



# Agenda Report

April 3, 2000

**To:** CITY COUNCIL  
**From:** CITY MANAGER  
**Subject:** UPDATE OF CITY TELECOMMUNICATIONS ORDINANCE

## RECOMMENDATION

It is recommended that the City Council direct the City Attorney to prepare a Telecommunications Ordinance amending Title 18 of the Municipal Code to address new regulatory guidelines and technologies and implement expanded customer service requirements.

## BACKGROUND

Title 18 of the Municipal Code governs the City's regulation of cable TV systems. It was adopted in 1982 and amended in 1983 at approximately the same time as the City's grant of a cable TV franchise to Falcon Communications.

Much has changed since 1983. There are now multiple types of telecommunications services (including cable TV, Internet access, and data transmission) and service providers emerging. The Telecommunications Act of 1996 and related federal regulations guiding municipal authority over telecommunications service providers have changed to address these new services and providers. The need for telecommunications customer service standards in this new environment has also become apparent.

Staff recommends that the City Council direct the City Attorney to prepare an update to Title 18 at this time in recognition of the significant changes that have taken place in the telecommunications arena. An update to Title 18 should:

- Address the City's authority under federal guidelines to regulate and collect franchise or license fees from different types of telecommunications service providers (cable TV operators, open video system operators, and other telecommunications services providers) doing business in Pasadena

MEETING OF 4/3/2000

AGENDA ITEM NO. 7.B.1.

- Facilitate maximum control of public rights-of-way in light of current federal and state regulations
- Incorporate customer service standards for telecommunications service providers based on federal and state regulatory guidelines and industry best practices. Proposed standards are attached.

Staff believes it also is appropriate to update Title 18 at this time given:

- The City's upcoming renewal of Charter Communications' cable TV franchise
- Recent certification by the FCC of an open video system provider named Western Integrated Network System (WINS), which has indicated plans to make video services available to Pasadena, and other Southern California, residents in the future
- The increasing number of telecommunications service providers building infrastructure to provide services in the city.

#### **FISCAL IMPACT**

An updated Telecommunications Ordinance will provide the mechanism for collection of franchise or license fees from telecommunications service providers in Pasadena.

Respectfully submitted,



CYNTHIA J. KURTZ  
City Manager

Prepared by:



Lori B. Sandoval  
Technical Planning Manager

Approved by:



Robert K. Person  
Assistant to the City Manager/  
Information Technology Administrator