

**AGENDA REGULAR MEETING  
PASADENA COMMUNITY ACCESS CORPORATION  
Tuesday, July 7, 2015  
7:00 p.m. at 150 S. Los Robles, Suite 101**

**BOARD OF DIRECTORS**

George Falardeau, Chair (District 1)  
Tom Majich (District 2)  
Robert Oltman (District 3)  
Howie Zechner, Vice Chair (District 4)  
Yuny Parada (District 5)  
Tim Winter, Treasurer (District 6)  
Hoyt Hilsman (District 7)  
Gail Schaper-Gordon (Mayor's Representative)  
William Boyer (City Manager's Office Representative)  
Beth Leyden, Secretary (PUSD Representative)  
Robert Miller (PCC Representative)

**STAFF**

Keri Stokstad, Executive Director

**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 450, 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

Neighborhood Connections  
Los Angeles Times  
Pasadena Star News  
Pasadena Journal  
Pasadena Weekly  
Pasadena Now

**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, July 7, 2015**, starting at **7:00 p.m.**, at **Pasadena Community Access Corporation** located at **150 S. Los Robles Ave., Ste. 101, Pasadena, CA 91101**.

**AGENDA**

- INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL
- APPROVAL OF JUNE 2, 2015 BOARD MEETING MINUTES
  - Motion to Approve
- PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA - Please limit comments to three minutes each.
- TREASURER REPORT: Tim Winter
- EXECUTIVE DIRECTOR REPORT: Keri Stokstad
- OLD BUSINESS
  - CABLE COMPLAINTS RECEIVED – PCAC is responsible for receiving all cable complaints for the city. Complaints can be filed online at [www.pasadenamedia.org/cable-complaints](http://www.pasadenamedia.org/cable-complaints)
    - Information Item
- NEW BUSINESS
  - PCAC BOARD OFFICER ELECTIONS
    - Action Item
- COMMITTEE ASSIGNMENTS, REPORTS, AND MEETING SCHEDULES
- PASADENA MEDIA PRODUCERS REPORT: Macheo Shabaka
- CITY OF PASADENA REPORT: William Boyer
- PASADENA UNIFIED SCHOOL DISTRICT REPORT: Beth Leyden
- PASADENA CITY COLLEGE REPORT: Bob Miller
- FUTURE MEETING DATES
  - August 4, 2015 at 7:00 p.m. at 150 S. Los Robles, Suite 101
  - September 1, 2015 at 7:00 p.m. at 150 S. Los Robles, Suite 101
- ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF
- ADJOURNMENT

---

George Falardeau, Chair, 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 450 and 101, and a copy was distributed to the Central Library for posting on this 27th day of February, 2015.

---

Keri Stokstad, Executive Director, PCAC



**PASADENA COMMUNITY ACCESS CORPORATION  
BOARD OF DIRECTORS  
REGULAR MEETING MINUTES  
150 S. LOS ROBLES AVE., SUITE 101  
PASADENA, CA 91101**

A special meeting of the PCAC Board of Directors was held on Tuesday, June 2, 2015 at 6:30 p.m. at 150 S. Los Robles Ave., Suite 101, Pasadena, CA 91101 immediately preceding the Regular Meeting.

**CLOSED SESSION - 6:30 P.M.**

**BOARD OF DIRECTORS CONFERENCE** regarding public employee performance evaluation pursuant to Government Code Section 54957

- A single item was discussed and no reportable action was taken.

The regular meeting of the PCAC Board of Directors was held on Tuesday, June 2, 2015 at 150 S. Los Robles Ave., Suite 101.

**PUBLIC MEETING - 7:00 P.M.**

**I. INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL**

- George Falardeau, Board President, called the meeting to order at 7:25 p.m.

**The names of those who attended the meeting are listed below:**

- **Present Board of Directors:**
  - George Falardeau - District 1 Representative
  - Robert Oltman - District 3 Representative
  - Howie Zechner - District 4 Representative
  - Yuny Parada - District 5 Representative
  - Tim Winter - District 6 Representative
  - Hoyt Hilsman - District 7 Representative
  - Gail Schaper-Gordon - Mayor's Representative
  - William Boyer - City Manager's Office Representative
- **Staff:**
  - Chris Miller - Chief Operations Officer, PCAC
- **City Legal Representation:**
  - Javan Rad - Assistant City Attorney

**The names of those who did not attend the meeting are listed below:**

- **Absent Board of Directors:**
  - Tom Majich - District 2 Representative
  - Beth Leyden - PUSD Representative
  - Robert Miller - PCC Representative

**II. APPROVAL OF MINUTES**

- Minutes from May 5, 2015 meeting not available during meeting.

**III. PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA**

- Five community producers spoke regarding the new Arroyo Channel policy and procedures.

**PASADENA COMMUNITY ACCESS CORPORATION  
BOARD OF DIRECTORS  
REGULAR MEETING MINUTES  
150 S. LOS ROBLES AVE., SUITE 101  
PASADENA, CA 91101**

A special meeting of the PCAC Board of Directors was held on Tuesday, June 2, 2015 at 6:30 p.m. at 150 S. Los Robles Ave., Suite 101, Pasadena, CA 91101 immediately preceding the Regular Meeting.

**CLOSED SESSION - 6:30 P.M.**

**BOARD OF DIRECTORS CONFERENCE** regarding public employee performance evaluation pursuant to Government Code Section 54957

- A single item was discussed and no reportable action was taken.

The regular meeting of the PCAC Board of Directors was held on Tuesday, June 2, 2015 at 150 S. Los Robles Ave., Suite 101.

**PUBLIC MEETING - 7:00 P.M.**

**I. INTRODUCTION OF NEW MEMBERS/CALL TO ORDER/ROLL CALL**

- George Falardeau, Board President, called the meeting to order at 7:25 p.m.

**The names of those who attended the meeting are listed below:**

- **Present Board of Directors:**
  - George Falardeau - District 1 Representative
  - Robert Oltman - District 3 Representative
  - Howie Zechner - District 4 Representative
  - Yuny Parada - District 5 Representative
  - Tim Winter - District 6 Representative
  - Hoyt Hilsman - District 7 Representative
  - Gail Schaper-Gordon - Mayor's Representative
  - William Boyer - City Manager's Office Representative
- **Staff:**
  - Chris Miller - Chief Operations Officer, PCAC
- **City Legal Representation:**
  - Javan Rad - Assistant City Attorney

**The names of those who did not attend the meeting are listed below:**

- **Absent Board of Directors:**
  - Tom Majich - District 2 Representative
  - Beth Leyden - PUSD Representative
  - Robert Miller - PCC Representative

**II. APPROVAL OF MINUTES**

- Minutes from May 5, 2015 meeting not available during meeting.

**III. PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA**

- Five community producers spoke regarding the new Arroyo Channel policy and procedures.

#### **IV. TREASURER REPORT**

- Tim Winter gave the Treasurer's report. Tim will need to review the revenue number for accuracy. Tim estimates that PCAC will be about \$80,000 over budget by the end of the fiscal year.  
*Bob Oltman moved to approve the treasurer's report. Yuny Parada seconded the motion. All were in favor.*

#### **V. EXECUTIVE DIRECTOR REPORT**

- In the interest of time, Chris Miller reported on Keri Stokstad's behalf that the Executive Director's report stands as presented in the Board packet. Chris highlighted that the ACM Conference will be taking place at the Hilton Pasadena in August 2015. Board members wanted to know if there will be volunteer opportunities.

#### **VI. OLD BUSINESS**

- **CABLE COMPLAINTS RECEIVED - INFORMATION ITEM**
  - There was one cable complaint submitted by the same customer who submitted a complaint last month. The complaint has been escalated to Charter corporate.

#### **VII. NEW BUSINESS**

- **FY16 BOARD OFFICER NOMINATIONS - INFORMATION ITEM**
  - George Falardeau said that nominations will take place in the month of June. George wanted all board members to start thinking of candidates for board officer position. George expected board office elections to take place during the next Board of Directors meeting.
- **ARROYO CHANNEL RULES AND POLICIES - INFORMATION ITEM**
  - George Falardeau noted that the Arroyo Channel policies and procedures presented is in the draft form. Yuny Parada encouraged community producers to give written feedback regarding the new handbook.

#### **VIII. COMMITTEE ASSIGNMENTS, REPORTS, AND MEETING SCHEDULES**

- Strategic Planning Committee
  - Gail Schaper-Gordon presented overview of the strategic planning process. Gail reminded board members that the Strategic Planning Meeting will take place on June 27. Gail will conduct a visioning session with staff on June 19. Gail encouraged community producers to attend the strategic visioning session on June 20.

#### **IX. PASADENA MEDIA PRODUCERS REPORT**

- Advisory Council Representatives Malika Hendry and Macheo Shabaka provided the Pasadena Media Producers report to the board. Macheo said that the Producers Quarterly Meeting will take place on June 18 at the Pasadena Media facilities.

#### **X. CITY OF PASADENA REPORT**

- William Boyer provided the City of Pasadena report to the board. William reported that the City is focusing on methods to conserve water due to the historic drought. Council members will be interviewing qualified candidates for District 7 council seat on June 15.

#### **XI. PASADENA UNIFIED SCHOOL DISTRICT REPORT**

- None provided

#### **XII. PASADENA CITY COLLEGE REPORT**

- None provided

**Pasadena Media**  
**STATEMENT OF FINANCIAL POSITION**  
As of June 30, 2015

	TOTAL	
	AS OF JUN 30, 2015	AS OF JUN 30, 2014 (PP)
<b>ASSETS</b>		
<b>Current Assets</b>		
<b>Bank Accounts</b>		
A103 Petty Cash	200	500
A104 Bank of America Checking (1018)	132,005	63,116
A107 Bank of America Capital - Restricted (9451)	91,434	181,166
A108 A108 Bank of America Savings (0990)	160,022	
A110 Paypal	66	145
A120 Pex Debit Card	583	
<b>Total Bank Accounts</b>	<b>\$384,309</b>	<b>\$244,928</b>
<b>Accounts Receivable</b>		
A200 Accounts Receivable	20,712	227,467
<b>Total Accounts Receivable</b>	<b>\$20,712</b>	<b>\$227,467</b>
<b>Other current assets</b>		
A300 Prepaid Insurance	1,972	1,965
A350 Security Deposit	1,000	1,000
A370 Undeposited Funds	363	250
<b>Total Other current assets</b>	<b>\$3,335</b>	<b>\$3,215</b>
<b>Total Current Assets</b>	<b>\$408,355</b>	<b>\$475,611</b>
<b>Fixed Assets</b>		
A130 Furniture & Fixtures	-0	-0
A132 Production Equipment	216,120	215,137
A136 Accumulated Depreciation	-56,926	-56,926
<b>Total Fixed Assets</b>	<b>\$159,194</b>	<b>\$158,210</b>
<b>TOTAL ASSETS</b>	<b>\$567,549</b>	<b>\$633,821</b>
<b>LIABILITIES AND EQUITY</b>		
<b>Liabilities</b>		
<b>Current Liabilities</b>		
<b>Accounts Payable</b>		
L100 Accounts Payable	1,311	6,340
<b>Total Accounts Payable</b>	<b>\$1,311</b>	<b>\$6,340</b>
<b>Credit Cards</b>		
L130 Credit Card Payable	-6,332	840
<b>Total Credit Cards</b>	<b>\$ -6,332</b>	<b>\$840</b>
<b>Other Current Liabilities</b>		
L210 Payroll Liabilities	22,836	23,104
L211 Other Payroll Liabilities	-254	572
L212 Accrued Vacation	15,375	22,277
L212.1 Accrued Salaries & Wages	2,946	2,946
L220 Deferred Income	252,692	256,701

<b>Total Other Current Liabilities</b>	<b>\$293,595</b>	<b>\$305,600</b>
<b>Total Current Liabilities</b>	<b>\$288,574</b>	<b>\$312,780</b>
<b>Total Liabilities</b>	<b>\$288,574</b>	<b>\$312,780</b>
<b>Equity</b>		
<b>Q300 Opening Bal Equity</b>	<b>-37,301</b>	<b>-37,301</b>
<b>Q310 Retained Earnings</b>	<b>358,342</b>	<b>358,342</b>
<b>Net Income</b>	<b>-42,065</b>	
<b>Total Equity</b>	<b>\$278,975</b>	<b>\$321,041</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$567,549</b>	<b>\$633,821</b>

*Tuesday, Jul 07, 2015 02:41:26 PM PDT GMT-7 - Accrual Basis*



**Pasadena Media**  
**BUDGET VS. ACTUALS: BOARD REPORT - FY15 P&L**  
 July 2014 - June 2015

	TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
<b>Income</b>				
I510 Altadena Contract	28,000.00	10,000.00	18,000.00	280.00 %
I528 Grants & Fundraising	162.04	10,000.00	-9,837.96	1.62 %
I531 City of Pasadena Revenue	849,000.00	849,000.00	0.00	100.00 %
I535 Interest Income	21.70		21.70	
I538 Program Services - Training	644.99	2,000.00	-1,355.01	32.25 %
I539 Program Services - General Membership	3,968.18	1,000.00	2,968.18	396.82 %
I543 Production Services	49,015.50	13,000.00	36,015.50	377.04 %
<b>Total Income</b>	<b>\$930,812.41</b>	<b>\$885,000.00</b>	<b>\$45,812.41</b>	<b>105.18 %</b>
<b>Gross Profit</b>	<b>\$930,812.41</b>	<b>\$885,000.00</b>	<b>\$45,812.41</b>	<b>105.18 %</b>
<b>Expenses</b>				
E801 Advertising / Promotional	4,899.05	5,000.00	-100.95	97.98 %
E804 Automobile Expense	12,907.06	10,000.00	2,907.06	129.07 %
E815 Dues and Subscriptions	799.85	1,200.00	-400.15	66.65 %
E816 Entertainment & Meals	1,741.48	1,500.00	241.48	116.10 %
E820 Contract Labor	5,077.27	5,000.00	77.27	101.55 %
E821 Professional Fees	9,496.50	11,000.00	-1,503.50	86.33 %
E822 Accounting/Bookkeeping	7,226.94	6,000.00	1,226.94	120.45 %
E835 Commercial Insurance	10,328.36	10,000.00	328.36	103.28 %
E842 Licenses, Permits & Other Tax	331.31	500.00	-168.69	66.26 %
E849 Office Expense	14,783.24	14,000.00	783.24	105.59 %
E851 Employee Benefits	72,021.19	55,000.00	17,021.19	130.95 %
E852 Gross Salaries	580,783.61	545,460.00	35,323.61	106.48 %
E854 Payroll Taxes	59,702.73	66,950.00	-7,247.27	89.18 %
E861 Bank and Payroll Fees	1,180.70	997.00	183.70	118.43 %
E865 Rent - Lease	129,473.45	119,493.00	9,980.45	108.35 %
E869 Production Equipment Repairs	3,386.69	3,000.00	386.69	112.89 %
E874 Board Materials	492.69	500.00	-7.31	98.54 %
E876 Telecommunications	4,682.73	4,000.00	682.73	117.07 %
E877 Cable Drop Fees	4,145.31	13,900.00	-9,754.69	29.82 %
E878 Professional Development	2,316.98	3,000.00	-683.02	77.23 %
E880 Travel & Lodging	4,631.07	5,500.00	-868.93	84.20 %
E885 Utilities	2,853.32	3,000.00	-146.68	95.11 %
<b>Total Expenses</b>	<b>\$933,261.53</b>	<b>\$885,000.00</b>	<b>\$48,261.53</b>	<b>105.45 %</b>
<b>Net Operating Income</b>	<b>\$ -2,449.12</b>	<b>\$0.00</b>	<b>\$ -2,449.12</b>	<b>0.00%</b>
<b>Other Income</b>				
I520 ACM Western WAVE Entry Fees	6,190.00		6,190.00	
I999 PEG Capital Income Recognized	133,266.77	230,000.00	-96,733.23	57.94 %
<b>Total Other Income</b>	<b>\$139,456.77</b>	<b>\$230,000.00</b>	<b>\$ -90,543.23</b>	<b>60.63 %</b>
<b>Other Expenses</b>				
E800 ACM Western WAVE Entry Expense	6,299.88		6,299.88	
E904 PEG Capital Equipment Expense	172,773.18	340,000.00	-167,226.82	50.82 %
<b>Total Other Expenses</b>	<b>\$179,073.06</b>	<b>\$340,000.00</b>	<b>\$ -160,926.94</b>	<b>52.67 %</b>

Net Other Income	\$ -39,616.29	\$ -110,000.00	\$70,383.71	36.01 %
Net Income	\$ -42,065.41	\$ -110,000.00	\$67,934.59	38.24 %

*Tuesday, Jul 07, 2015 04:38:40 PM PDT GMT-7 - Accrual Basis*

**DIRECTOR'S REPORT**

*- Respectfully submitted by Keri Stokstad*

*Executive Director – Pasadena Community Access Corporation*

**The Pasadena Community Access Corporation Board of Directors Meeting  
Tuesday, July 7, 2015 – 7:00pm**

**ANNOUNCEMENTS** – Congratulations to Bobbie Ferguson and Charles Winners for their national recognition by winning a Hometown Media Award in the Community Events- Activism/Rallies category!

**KEY ACHIEVEMENTS:**

**Board**

- Board strategic planning meeting on June 27

**Facility**

- Facility clean up and edit cubicles installed on first floor

**Financial**

- Audit - Preliminary site visit
- PCAC FY16 Budget approved by City Council on June 22

**Personnel**

- Staff held various trainings on rules and policies and equipment during the studio hiatus

**Producer/Member Relations**

- Meeting RE: Producer Suspension
- 4 Weekly eblasts (most recent attached)

Production report attached

COO report attached

Member Services report attached

# Operations Report

Prepared by Chris Miller – June 2015

Notable Operations Projects and Their Statuses Conducted During June

- Maintenance: Cleaning, Painting, Inventory, Installations & Repairs
- Staff Training Conducted & Training Videos Created
- KPAS Delay on AT&T: Ongoing

1. Maintenance: Cleaning, Painting, Inventory, Installations & Repairs - The month of June provided a lot of opportunity for staff to perform more than just routine maintenance. Tasks included patching and repainting walls, conducting inventory, setting up a fourth camera for use in the studio, upgrading our switcher, touching up the green screen, cleaning and organizing equipment, general office cleaning and a few minor equipment repairs. As of today, we now have centrally located public production activity in suite 101 with the addition of six reservable edit bays - four with our Adobe CC Suites and two that are empty for those that choose to bring their own laptop to edit with. A staff edit bay in the room will ensure that help is always available for members that are editing.

2. Training: Staff & Public Sessions, Videos Created - We conducted numerous trainings this month. Nearly all of the membership was able to attend our orientation sessions conducted with the draft of a redesigned policies and procedures handbook. Numerous training sessions on our equipment helped prepare volunteers for the upcoming production season. Our staff itself also partook in several training sessions to learn advanced tools within our switcher among other topics. The staff also undertook the creation of several training videos that cover many basics of video and audio production. These will be used in conjunction with, and act as refreshers for, our regular lineup of training courses.

3. KPAS Delay on AT&T: Ongoing - The day after the City Council meeting of June 15th, a viewer alerted us that AT&T U-Verse KPAS channel was 3 minutes delayed compared to the online stream. Since we cannot receive AT&T U-Verse television service, we rely on viewers letting us know if there is an issue. In this case, our equipment and the AT&T provided encoder did not indicate any issues, so we contacted AT&T for assistance. They did not figure out the specific issue, but a reboot of the encoder has fixed the issue at least temporarily. No other channels on AT&T U-Verse were affected.

## **Pasadena Media Production Report June 2015**

### **KPAS/City Productions:**

6/1: Operating Budget Department Presentation  
6/1: Pasadena City Council Meeting  
6/4: Preservation Awards Ceremony  
6/6: Make Music Pasadena 2015  
6/8: Operating Budget Department Presentation  
6/8: Pasadena City Council Meeting  
6/10: Planning Commission  
6/15: Operating Budget Affiliated Agencies & Department Presentations  
6/15: Pasadena City Council Meeting  
6/16: Altadena Town Council Meeting  
6/20: Pasadena Chalk Festival  
6/21: Pasadena Police Department Classic Car Show 2015  
6/22: Operating Budget Adoption General Fee Schedule  
6/22: Pasadena City Council Meeting  
6/24: Planning Commission  
6/25: Phyllis Currie Retirement Party  
6/28: Happy Birthday Pasadena 2015  
6/30: Pasadena Humane Society Free Pet Adoption Event  
6/30: Councilmember Steve Madison Downtown Area Town Hall Meeting

19 City/KPAS Productions Covered



## PASADENA MEDIA

### Member Services Report for the month of June 2015

#### Channel Programming Reporting:

##### The Arroyo Channel 744 - Hrs. of Programming

New Producer	Returning Producer	New Series	New Local Episodes	New Local Bicycled Episodes	New Regional Episodes (LA County)
2	19	19	7	5	4
New National Episodes	LIVE Show				
0	0				

#### Media Training Courses:

We provide the most accessible, valuable training and services to the residents of Pasadena is an established and continual goal of Pasadena Media. The Community Television & Digital Production training courses provides real hands-on experience along with an overview of studio production techniques, theory and community access guidelines.

Orientation	63
Producing	63
Volunteer Training	13
Studio Camera	11
Floor Manager	11
Director	16
Lighting	5
Audio	5
Character Generation	8
Field Production	5
Editing Session A	5
Editing Session B	3

**Trained Pasadena Media Listed Volunteers: 32**

## Pasadena Media Website Analytics

### Pasadena Media Social Network members:

160 members

Total Visitors	Device Usage		Peak Visitors: June 25
1281	Computer 84%	Mobile & Tablet 16%	84

### Social Media Marketing:



1189 Followers



656 Likes



211 Followers



*Scale 1 to 100 - Klout is a tool that measures social influence across the internet. Higher the Klout score, the higher the social influence.*

**Score 44.09** - 56% of our influence is from Facebook

90-Day Score History - Last Updated July 2

90-day High Score: 50.10    90-day Low Score: 43.57

### Pasadena Media Networking Group (Meetup.com):

72 Media Enthusiasts

### Special Events

*Mandatory Producer Training - 63 attended*

## Webs: Form Response

notifications@webs.com <notifications@webs.com>

Thu, Jun 18, 2015 at 4:15 PM

Reply-To: form-processor@webs.com

To: chris@pasadenamedia.org

### Form Response Notification

The following form has been submitted from your website

<http://www.pasadenamedia.tv/>:

Full Name : Rod Drouillard

Phone : 626-791-4018

Email : [didnotprovide@email.net](mailto:didnotprovide@email.net)

Location where the problem occurred. : Home

Choose your Cable Provider : Charter

Address : 630 Ladera St

Pasadena CA 91104

Type of Issue : Poor Video Quality

Description of Complaint : - only has Charter TV (no internet or phone) and is fed up with the quality of service

- approximately 2 weeks ago, Charter technicians came out twice in one week to fix issues

- tried to view video on demand last night and waited for 7 minutes for the service to be available before giving up

- both Charter's rates and the City of Pasadena fees go up, but quality goes down

Resolution Requested : - increase quality of services, namely the video on demand function that is currently not working



## Webs: Form Response

Herrera, Eva <Eva.Herrera@charter.com>

Mon, Jun 29, 2015 at 7:54 AM

To: Chris Miller <chris@pasadenamedia.org>

Cc: Keri Stokstad <keri@pasadenamedia.org>, quyen <quyen@pasadenamedia.org>

Good morning Chris, This complaint was addressed and resolved.

In speaking with customer late yesterday afternoon, he clarified, the technical problems he is having are related to his DVD not playing, and not being able to watch movies. The VOD issue, he said was a onetime issue.

### Resolution:

- Educated customer on the fact that charter technicians cannot assist with the programming and or settings on his equipment, the DVD in this case.
- Attempted to assist customer over the phone, to set the DVD to the correct input. Attempt was unsuccessful.
- Offered to scheduled a service visit, making customer aware of the fact that- The technician would NOT touch his equipment (DVD), for liability reasons. He, the technician would only instruct him / walk him thru the steps on where to go to find the correct input. He would however incur a service charge.
- Informed customer of his option to call customer service technical support, this however was not a guarantee that the agent would be able to assist.
- Informed customer that I would reach out to the technical staff, they perhaps could give him a call and assist over the phone.

Email communication, requesting follow-up call to customer was sent to technical staff.

Let me know if I may be of further assistance.

**Charter**  
COMMUNICATIONS

Eva Herrera |Customer Service Specialist  
Government Affairs |626.430.3324  
4781 Irwindale Avenue, Irwindale, CA 91706

## Webs: Form Response

Chris Miller <chris@pasadenamedia.org>

Thu, Jun 18, 2015 at 4:46 PM

To: "Herrera, Eva" <Eva.Herrera@charter.com>

Cc: Keri Stokstad <keri@pasadenamedia.org>, quyen <quyen@pasadenamedia.org>

Mr. McNaughton dropped off a hand-written letter that I transcribed into the form below and asked that I submit it as a dispute for the latest bill he received.

**Chris Miller**

**COO, Pasadena Media**

150 S. Los Robles Suite 101

Pasadena, CA 91101

626-794-8585 x 105

----- Forwarded message -----

From: <notifications@webs.com>

Date: Thu, Jun 18, 2015 at 4:43 PM

Subject: Webs: Form Response

To: [chris@pasadenamedia.org](mailto:chris@pasadenamedia.org)

webs

## Form Response Notification

The following form has been submitted from your website [www.pasadenamedia.tv](http://www.pasadenamedia.tv):

Full Name : Doug McNaughton

Phone : [626-799-2248](tel:626-799-2248)

Email : [refusetoprovide@mail.com](mailto:refusetoprovide@mail.com)

Location where the problem occurred. : Home

Choose your Cable Provider : Charter

Address : 1205 S OAKLAND AVE

PASADENA, CA 1106

Type of Issue : Customer Service

Description of Complaint : Almost 3 years ago as my contract with DirecTV was winding down, I started researching other options. I shared some of Charter's marketing with Mr. Chris Miller, your very professional and concerned employee. I also called on dozens of people in our city for their help and guidance since my brief time with Charter cable started bad and in 2007 ended in stress, anger and disaster. My latest bill (in more than 2 dozen) again is NOT what the Charter

marketing sold me in 2012-2013. There has never been any 2-way communication between Charter's marketing and me and/or Charter's billing.

Resolution Requested : I am again disputing the greedy charges on Page 1 (Summary - except the \$19.99 voice figures). As usual Page 2 had some token (pennies on the dollars) credits and the greedy TV and internet charges plus inflated one time and taxes-fees and other charges. I again am disputing, again baited and switched.

My April and May disputes were NOT resolved and now Mr. Holman has been replaced by Ms. Herrera who caused my total bundle to be terminated 1) for days in late April (even the phone - never disputed and always paid in full!) 2) again on May 23rd 3) and again on May 26th. According to Mr. Holman these unlawful terminations were caused by Eva Herrera not following Charter's dispute procedure. This pathetic person has never communicated with me - only stressed me to the max.

---



Chris Miller <chris@pasadenamedia.org>

---

## Webs: Form Response

---

**Cuellar, Sandra M** <Sandra.Cuellar@charter.com>

Fri, Jun 19, 2015 at 9:47 AM

To: "chris@pasadenamedia.org" <chris@pasadenamedia.org>, Keri Stokstad <keri@pasadenamedia.org>

Cc: "Herrera, Eva" <Eva.Herrera@charter.com>

Chris & Keri,

I must vigorously defend Eva Herrera at my office. Mr. McNaughton has been reaching out to a variety of people to try and get a discount on his services, which after thorough review we feel is not merited. He contacted our corporate office, Congresswoman Judy Chu's office, Assembly member Chris Holden and Eva has been reaching out to him to try and review his bill with him for a month now. The most recent interactions she's had with Mr. McNaughton hung up on her twice. The disconnection of services were down automatically via our billing system because it went into non-pay status. Eva was the one that actually reversed the disconnection and has extended that disconnection to accommodate 30 days of review of his issue. That will expire next Wednesday, June 24.

I am happy to reach out to him. Both Eva and Jonas in our customer care escalation office have tried to explain to him that there is not discount available. We are transitioning him to the standard rates everyone else in Southern California are paying. There are no discounts or promotions available. The best we can do is discuss downgrading his services so that we reduce his bill that way. Unfortunately he does not allow us to have that conversation he hangs up and looks for another way to submit his complaint. Please know we are unable to make him happy. You can let him know he can contact me to discuss his complaint, I can be reached at 951-453-8064.

I will keep you posted on how my conversation goes.

Thanks,

Sandra

---

**From:** Herrera, Eva

**Sent:** Friday, June 19, 2015 7:36 AM

**To:** Cuellar, Sandra M

**Subject:** FW: Webs: Form Response

Good morning Sandra,

Below is the latest letter of dispute from Mr. McNaughton, the letter was dropped off at Pasadena Media for Chris Miller to assist in transcribing and forwarding over to us.

Please advice on how to proceed. Thanks

Eva