

REPLY AND IMPLEMENTATION SUMMARY

FOLLOW-UP REVIEW OF PROCEDURES RELATED TO CABLE SERVICE COMPLAINTS RE: HURRICANES CHARLEY, FRANCES AND JEANNE

#	RECOMMENDATION	RESPONSE	CURRENT STATUS	IMPLEMENTATION DATE	AUDITEE COMMENTS
1	The City staff reviewing the renewal of the cable television franchises should consider the cable operators' performance for compliance with the requirements of federal law and the City Code in relation to renewal of their franchises.	Concur	Implemented	February 2005	
2	The City staff reviewing the renewal of the cable television franchises should provide City residents, businesses and others an opportunity to contribute their opinions and experiences regarding cable services.	Concur	Implemented	Ongoing	While Audit and Evaluation (OAE) has routinely received telephoned cable complaints for resolution with cable providers, citizens may now also communicate their concerns through the City's web page. After resolution, OAE is now periodically forwarding informational copies of the complaint summaries to the Office of Legal Affairs. Finally, citizens will have additional opportunities to communicate cable service opinions during hearings for any Code changes.
3	The City staff reviewing renewal of the cable television franchises should consider drafting amendments to the City Code (Chapter 25) to provide more stringent service requirements such as backup and/or additional telephone lines and service representatives post disaster, and the possible use of dollar penalties as an enforcement mechanism.	Concur	Planned for Implementation	Conclusion of Negotiations	Appropriate revisions to City Code (Chapter 25) will be made after negotiations have been completed.