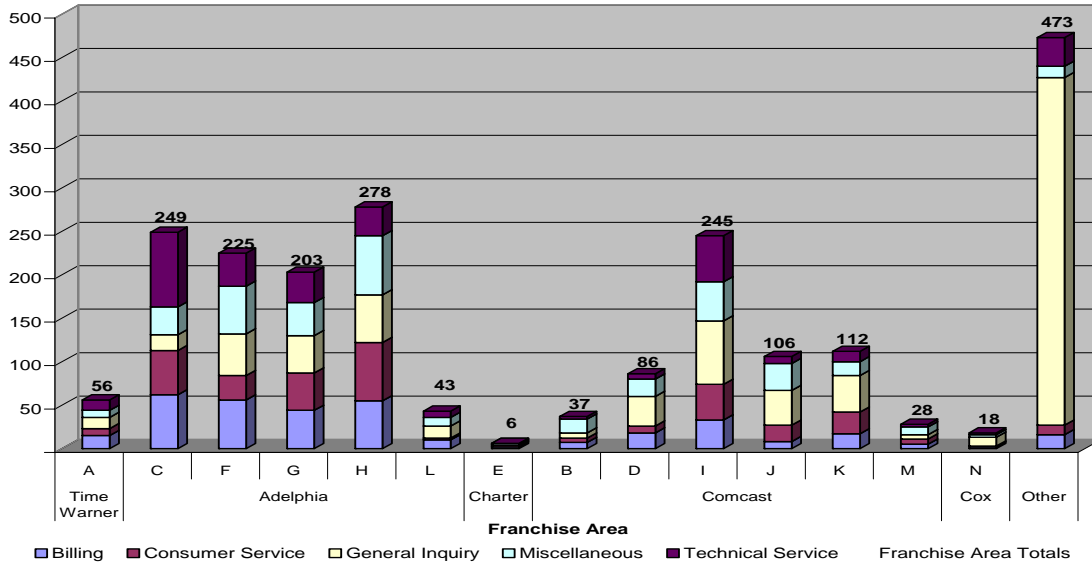
Franchise Area	Percentage In Compliance	Percentage Out of Compliance	Open Complaints
Time Warner - A	82%	18%	0%
Comcast - B	100%	0%	0%
Adelphia - C	94%	6%	0%
Comcast - D	100%	0%	0%
Adelphia - F	93%	7%	0%
Adelphia - G	96%	4%	0%
Adelphia - H	75%	25%	0%
Comcast - I	100%	0%	0%
Comcast - J	100%	0%	0%
Comcast - K	100%	0%	0%
Adelphia - L	100%	0%	0%
Comcast - M	100%	0%	0%
Cox - N	50%	50%	0%

**Figure 14**

## No. 15 - 2005 Video Service Inquiries by Franchise Area

- During the 2005 calendar year a total of 2,165 Video Service Inquiries were processed by the Consumer Services Section. Inquiries are informational calls handled by ITA related to the services offered by video providers.
- Inquiries are divided into five (5) main categories (Billing, Consumer Service, Miscellaneous, General Inquiry and Technical)

2005 Cable and Other Inquiries by Area and Type



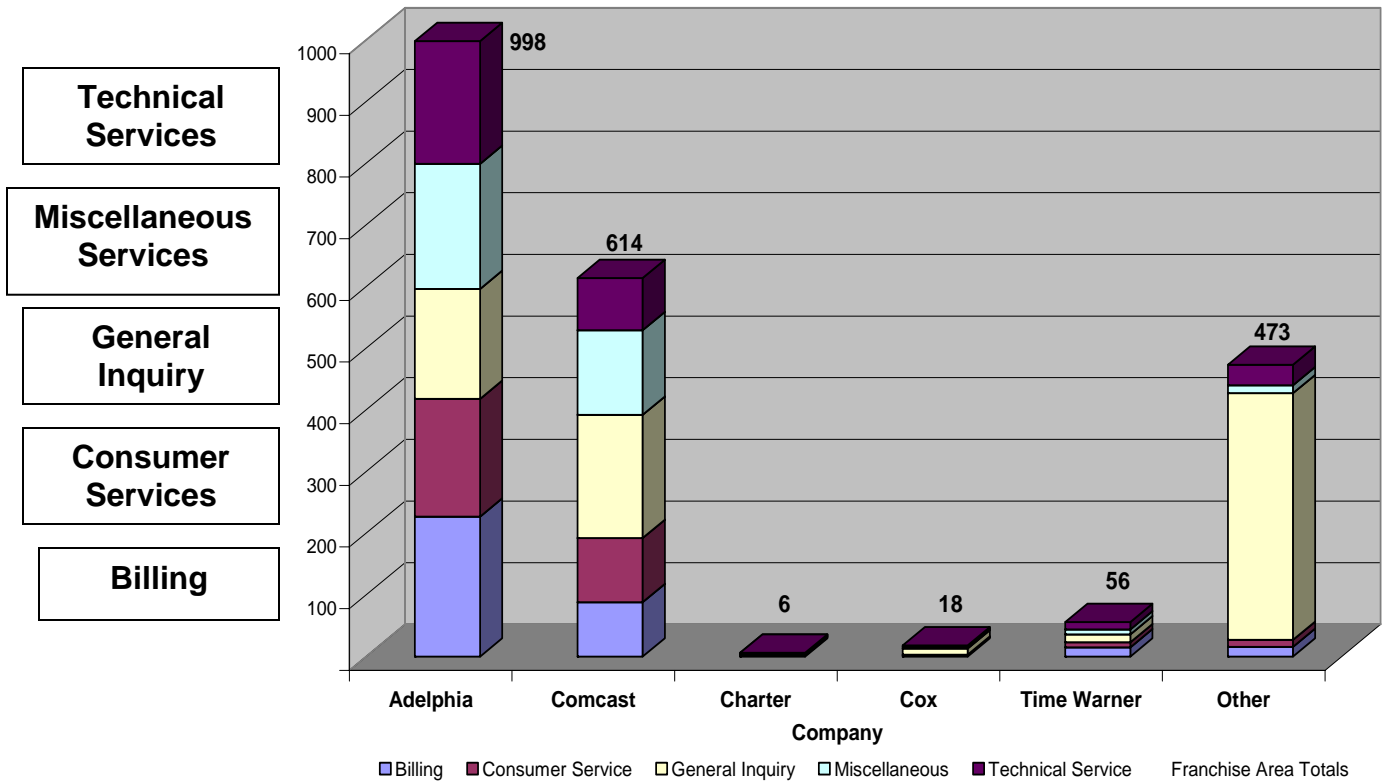
Type of Inquiry	Time Warner A	Adelphia					Charter E	Comcast						Cox N	Other	Totals
		C	F	G	H	L		B	D	I	J	K	M			
Technical Service	15	62	56	44	55	10	2	7	18	33	8	17	5	2	16	350
Miscellaneous	8	51	28	43	67	2	2	5	8	41	19	25	6	1	11	317
General Inquiry	13	18	48	43	55	14		6	34	73	40	42	5	10	400	801
Consumer Service	8	32	55	38	68	10	2	16	20	45	31	16	9	3	13	366
Billing	12	86	38	35	33	7		3	6	53	8	12	3	2	33	331
<b>Totals</b>	<b>56</b>	<b>249</b>	<b>225</b>	<b>203</b>	<b>278</b>	<b>43</b>	<b>6</b>	<b>37</b>	<b>86</b>	<b>245</b>	<b>106</b>	<b>112</b>	<b>28</b>	<b>18</b>	<b>473</b>	<b>2165</b>

Figure 15

- In 2005 General Inquiry was the highest category with 801 inquiries followed by Miscellaneous with 366 inquiries, Billing with 350 inquiries, Technical Services with 331 inquiries and Consumer Service with the lowest inquiries of 317 inquiries. (see figures 15 and 16)
- In calendar year 2005 the inquiries decreased approximately 48.5% from 2004 (4,207).
- There were a total of 1157 Spanish calls, including 692 Voice mail. In addition there were 15 documents that required Spanish Translation.

## No. 16 – Video Service Inquiries by Company

Video Service Inquiries by Company



	Adelphia	Comcast	Charter	Cox	Time Warner	Other	Total
Technical Services	199	85	0	2	12	33	331
Miscellaneous	203	137	2	3	8	13	366
General Inquiry	178	200	0	10	13	400	801
Consumer Service	191	104	2	1	8	11	317
Billing	227	88	2	2	15	16	350
<b>Total</b>	<b>998</b>	<b>614</b>	<b>6</b>	<b>18</b>	<b>56</b>	<b>473</b>	<b>2165</b>

Figure 16

EXHIBIT  
1  
COUNCIL MATRIX

## Exhibit 1 – Council Matrix

### CITY OF LOS ANGELES CABLE OPERATOR'S COUNCIL DISTRICT AND CABLE FRANCHISE MATRIX

Franchise Area			COUNCIL DISTRICT WITHIN FRANCHISE AREA														
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Area A	Time Warner	W San Fernando Valley			X		X	X					X				
Area B	Comcast	Sylmar							X								
Area C	Adelphia	E San Fernando Valley		X		X	X	X	X				X				
Area D	Comcast	Sunland/Tujunga		X				X	X								
Area E	Charter	Pacific Palisades										X					
Area F	Adelphia	W Los Angeles					X					X					
Area G	Adelphia	Sherman Oaks		X	X	X	X					X					
Area H	Adelphia	Eagle Rock	X			X								X	X		
Area I	Comcast	Hollywood/Wilshire	X			X	X				X	X	X		X		
Area J	Comcast	Westchester								X		X					
Area K	Comcast	South Central	X							X	X	X				X	
Area L	Adelphia	Boyle Height									X				X		
Area M	Comcast	Wilmington														X	
Area N	Cox	San Pedro														X	

### COUNCIL DISTRICT SERVED BY CABLE OPERATORS

Cable Operator	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Adelphia (C,F,G,H,L)	X	X	X	X	X	X	X		X		X	X	X	X	
Charter (E)											X				
Comcast (B,D,I,J,K,M)	X	X		X	X	X	X	X	X	X	X		X		X
Cox (N)															X
Time Warner (A)			X		X	X						X			
<b>Total Cable Operators in each Council District</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>

### Council Districts

- |                   |                        |                    |
|-------------------|------------------------|--------------------|
| 1. Ed P. Reyes    | 6. Tony Cardenas       | 11. Bill Rosendahl |
| 2. Wendy Greuel   | 7. Alex Padilla        | 12. Greg Smith     |
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| 4. Tom LaBonge    | 9. Jan Perry           | 14. Jose Huizar    |
| 5. Jack Weiss     | 10. Herb J. Wesson Jr. | 15. Janice Hahn    |

EXHIBIT  
2  
FRANCHISE AND COUNCIL  
MAP

## Exhibit 2 Franchise and Council Map

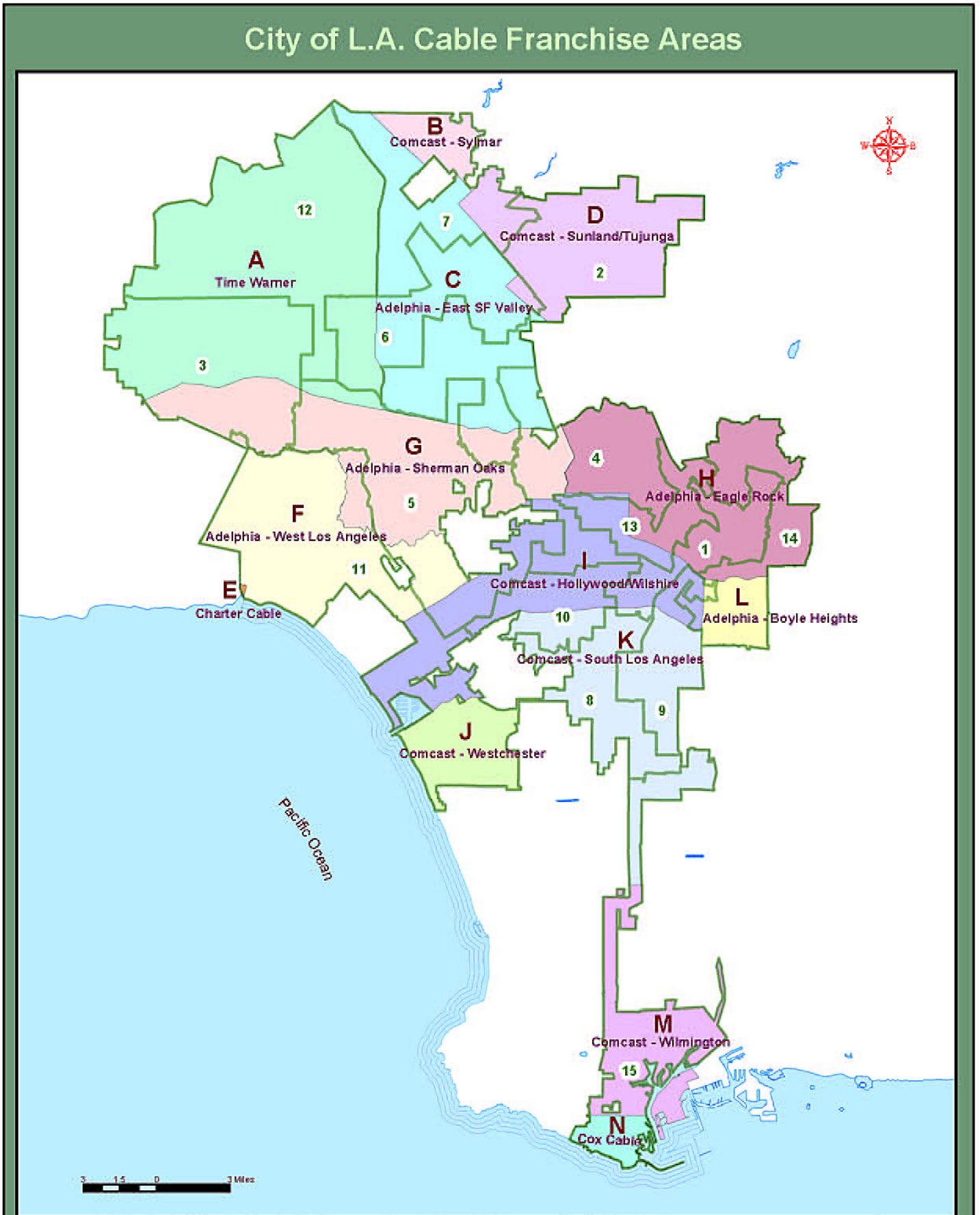


EXHIBIT  
3  
CONSUMER COMPLAINT PROCESS

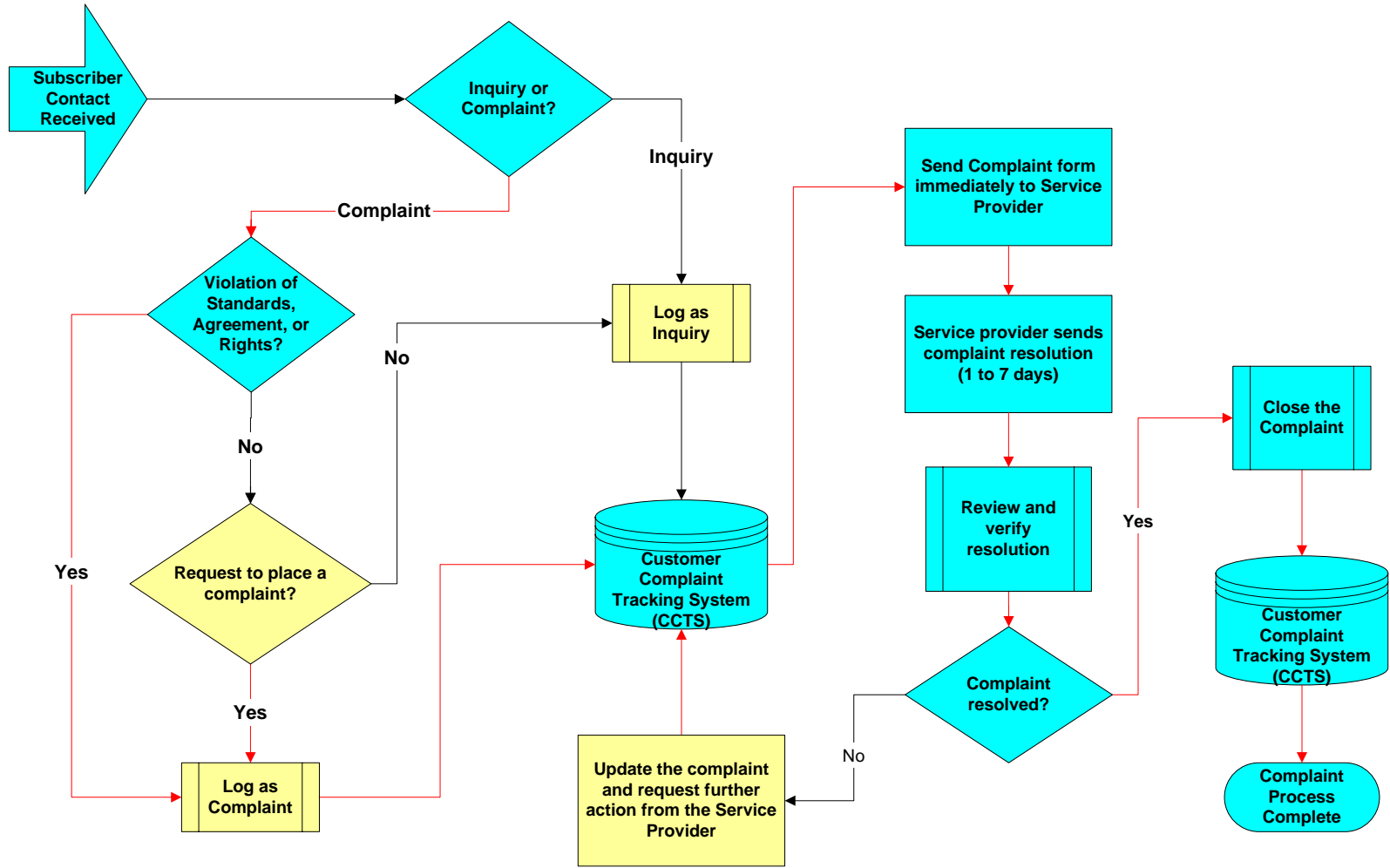


# Exhibit 3 Consumer Complaint Process

## Information Technology Agency

### Cable Franchise Division, Consumer Services Section

#### Consumer Complaint Process



Revised Date: 2/24/06

EXHIBIT  
4  
COMPLAINT STATISTICS  
2003-2005

### Exhibit 4 Cable Television Complaint Statistics

Area	Subscribers					Complaints					Complaints / 1000 subs				
	2003	2004	2005	% change 2003 - 2004	% change 2004 - 2005	2003	2004	2005	% change 2003 -2004	% change 2004 - 2005	2003	2004	2005	% change 2003 - 2004	% change 2004 - 2005
<b>A</b>	119,420	120,487	121013	0.89%	0.44%	70	72	73	2.86%	1.39%	0.59	0.60	0.60	2.86%	0.49%
<b>B</b>	9,143	8,840	8330	-3.31%	-5.77%	22	9	5	-59.09%	-44.44%	2.41	0.98	0.60	-59.09%	-42.54%
<b>C</b>	105,659	103,597	94726	-5.96%	-8.56%	328	176	401	-46.34%	127.84%	2.98	1.60	4.23	-46.34%	142.29%
<b>D</b>	20,991	20,389	19647	-2.87%	-3.64%	36	27	25	-25.00%	-7.41%	1.72	1.29	1.27	-25.00%	-4.67%
<b>E</b>	66	66	61	0.00%	-7.58%	0	0	0	0%	0%	0.00	0.00	0.00	0%	0%
<b>F</b>	36,557	39,123	35143	-4.40%	-10.17%	364	178	191	-51.10%	7.30%	8.89	4.35	5.43	-51.10%	12.24%
<b>G</b>	29,031	30,844	28312	-7.46%	-8.21%	394	177	199	-55.08%	12.43%	11.82	5.31	7.03	-55.08%	21.49%
<b>H</b>	51,185	48,964	46349	-10.23%	-5.34%	568	233	232	-58.98%	-0.43%	10.41	4.27	5.01	-58.98%	10.92%
<b>I</b>	139,222	144,071	145547	3.48%	1.02%	614	287	187	-53.26%	-34.84%	4.41	2.06	1.28	-53.26%	-37.04%
<b>J</b>	11,533	11,845	11749	2.71%	-0.81%	87	32	19	-63.22%	-40.63%	7.54	2.77	1.62	-63.22%	-42.19%
<b>K</b>	58,804	57,716	52568	-1.85%	-8.92%	184	59	54	-67.93%	-8.47%	3.13	1.00	1.03	-67.93%	-6.75%
<b>L</b>	4,524	3,826	3255	-16.84%	-14.92%	6	9	12	50.00%	33.33%	1.30	1.96	3.69	50.00%	60.34%
<b>M</b>	15,816	15,315	15044	-3.17%	-1.77%	35	14	9	-60.00%	-35.71%	2.21	0.89	0.60	-60.00%	-33.61%
<b>N</b>	9,267	9,164	8960	-1.11%	-2.23%	7	10	4	42.86%	-60.00%	0.76	1.08	0.45	42.86%	-59.55%
	<b>611,218</b>	<b>614,247</b>	<b>590,704</b>	<b>-2.16%</b>	<b>-3.83%</b>	<b>2715</b>	<b>1283</b>	<b>1411</b>	<b>-52.74%</b>	<b>9.98%</b>	<b>4.32</b>	<b>2.09</b>	<b>2.39</b>	<b>-51.70%</b>	<b>14.36%</b>

A - Time Warner  
 B - Comcast  
 C - Adelphia  
 D - Comcast

E - Charter  
 F - Adelphia  
 G - Adelphia  
 H - Adelphia

I - Comcast  
 J - Comcast  
 K - Comcast  
 L - Adelphia

M - Comcast  
 N - Cox