

**AGENDA REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION
Tuesday, August 6, 2019
7:00 p.m. at 150 S. Los Robles Ave., Suite 101**

BOARD OF DIRECTORS

Ann Marie Hickambottom (District 1)
Vacant (District 2)
Anna Hawkey Jablonski (District 3)
Perry Helm (District 4)
Yuny Parada (District 5)
Ken Chawkins, Vice President (District 6)
Sally Howell, President (District 7)
Gail Schaper-Gordon, Treasurer (Mayor's Representative)
Lisa Derderian (City Manager's Representative)
Beth Leyden, Secretary (PUSD Representative)
Alexander Boekelheide (PCC Representative)

STAFF

George Falardeau, Executive Director CEO
Chris Miller, Chief Operations Officer
Bobbie Ferguson, Head of Production
Aaron Wheeler, Head of Community Development
Liza Rodriguez, Office Administrator/Asst. to the Executive Director CEO

MISSION STATEMENT

The Pasadena Community Access Corporation is dedicated to the community access function of the Pasadena Telecommunications system and shall be operated exclusively for charitable, scientific, literary and educational purposes. In fulfilling these purposes, the corporation shall strive to achieve communication, facilitation, and development of media skills toward the ends of self-expression and community cohesion and improvement.

Item on the agenda may not be called in order listed.

Agendas and supporting documents are available on the Internet at
<http://www.pasadenamedia.org>

Materials related to an item on this Agenda submitted to Pasadena Media after distribution of agenda packet are available for public inspection in the Pasadena Media Administrative office at 150 S. Los Robles Avenue, Suite 101, Pasadena, during normal business hours.

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact PCAC at (626) 794-8585. Notification 24 hours prior to the meeting will enable PCAC to make reasonable arrangements to assure accessibility to this meeting.

DISTRIBUTION:

PCAC Board of Directors
City Council
City Manager
City Attorney
City Clerk
Central Library
Public Information Officer

Los Angeles Times
Pasadena Independent
Pasadena Journal
Pasadena Now
Pasadena Star News
Pasadena Weekly
La Opinión

**NOTICE OF REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION (PCAC)
BOARD OF DIRECTORS**

NOTICE IS HEREBY GIVEN that a regular meeting of the Pasadena Community Access Corporation (PCAC) Operating Company (dba Pasadena Media) is scheduled for **Tuesday, August 6, 2019**, starting at **7:00 p.m.**, at **Pasadena Community Access Corporation** located at **150 S. Los Robles Ave., Ste. 101, Pasadena, CA 91101**.

AGENDA

PUBLIC MEETING

- INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL
- APPROVAL OF JUNE 4, 2019 BOARD MEETING
 - Motion to Approve
- PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA - Please limit comments to three minutes each.
- TREASURER REPORT
- EXECUTIVE DIRECTOR REPORT
- OLD BUSINESS
- NEW BUSINESS
- ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF
- ADJOURNMENT

Sally Howell, President, PCAC Board of Directors

I HEREBY CERTIFY that this notice, in its entirety, was posted on both the Council Chambers Bulletin Board, Room 247, and the Information Kiosk (in the rotunda area), at City Hall, 100 N. Garfield Ave., Pasadena, CA, in Pasadena Community Access Corporation Suite 101, and a copy was distributed to the Central Library for posting on the 1st day of Aug, 2019.

Liza Rodriguez, Office Administrator

PASADENA COMMUNITY ACCESS CORPORATION (PCAC)

MINUTES FOR THE REGULARLY SCHEDULED MEETING OF THE PCAC BOARD OF DIRECTORS FOR JUNE 4, 2019.

MEETING HELD AT PCAC, 150 S. LOS ROBLES AVE., SUITE 101, PASADENA, CALIFORNIA, 91101

REGULAR MEETING

1. INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL

Vice Chair Sally Howell called the meeting to order at 7:01 p.m.

Board Members Present, Absent, or Late, at the time of the call to order:

Ann Marie Hickambottom, District 1, absent
District 2 (vacant)
Robert Oltman, District 3, present
Perry Helm, District 4, present
Yuny Parada, District 5, present
Ken Chawkins, District 6, present
Sally Howell, Vice-Chair, District 7, present
Gail Schaper-Gordon, Treasurer, Mayor's Representative, present
Beth Leyden, Secretary, PUSD Representative, present
Alexander Boekelheide, PCC Representative, present
Lisa Derderian, City/City Manager Representative, present

Staff:

George Falardeau, Executive Director/CEO, present
Chris Miller, Chief Operations Officer, present
Javan Rad, Chief Assistant City Attorney, present

No public comment

2. APPROVAL OF MINUTES FOR MARCH 5, 2019 BOARD MEETING AND MAY 7, 2019 BOARD MEETING

Motion to approve by Schaper-Gordon, second by Boekelheide. All in favor.

3. PUBLIC COMMENT

No public comment.

4. TREASURER'S REPORT

Presented by Schaper-Gordon per Board agenda packet. Information item only.
No action. No public comment.

5. EXECUTIVE DIRECTOR'S REPORT

As presented by ED Falardeau and staff, per Board agenda packet. Information item only. No public comment.

6. OLD BUSINESS

None

7. NEW BUSINESS

FY20 PCAC BOARD OFFICER NOMINATIONS AND ELECTION – ACTION ITEM

- The following officers for the FY2019-20 PCAC Board Officers were voted on individually:
 - Chair: Sally Howell, Moved by Schaper-Gordon, Second by Chawkins. All in favor.
 - Vice Chair: Ken Chawkins, Moved by Shaper-Gordon, Second by Boekelheide. All in favor.
 - Treasurer: Gail Shaper-Gordon, Moved by Leyden, Second by Boekelheide. Shaper-Gordon accepts. All in favor.
 - Secretary: Beth Leyden, Moved by Boekelheide, Second by Shaper-Gordon. All in favor.

No public comment.

8. ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF

- There will be no July, 2019 Board Meeting (Executive Action by new Board Chair, Howell).
- Miscellaneous announcements by Board Members and Staff.

9. ADJOURNMENT

- Motion to adjourn by Boekelheide in honor of Bob Oltman, Second by Oltman. Meeting adjourned at 7:53 p.m.

FUTURE MEETING DATES

- August 6, 2019

Pasadena Community Access Corporation		
Statement of Financial Position		
As of June 30, 2019		
	Total	
	As of Jun 30, 2019	As of Jun 30, 2018 (PP)
ASSETS		
Current Assets		
Bank Accounts		
1010 Petty Cash	200	200
1120 Bank of America Checking (1018)	196,399	145,188
1130 Bank of America Capital - Restricted (9451)	227,280	84,702
1150 Pex Debit Card	0	10,689
1160 Paypal	1,260	0
1170 PFCU Savings (7181)	75,247	100,202
Total Bank Accounts	\$ 500,386	\$ 340,982
Accounts Receivable		
1200 Accounts Receivable	2,288	820
Total Accounts Receivable	\$ 2,288	\$ 820
Other Current Assets		
1190 Undeposited Funds	950	0
1210 Other Receivables	0	18,263
1300 Prepaid Expenses	-271	6,728
1330 Prepaid Insurance	0	11,377
Total Other Current Assets	\$ 679	\$ 36,368
Total Current Assets	\$ 503,352	\$ 378,170
Fixed Assets		
1600 Production Equipment	340,561	340,369
1635 Leasehold Improvements	93,898	93,898
1650 Accumulated Depreciation	-251,511	-251,511
Total Fixed Assets	\$ 182,947	\$ 182,756
Other Assets		
1800 Security Deposit	1,000	1,000
Total Other Assets	\$ 1,000	\$ 1,000
TOTAL ASSETS	\$ 687,300	\$ 561,925
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Credit Cards		
2050 Chase Visa Credit Card	5,520	
2060 Divvy Credit Card	-377	
Total Credit Cards	\$ 5,144	\$ 0
Other Current Liabilities		
2100 Payroll Liabilities	17,538	21,010
2200 Accrued Vacation	20,538	20,538
2400 Accrued Liabilities	8,000	11,226
2800 Deferred Income	223,457	80,879
Total Other Current Liabilities	\$ 269,533	\$ 133,654
Total Current Liabilities	\$ 274,676	\$ 133,654
Total Liabilities	\$ 274,676	\$ 133,654
Equity		
3000 Opening Bal Equity	-35,402	-36,271
3100 Retained Earnings	464,542	464,542
Net Income	-16,517	
Total Equity	\$ 412,623	\$ 428,271
TOTAL LIABILITIES AND EQUITY	\$ 687,300	\$ 561,925
Friday, Aug 02, 2019 04:25:13 PM GMT-7 - Accrual Basis		

Pasadena Community Access Corporation		
Statement of Financial Position		
As of July 31, 2019		
	Total	
	As of Jul 31, 2019	As of Jun 30, 2019 (PP)
ASSETS		
Current Assets		
Bank Accounts		
1010 Petty Cash	200	200
1120 Bank of America Checking (1018)	360,980	196,399
1130 Bank of America Capital - Restricted (9451)	275,741	227,280
1160 Paypal	1,784	1,260
1170 PFCU Savings (7181)	75,247	75,247
Total Bank Accounts	\$ 713,953	\$ 500,386
Accounts Receivable		
1200 Accounts Receivable	720	2,288
Total Accounts Receivable	\$ 720	\$ 2,288
Other Current Assets		
1190 Undeposited Funds	0	950
1300 Prepaid Expenses	-271	-271
1330 Prepaid Insurance	0	0
Payroll Refunds	0	
Total Other Current Assets	-\$ 271	\$ 679
Total Current Assets	\$ 714,402	\$ 503,352
Fixed Assets		
1600 Production Equipment	340,561	340,561
1635 Leasehold Improvements	93,898	93,898
1650 Accumulated Depreciation	-251,511	-251,511
Total Fixed Assets	\$ 182,947	\$ 182,947
Other Assets		
1800 Security Deposit	1,000	1,000
Total Other Assets	\$ 1,000	\$ 1,000
TOTAL ASSETS	\$ 898,349	\$ 687,300
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Credit Cards		
2050 Chase Visa Credit Card	4,455	5,520
2060 Divvy Credit Card	-485	-377
Total Credit Cards	\$ 3,970	\$ 5,144
Other Current Liabilities		
2100 Payroll Liabilities	11,052	17,538
2200 Accrued Vacation	20,538	20,538
2400 Accrued Liabilities	8,000	8,000
2800 Deferred Income	271,918	223,457
Total Other Current Liabilities	\$ 311,508	\$ 269,533
Total Current Liabilities	\$ 315,478	\$ 274,676
Total Liabilities	\$ 315,478	\$ 274,676
Equity		
3000 Opening Bal Equity	-35,402	-35,402
3100 Retained Earnings	448,025	448,025
Net Income	170,248	
Total Equity	\$ 582,871	\$ 412,623
TOTAL LIABILITIES AND EQUITY	\$ 898,349	\$ 687,300
Friday, Aug 02, 2019 04:25:44 PM GMT-7 - Accrual Basis		

Pasadena Community Access Corporation

Pro Forma P&L - June 2019

FY 2019 YTD Actual vs FY 2019 Revised Budget

		vs. 12 mo. Budget			vs. Full Year Budget		
	YTD Actual	YTD Budget	\$	%	2019 Budget	\$	%
Income							
City of Pasadena	910,000	910,000	-	0.0%	910,000	-	0.0%
Contributions & Grants	3,558	8,000	(4,442)	-55.5%	8,000	(4,442)	-55.5%
Production Services	31,944	38,500	(6,556)	-17.0%	38,500	(6,556)	-17.0%
Program Services	8,276	10,000	(1,724)	-17.2%	10,000	(1,724)	-17.2%
Other Revenue	1,565	300	1,265	421.6%	300	1,265	421.6%
Total Income	955,343	966,800	(11,457)	-1.2%	966,800	(11,457)	-1.2%
Expenses							
Payroll Expenses	570,746	575,645	4,899	0.9%	575,645	4,899	0.9%
Payroll Taxes	48,844	48,930	86	0.2%	48,930	86	0.2%
Employee Benefits	94,259	106,075	11,816	11.1%	106,075	11,816	11.1%
Occupancy Expenses	177,991	182,882	4,891	2.7%	182,882	4,891	2.7%
Accounting & Audit	13,609	12,999	(610)	-4.7%	12,999	(610)	-4.7%
Advertising & Marketing	2,808	3,600	792	22.0%	3,600	792	22.0%
Automobile Expense	646	1,450	804	55.4%	1,450	804	55.4%
Bank & Payroll Processing Fees	1,564	1,500	(64)	-4.3%	1,500	(64)	-4.3%
Board Materials & Expenses	101	120	19	15.8%	120	19	15.8%
Cable Drop Fees	1,501	4,274	2,773	64.9%	4,274	2,773	64.9%
Contract Labor	1,130	3,500	2,370	67.7%	3,500	2,370	67.7%
Dues and Subscriptions	2,300	2,270	(30)	-1.3%	2,270	(30)	-1.3%
Legal & Professional Fees	29,020	28,000	(1,020)	-3.6%	28,000	(1,020)	-3.6%
Licenses, Permits & Other Fees	154	154	-	0.0%	154	-	0.0%
Meals & Entertainment	1,578	1,500	(78)	-5.2%	1,500	(78)	-5.2%
Office Expense	4,537	9,100	4,563	50.1%	9,100	4,563	50.1%
Production Expense	15,967	15,000	(967)	-6.4%	15,000	(967)	-6.4%
Professional Development	2,729	2,000	(729)	-36.4%	2,000	(729)	-36.4%
Travel & Lodging	2,377	4,000	1,623	40.6%	4,000	1,623	40.6%
Total Expenses	971,860	1,002,999	31,139	3.1%	1,002,999	31,139	3.1%
Net Operating Income	(16,517)	(36,199)	19,682	-54.4%	(36,199)	19,682	-54%
PEG Capital Income Recognized	0	200,000	(200,000)	-100.0%	200,000	(200,000)	-100.0%
PEG Capital Equipment Expense	0	200,000	200,000	100.0%	200,000	(200,000)	-100.0%

Pasadena Community Access Corporation

Pro Forma P&L - July 2019

FY 2020 YTD Actual vs FY 2020 Adopted Budget

		vs. 1 mo. Budget			vs. Full Year Budget		
	YTD Actual	YTD Budget	\$	%	2019 Budget	\$	%
Income							
City of Pasadena	241,750	241,750	-	0.0%	967,000	(725,250)	-75.0%
Contributions & Grants	890	667	223	33.5%	8,000	(7,110)	-88.9%
Production Services	1,600	1,533	67	4.3%	36,400	(34,800)	-95.6%
Program Services	472	600	(128)	-21.3%	12,000	(11,528)	-96.1%
Other Revenue	-	83	(83)	-100.0%	1,000	(1,000)	-100.0%
Total Income	244,712	244,633	79	0.0%	1,024,400	(779,688)	-76.1%
Expenses							
Payroll Expenses	44,166	44,543	377	0.8%	579,055	534,889	92.4%
Payroll Taxes	3,427	3,920	492	12.6%	50,957	47,530	93.3%
Employee Benefits	7,318	17,421	10,103	58.0%	111,110	103,792	93.4%
Occupancy Expenses	16,716	17,302	586	3.4%	201,847	185,131	91.7%
Accounting & Audit	450	450	-	0.0%	13,113	12,663	96.6%
Advertising & Marketing	93	300	207	69.0%	3,600	3,507	97.4%
Automobile Expense	50	121	71	58.6%	1,450	1,400	96.6%
Bank & Payroll Processing Fees	169	125	(44)	-35.4%	1,500	1,331	88.7%
Board Materials & Expenses	10	10	0	0.1%	120	110	91.7%
Cable Drop Fees	101	356	255	71.7%	4,274	4,173	97.6%
Contract Labor	120	208	88	42.4%	2,500	2,380	95.2%
Dues and Subscriptions	-	-	-		2,300	2,300	100.0%
Legal & Professional Fees	-	-	-		20,000	20,000	100.0%
Licenses, Permits & Other Fees	-	-	-		154	154	100.0%
Meals & Entertainment	57	135	78	58.1%	1,620	1,563	96.5%
Office Expense	1,002	725	(277)	-38.2%	8,700	7,698	88.5%
Production Expense	785	983	198	20.2%	16,000	15,215	95.1%
Professional Development	-	175	175	100.0%	2,100	2,100	100.0%
Travel & Lodging	-	1,200	1,200	100.0%	4,000	4,000	100.0%
Total Expenses	74,464	87,975	13,511	15.4%	1,024,400	949,936	92.7%
Net Operating Income	170,248	156,659	13,590	8.7%	-	170,248	
PEG Capital Income Recognized	0	15,833	(15,833)	-100.0%	190,000	(190,000)	-100.0%
PEG Capital Equipment Expense	0	15,833	15,833	100.0%	190,000	(190,000)	-100.0%

Executive Director CEO Report – June/July 2019

Respectfully submitted by George Falardeau

- ED CEO and COO presented PCAC's Budget for FY19-20 to the City Council on June 10. The proposed budget was approved with a \$7,000 increase bringing our total annual contribution from the City to \$967,000.
- We're pleased to announce that Aaron Wheeler, Head of Community Development, has received a scholarship to attend the Leadership Pasadena Community Leadership Program Class of 2020. Also making this possible are generous donations from PCAC Board President Sally Howell, PCAC Board Treasurer Gail Schaper-Gordon, *NewsRap* Host Barry Gordon, ED CEO George Falardeau and Pasadena Media. Thank you!
- Attended Friends In Deed's inaugural Advisory Board Meeting at the Pasadena Senior Center. This is the first kick off meeting of this board.
- Successfully produced a special episode of *IMPACT Pasadena* hosted by Hoyt Hilsman with guest Congressman Adam Schiff. We were pleased and honored that the Congressman made time in his busy schedule for this interview. This program debuts Thursday, August 8 on Arroyo channel.
- Successfully produced an episode of *IMPACT Pasadena* with guest Pasadena Police Chief John Perez.
- Met with new PCAC Board Member representing District 3 Anna Hawkey Jablonski for a brief orientation and tour.
- Pasadena Media staff successfully completed a lighting workshop with 11-time Emmy Award Winner Robert Barnhart.
- Attended the Salvation Army's 54th Annual "Others" Award Luncheon. The 2019 Award recipient was the Pasadena Rotary Club and was held at the Salvation Army Pasadena Tabernacle Corps.
- Met with Julie Bank to discuss a new program highlighting non-profit organizations in our city entitled *City of Giving*; details forthcoming.
- Met with Nat Nehdar to discuss Pasadena Media's role in the upcoming "National Parents Award Ceremony" and "Mid-Summer Night's Concert". ED CEO is being honored as one of the award recipients.

- Met with Pasadena City College (PCC) Superintendent-President Dr. Erika Endrijonas and PCAC Board Member/PCC Executive Director of Strategic Communications & Marketing Alex Boekelheide. Dr. Endrijonas & Boekelheide toured our facility and Erika recorded a PSA in our studio. Erika and Alex treated ED CEO to lunch.
- Attended the Chamber of Commerce Gala at The Langham Hotel. Induction of officers and the awarding of scholarships to local students.
- Met with PCAC Board Vice President Ken Chawkins for an update on initiatives in progress for Pasadena Media.
- Bobbie Ferguson and Chris Miller represented Pasadena Media at the Alliance for Community Media National Conference and Awards Ceremony in Portland, Oregon. Pasadena Media received this year's Hometown Media Award for Overall Excellence for PEG Programming.
- Met with Michelle Bailey to discuss Pasadena Unified School District (PUSD) updates, Pasadena Media and the Rotary Club of Pasadena
- Pasadena Media participated in the LA Largest Mixer held at the Pasadena Convention Center. PCAC staff set up a display at the entrance of the convention center to market and promote Pasadena Media.
- Met with PCAC Board President Sally Howell to review current board status, ongoing & future projects and upcoming topics for board meetings.
- Met with PCAC Citizens Advisory Committee member Sheryl Turner to discuss potential grants. The Community Development Team is working on the American Journalism Project proposal; details forthcoming.
- Met with former PCAC Board President Grant McComb for his exit interview meeting following his resignation from the board in June.
- Attended the Rotary Board and Program Meetings in the months of June & July, held at the University Club.
- Admin staff recently held a pre-kick off meeting to identify timeline/story for our upcoming documentary on homeless in Pasadena; details forthcoming. Production start date in January 2020.

Operations Report - June / July 2019

Respectfully submitted by Chris Miller, Chief Operations Officer

- Granicus Issues: Ongoing
UPDATE - I continue working with DoIT staff to mitigate issues with their meeting management, streaming and video archival tool. We anticipate that a new HD encoder will be installed in August. Joe and I are currently assessing the City Hall workflow in order to be ready for the transition.
- Threat to Franchise Fees & PEG: FCC Proposed Rulemaking, MB Docket No. 05-311
UPDATE - Despite the urging of thousands, including many local franchising authorities and over 60 members of Congress [see letter from Congressman Adam Schiff], the FCC voted 3-2 along party lines August 1 to pass the order that interprets franchise fees to include non-monetary, in-kind considerations. Fortunately, the order was revised from the FNPRM and does not specify that franchise fees are capital-only and specifies certain considerations that cannot be counted against franchise fees - namely channel capacity. However, this is temporary per the published order: The FCC will "defer this issue for further consideration." The three concurring commissioners have stated that as a record is built they will come back to the capital issue and charging for channel capacity. The order could be in effect as soon as September.
- Threat to PEG Channels: MCAC v Halleck
UPDATE - The Supreme Court in a 5-4 vote written by Justice Kavanaugh ruled June 17 that a private operator of a public access channel was not a state actor for the purposes of First Amendment restraint on speech, and remanded the case to District Court. Significantly, the majority opinion did not accept NCTA's amicus argument that all PEG channels are unconstitutional and ruled narrowly on the case itself. The ruling also clearly states that a public access channel operated by a local government would be subject to First Amendment scrutiny.
- Alliance for Community Media Conference: Attended
Bobbie and I recently attended the ACM annual conference in Portland. While the FCC's draft order dominated conversation, we still got to share lots of ideas for our present and future with peers from all over the country and get information from vendors serving our industry. Most exciting was picking up the award for Overall Excellence in PEG. I also participated on a panel for intergenerational communication in the workplace. You can find several videos from the conference at acm.open.media.
- Summer Hiatus Maintenance: Completed
We were closed to the public for studio productions and editing during June. During that period, we performed routine maintenance, streamlined some operations and took several items out of service for minor repairs.
- New Studio B: In Progress
We are building a second studio catering toward podcasting including a custom desk and capacity for four individuals. Audio production capabilities are fully functional, while video considerations, policies and procedures are yet to be determined.



Chris Miller <chris@pasadenamedia.org>

RE: Cable Complaint - Cxxxxx P 20190627

Regulatory.Complaints

To: "chris@pasadenamedia.org"

Cc: "Regulatory.Complaints"

Mon, Jul 8, 2019 at 9:13 AM

Good Morning –

Charter Communications, Inc. hereby submits its response in this matter.

A billing supervisor contacted Mr. Cxxxxx to review his concerns. The supervisor informed Mr. Cxxxxx that his monthly rate increased because a promotional discount on his account expired. The supervisor also reviewed that Mr. Cxxxxx had a new retention offer applied to his account the same day, and that offer will expire in twelve months. The representative reviewed his billing details with him and advised him he could lower his monthly rate by downgrading his level of service – Mr. Cxxxxx declined to make any changes to his account. Mr. Cxxxxx has been accurately billed for his services.

Please do not hesitate to contact us with any further questions.

Regards,
Bill



William C. Wesselman | Director Law - Regulatory | 303.323.6096

6360 S Fiddlers Green Circle | Greenwood Village CO 80111

From: Chris Miller

Sent: Thursday, June 27, 2019 5:48 PM

To: Corporate Escalations

Subject: Cable Complaint - Cxxxxx P 20190627

Mr. Pxxx Cxxxxx called today with a complaint on the frequency and amount of his cable bill increases. I told him that I would forward his concern to you. Could you please call him at 626-###-#### to address his concerns?

Thank you,

Chris Miller

Chief Operations Officer

Pasadena Media

150 S. Los Robles Ave., Suite 101

Pasadena, CA 91101

626-794-8585 x 105

Cable Complaint Submission: 2019/07/19 Exxxxx Gxxxxx

Chris Miller <chris@pasadenamedia.org>
To: Corporate Escalations

Fri, Jul 19, 2019 at 3:41 PM

Mr. Exxxxx Gxxxxx contacted us via our website this afternoon about a billing issue and missing channels. Please reach out to him at his contact info below to address his concerns.

Thank you,
Chris Miller
Chief Operations Officer
Pasadena Media
150 S. Los Robles Ave., Suite 101
Pasadena, CA 91101
626-794-8585 x 105

On Fri, Jul 19, 2019 at 3:17 PM Exxxxx Gxxxxx <xxxxxxxxxx@gmail.com> wrote:

Name Exxxxx Gxxxxx

Street Address ##### E Washington Blvd., Apt ###

City / State / Zip Code Pasadena, CA 91104

Email xxxxxxxxxxxx@gmail.com

Phone 626#####

Location Where Issue Occurred Home

Choose Cable Provider Charter Spectrum

Type of Issue Billing

Description of Issue(s)

Spectrum is charging me for 2 Apple TVs for April, May, June & July. I returned both Apple TV's on June 18, 2019 and shipped it via UPS with a tracking # 1ZR####V##### and a reference # B####P20190618#####. The device numbers or serial numbers are C07YHxxJ1WF & C07YHxxJ1WF and Spectrum is saying that as of July 7, they haven't scanned these in their system. UPS is showing that this package has been delivered on Monday 6/24/2019 at 11:29 AM.

I'm being charged for 2 Apple TV's in the amount of \$7.50 per box for the months of April, May, June & July and I'm being billed for these 4 months. I've never connected nor opened the boxes and just returned them with the return slip (UPS) that came with the shipment. I would like those charges be reversed on my account.

I would like to receive the channel line-up that I'm paying for. Currently, several channels are not available and I've tried to resolve the issue via the customer service with no results. [e.g. BET, Comedy Central, Discovery Channel, Disney, ION, OWN, SyFy, VH1...]

PERMANENT SELECT
COMMITTEE ON INTELLIGENCE
CHAIRMAN

COMMITTEE ON APPROPRIATIONS
EX-OFFICIO MEMBER



ADAM B. SCHIFF

MEMBER OF CONGRESS • 28TH DISTRICT, CALIFORNIA

2269 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515

245 EAST OLIVE AVENUE, SUITE 200
BURBANK, CA 91502

@RepAdamSchiff • schiff.house.gov

July 31, 2019

The Honorable Ajit Pai
Chairman
Federal Communications Commission
455 12th Street SW
Washington, DC 20544

Dear Chairman Pai:

I am concerned that the Federal Communications Commission's proposed rules in the matter of "Implementation of Section 621(a)(1) of the Cable Communications Policy Act of 1984 as Amended by the Cable Television Consumer Protection and Competition Act of 1992" (MB Docket No. 05-311), in particular its proposal to count "cable-related, in-kind contributions" from cable operators against the franchise fees they pay to local communities, will reduce access to public, educational, and governmental (PEG) channels. I understand that the FCC will be voting on this matter as soon as this week.

Congress intended the Cable Act's franchise procedures and standards to "assure that cable systems are responsive to the needs and interests of the local community" and that they "are encouraged to provide the widest possible diversity of information sources and services to the public" (47 U.S.C § 521, 1984). To that end, the Cable Act permits local franchise authorities to require that cable companies provide access to PEG channels in addition to paying limited franchise fees.

PEG channels provide a critical local service in my district and in communities across the country. Under the proposed rules, however, the FCC would reclassify access to these channels, as well as other important community benefits, as in-kind contributions that would count against the statutory limit on the fees local governments can charge cable operators. This change, if finalized, could force communities to choose between collecting revenue from fees or providing access to PEG channels, thereby undercutting access to this essential local programming. At a time when local media is under financial pressure and in decline in many markets, preserving programming that focuses on local concerns should be a top priority.

As the FCC prepares to vote on this matter, I urge you to ensure that any final rule adequately protects access local programming. Thank you for your attention to my concerns.

Sincerely,

A handwritten signature in blue ink that reads "Adam B. Schiff".

Adam B. Schiff
MEMBER OF CONGRESS

Community Development Report - June & July 2019

Respectfully submitted by Aaron B. Wheeler, Head of Community Development

MEMBERS	New Volunteers (Free)	Active Trainees & Producers (Paid)
2019 Season 1 (Jan-June)	96	48
2019 Season 2 (July-current)	14	46

PROGRAMMING	New Series	Local Episodes	Bicycled Episodes	Community Productions in Progress
May	2	51	20	48
June	-	34	16	-
July	1	38	27	46

TRAINING	Orientation	Other Media Classes
May	30	34
July	15	40

Basic Training Hiatus in June & December / Total Class Enrollments - 2019 Year to Date: 367

Upcoming Special Training Events:

Script Supervising for Live-To-Tape Television Writing - Instructor: Roe Moore - Sept. 21, 1:00p-5:30p

Community Outreach & Networking

- Hosted - Jericho Road's Board of Directors meeting and tour
- Attended - SIGGRAPH Conference - Connect with the industry's digital arts community
- Attended - 2019 L.A.'s Largest Mixer - Staff: Jarred Hodgdon and Intern Janine Pasjert
- Attended - City of Pasadena's Sister City Reception featuring Dakar-Plateau of Senegal
- Attended - Pasadena Chamber of Commerce's monthly luncheon
- Recognized - Pasadena Chamber of Commerce for five years of membership

Special Presentation:

Brand Awareness Strategy and Supplemental Revenue Opportunity

Presentation by:

Aaron Wheeler, Head of Community Development

Alex Orellana, Studio Coordinator - leading the advanced media training program

Social Media Analytics

Facebook Page	May	June	July	Year To Date	Definition
Reach	8,099	7,554	8,803	59,771	The number of unique individuals who have actually seen any content related to your Facebook Page.
Views	249	350	222	1,948	The total number of times your Facebook Page was viewed.
Engagement	674	981	823	5,196	A Like, Comment, Share or click received on a post from your Page.
Clicks	686	949	793	6,135	The number of clicks on links within the ad/post that led to destinations or experiences, on or off Facebook.
Likes	22	15	15	114	People who Like your Facebook Page.

YouTube Channel	May	June	July	Year To Date	Definition
Views	6,253	7,978	5,799	57,784	The total number of times the YouTube channel was viewed during the time period you select.
Comments	3	6	3	190	The number of comments received on the channel.
Likes	49	74	55	397	People who Like a video in your channel.
Subscribers	25	22	20	152	People who have chosen to “follow” your channel to stay updated with your latest videos.

Followers	Current	Change YTD
Instagram	4,105	+204%
Twitter	1,845	+4%

Production Report - June/July 2019

Respectfully submitted by Bobbie Ferguson, Head of Production

- **For June 2019:** 17 productions and pre-production meetings were scheduled in the studio for Arroyo channel producers. Arroyo Originals consisted of 1 production held in the studio and 4 productions shot in the field. 22 productions were covered for KPAS and 2 productions were covered for pro services.
- **For July 2019:** 43 productions and pre-production meetings were scheduled in the studio for Arroyo channel producers. Arroyo Originals consisted of 12 productions held in the studio and 4 productions shot in the field. 15 productions were covered for KPAS and 3 productions were covered for pro services.
- Current/Potential Partnerships:
 - Pasadena Media is currently working with Julie Bank, former President/CEO of Pasadena Humane Society, to produce *City of Giving*, a new monthly magazine-format show featuring nonprofit organizations in Pasadena.
 - Production has begun on *From Bustles to Boardrooms: Women Celebrate 100 Years of Progress*, in partnership with former Pasadena Public Library Director Jan Sanders. Planned Parenthood will be the first organization to be captured for the series.
 - Production has begun on *At Your Service*, a monthly program that will highlight the City of Pasadena's Citizen Service Center and various services the city provides like graffiti removal and sidewalk repair.
- Notable Completed Productions Include:
 - **Pro Services:** ESRI Conference Video Series
 - Vote Center Placement Project
 - *Body Mind Spirit:* Police Chief John Perez
 - *Pasadena in Focus:* Dakar-Plateau Sister City Delegation Visit
 - *Impact Pasadena* with Congressman Adam Schiff
- Notable Upcoming Productions:
 - Pasadena Water & Power: A Day in the Life of Electric Services
 - **Pro Services:** HR Tips in a Minute
 - Centennial Square Boxing Show