

**AGENDA REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION
Tuesday, March 1, 2016
7:00 p.m. at 150 S. Los Robles, Suite 101**

BOARD OF DIRECTORS

Ann Marie Hickambottom (District 1)
Tom Majich, Treasurer (District 2)
Robert Oltman (District 3)
Howie Zechner, Vice-Chair (District 4)
Yuny Parada (District 5)
Tim Winter (District 6)
Vacant (District 7)
Gail Schaper-Gordon, Chair (Mayor's Representative)
William Boyer, Secretary (City Manager's Office Representative)
Beth Leyden (PUSD Representative)
Alexander Boekelheide (PCC Representative)

STAFF

Chris Miller, Interim 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
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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, March 1, 2016**, 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 FEBRUARY 2, 2016 BOARD MEETING MINUTES
 - Motion to Approve
- PUBLIC COMMENT ON MATTERS NOT ON THE AGENDA - Please limit comments to three minutes each.
- TREASURER REPORT: Tom Majich
 - Accept new FY16 re-forecasted budget and authorize use of reserve funds to offset expected loss
 - Action Item
- EXECUTIVE DIRECTOR REPORT
- OLD BUSINESS
- NEW BUSINESS
 - PCAC FY17 BUDGET PRESENTATION AND APPROVAL
 - Action Item
 - AT&T U-VERSE UPDATE
 - Information Item
- ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF
- ADJOURNMENT

Gail Schaper-Gordon, 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 26th day of February, 2016.

Quyen Lovrich, Office Manager

PASADENA COMMUNITY ACCESS CORPORATION (PCAC)

CONSOLIDATED MINUTES FOR THE SCHEDULED SPECIAL MEETING OF THE PCAC BOARD OF DIRECTORS, AND THE REGULARLY SCHEDULED MEETING OF THE PCAC BOARD OF DIRECTORS FOR FEBRUARY 2, 2016

BOTH MEETINGS WERE HELD AT PCAC, 150 S. LOS ROBLES AVE., SUITE 101, PASADENA, CALIFORNIA, 91101

MINUTES FOR THE SPECIAL MEETING OF FEBRUARY 2, 2016 PER THE POSTED AGENDA AS FOLLOWS:

1. CALL TO ORDER

Board Chair Gail Schaper-Gordon called meeting to order at 6:32 p.m.

Board Members & Staff Present or Absent:

Ann Marie Hickambottom, District 1, present
Tom Majich, Treasurer, District 2, absent
Robert Oltman, District 3, present
Howie Zechner, District 4, present
Yuny Parada, District 5, present
Tim Winter, District 6, present
District 7, vacant
Gail Schaper-Gordon, Chair, Mayor's Representative, present
Beth Leyden, PUSD Representative, present
Alexander Boekelheide, PCC Representative, absent
William Boyer, Secretary, City/City Manager Representative, present
Javan Rad, City Attorney's Office, present

2. CLOSED SESSION ON PERSONNEL DISCUSSION REGARDING EXECUTIVE DIRECTOR

Closed session adjourned at 7:12 p.m. Board Chair Schaper-Gordon publicly announced that there was no reportable action.

3. PUBLIC COMMENT

Debra Johnson requested that the Executive Director recruitment by the Board be non-inclusive and restricted to only local candidates from Pasadena.

**MINUTES FOR THE REGULARLY SCHEDULED MEETING OF FEBRUARY 2, 2016
PER THE POSTED AGENDA AS FOLLOWS:**

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

Board Chair Gail Schaper-Gordon called meeting to order at 7:26 p.m.

Board Members & Staff Present or Absent:

Ann Marie Hickambottom, District 1, present
Tom Majich, Treasurer, District 2, absent
Robert Oltman, District 3, present
Howie Zechner, District 4, present
Yuny Parada, District 5, present
Tim Winter, District 6, present
District 7, vacant
Gail Schaper-Gordon, Chair, Mayor's Representative, present
Beth Leyden, PUSD Representative, present
Alexander Boekelheide, PCC Representative, absent
William Boyer, Secretary, City/City Manager Representative, present
Javan Rad, City Attorney's Office, present
Chris Miller, Interim Executive Director, present

2. APPROVAL OF MINUTES FROM JANUARY 5, 2016

Minutes prepared and presented by Board Secretary Boyer. Motion to approve as presented by Oltman, second by Leyden. Approved.

3. PUBLIC COMMENT ON MATTERS NOT ON AGENDA

Debra Johnson asked that Board meetings be videotaped for broadcast. No other public speakers on Public Comment.

4. TREASURER'S REPORT

Treasurer Majich absent. Financial reports presented by Interim Executive Director Miller. Information item only. No formal Board action taken.

5. EXECUTIVE DIRECTOR'S REPORT

As presented to Board per agenda packet by Interim ED Miller. Informational item only, no formal Board action taken.

Board Chair Schaper-Gordon asked that Miller at future meetings specifically highlight some aspect of the ED Report for sharing and discussion by the Board. Miller indicated one such item this month would be the re-broadcast of previous Black History Month parade coverage by PM staff and/or independent producers is being aired on KPAS and the Arroyo channels during February in recognition of Black History Month.

Interim Executive Director's report included info item about recent "Opinion" from California Attorney General Kamala Harris on the use of restricted PEG monies and the collection thereof. Deputy City Attorney Rad was asked to report back at unspecified future date if AG opinion had any real effect on PM (PCAC) and the City.

6. OLD BUSINESS

- Board Discussion on How/When to List Board Agenda Items Relating to Committee and Channel Director Reports

Motion by Zechner to have permanent agenda line item created for all future agendas for all committees, ad hoc committees and channels (KPAS, Arroyo, KPCC-TV and KLRN-PUSD). Second by Parada. No action taken due to substitute motion by Winter to table this discussion. Second by Hickambottom. Substitute motion approved; with Zechner and Parada opposed.

7. NEW BUSINESS

- Channel Managers Report & PCAC PEG Funding for \$41,000 for new capital equipment expenditures for PCAC Studio B

Information presented by Interim Executive Director Miller. Equipment is from, and in support for, virtual set and robotic camera equipment for Brainstorm in the small, Studio B. Motion to approve by Boyer, second by Leyden. Motion approved; with Oltman, Winter and Hickambottom opposed.

Public comments (3): Debra Johnson inquired about overall Studio B concepts and plans and if equipment would be available to independent producers. Cliff (last name?) wanted to see more detail technical specs on the system

Dean Lee in favor of Brainstorm system but requested that training be provided to producers

- Arroyo Channel (Producers') Policy Manual Ad Hoc Committee Report
Informational item presented by Zechner, not action taken.
Zechner, Leyden and Parada reviewed 25-page manual, made copious notes and suggested changes, not presented to Board, but forwarded to Interim ED for possible use. Interim ED indicated current workload has shifted attention to other projects. Chair Schaper-Gordon asked that Interim ED make sure that Producers know status of Policy Manual and the correct Policy Manual being used.

Public comment (2) : Macheo Shabaka said independent producers are confused about status of Policy Manual. Debra Johnson requested that her record of disciplinary action for previous Policy Manual violations be purged.

8. ANNOUNCEMENTS BY BOARD MEMBERS AND STAFFAs presented; no action taken.

Zechner requested to have future agenda item (no date requested) on the makeup of all ad hoc committees.

9. FUTURE MEETING DATES

- March 1, 2016, 7 p.m., PCAC,150 S. Los Robles, Suite 101
- April 5, 2016, 7 p.m. PCAC,150 S. Los Robles, Suite 101

10. ADJOURMENT

Winter moved; Oltman second. Meeting adjourned 9:20 p.m.

Pasadena Media
Statement of Financial Position
As of February 29, 2016

	Total	
	As of Feb 29, 2016	As of Jun 30, 2015 (PP)
ASSETS		
Current Assets		
Bank Accounts		
A103 Petty Cash	200.00	200.00
A104 Bank of America Checking (1018)	116,768.84	184,510.43
A107 Bank of America Capital - Restricted (9451)	311,478.58	91,434.14
A108 A108 Bank of America Savings (0990)	100,064.07	100,021.70
A110 Paypal	3,107.41	0.00
A120 Pex Debit Card	2,505.56	258.25
Total Bank Accounts	\$ 534,124.46	\$ 376,424.52
Accounts Receivable		
A200 Accounts Receivable	2,500.00	119,042.01
Total Accounts Receivable	\$ 2,500.00	\$ 119,042.01
Other current assets		
A300 Prepaid Insurance	1,972.15	1,972.15
A350 Security Deposit	1,000.00	1,000.00
A370 Undeposited Funds	0.00	425.00
Total Other current assets	\$ 2,972.15	\$ 3,397.15
Total Current Assets	\$ 539,596.61	\$ 498,863.68
Fixed Assets		
A132 Production Equipment	265,119.21	263,073.56
A136 Accumulated Depreciation	-84,970.00	-84,970.00
Total Fixed Assets	\$ 180,149.21	\$ 178,103.56
TOTAL ASSETS	\$ 719,745.82	\$ 676,967.24
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
L100 Accounts Payable	0.00	2,009.31
Total Accounts Payable	\$ 0.00	\$ 2,009.31
Other Current Liabilities		
L210 Payroll Liabilities	33,167.37	24,388.52
L211 Other Payroll Liabilities	250.14	0.00
L212 Accrued Vacation	15,374.95	15,374.95
L212.1 Accrued Salaries & Wages	4,678.16	4,678.16
L220 Deferred Income	272,005.54	298,907.68
Total Other Current Liabilities	\$ 325,476.16	\$ 343,349.31
Total Current Liabilities	\$ 325,476.16	\$ 345,358.62
Total Liabilities	\$ 325,476.16	\$ 345,358.62
Equity		
Q300 Opening Bal Equity	-36,271.00	-36,271.00
Q310 Retained Earnings	367,879.62	367,879.62
Net Income	62,661.04	
Total Equity	\$ 394,269.66	\$ 331,608.62
TOTAL LIABILITIES AND EQUITY	\$ 719,745.82	\$ 676,967.24

Monday, Feb 29, 2016 03:03:11 PM PST GMT-8 - Accrual Basis

Pasadena Media
Budget vs. Actuals: PCAC Board Approved - FY16 P&L
July 2015 - February 2016

	<u>Actual</u>	<u>Total Budget</u>	<u>% of Budget</u>
Income			
4200 City of Pasadena	720,000.00	960,000.00	75.00%
4300 Contributions & Grants	98.25	2,500.00	3.93%
4700 Production Services	16,251.38	18,500.00	87.85%
4800 Program Services	5,387.50	26,000.00	20.72%
4900 Other Revenue	4,867.13	2,000.00	243.36%
Total Income	\$ 746,604.26	\$ 1,009,000.00	73.99%
Gross Profit	\$ 746,604.26	\$ 1,009,000.00	73.99%
Expenses			
5000 Payroll Expenses	496,456.04	684,112.00	72.57%
6000 Occupancy Expenses	149,019.25	211,456.00	70.47%
7120 Accounting & Audit	4,431.10	11,800.00	37.55%
7130 Advertising & Marketing	1,586.29	5,000.00	31.73%
7140 Automobile Expense	182.00	1,500.00	12.13%
7150 Bank & Payroll Processing Fees	1,030.65	1,000.00	103.07%
7160 Board Materials & Expense	374.04	500.00	74.81%
7170 Cable Drop Fees	2,407.37	18,432.00	13.06%
7180 Contract Labor	1,743.02	5,000.00	34.86%
7240 Dues and Subscriptions	1,528.00	500.00	305.60%
7440 Legal & Professional Fees		28,000.00	0.00%
7460 Licenses, Permits & Other Fees		500.00	0.00%
7480 Meals & Entertainment	1,018.62	1,700.00	59.92%
7500 Office Expense	16,020.42	14,000.00	114.43%
7600 Production Expense	2,498.18	17,000.00	14.70%
7700 Professional Development	3,131.54	3,000.00	104.38%
7800 Travel & Lodging	1,613.08	5,500.00	29.33%
Total Expenses	\$ 683,039.60	\$ 1,009,000.00	67.69%
Net Operating Income	\$ 63,564.66	\$ 0.00	
Other Income			
9100 PEG Capital Income Recognized	26,902.14	30,000.00	89.67%
Total Other Income	\$ 26,902.14	\$ 30,000.00	89.67%
Other Expenses			
9200 PEG Capital Equipment Expense	27,805.76	30,000.00	92.69%
Total Other Expenses	\$ 27,805.76	\$ 30,000.00	92.69%
Net Other Income	-\$ 903.62	\$ 0.00	
Net Income	\$ 62,661.04	\$ 0.00	

Monday, Feb 29, 2016 03:06:39 PM PST GMT-8 - Accrual Basis

DIRECTOR'S REPORT

- Respectfully submitted by Chris Miller

Interim Executive Director – Pasadena Community Access Corporation

The Pasadena Community Access Corporation Board of Directors Meeting

Tuesday, March 1, 2016 – 7:00pm

ANNOUNCEMENTS – All four of our entries in the 2015 WAVE Awards have been named as finalists (i.e. in the top three). Winners will be announced at the Alliance for Community Media Western States Region conference in Honolulu March 16-18. Registration is open at acmwest.org.

KEY ACHIEVEMENTS:

Board

- Budget Ad Hoc Committee Meeting with William Boyer, Tom Majich, Gail Schaper-Gordon, Tim Winter, Howie Zechner and Accountant Mike Noll
- Meeting with Gail Schaper-Gordon

Facility

- City DoIT Fiber Project - Discovery re: Fiber Path

Financial

- Meeting with Tim Winter and Accountant Mike Noll
- Revised Budget Forecast for FY16
- Developed FY17 Budget Draft
- Filed Second 990 Tax Extension

Partnerships/Networking

- City DoIT Council Chamber Upgrade Project Consulting
- City Clerk Second Language Assisted Listening System
- PCC On Camera Talent Class

Personnel

- RueShare Training
- Staff Health Benefits Meeting with Stone Tapert and California Choice

Producer/Member Relations

- Weekly eblasts including new videos

Productions

- Councilmembers Kennedy, Hampton and Gordo Community Meeting
- Black History Month Kickoff Events - Annual Parade & Sheldon Epps Discusses *Fly*

Attached: Operations Report, Production Services Report, Member Services Report, Cable Complaints

Operations Report

Prepared by Chris Miller – February 2016

Notable Operations Projects and Their Statuses Conducted During February

- City Council Chamber Meeting Management Upgrade: Following Up
- Fiber Project / PasadenaMedia.org Streaming Issues: Ongoing
- Studio B Project: Install Scheduled
- New Member Management & Reservation System: Staff Training
- Power Outages: Ongoing
- Charter Outage: Solved

1. City Council Chamber Meeting Management Upgrade: Following Up - Several minor issues have kept DoIT from accepting the project as complete. They continue to work with the vendor to correct all outstanding problems. The project manager has been keeping all involved apprised via weekly status updates.

2. Fiber Project / PasadenaMedia.org Streaming Issues: Ongoing - DoIT conducted another site visit in February to determine available fiber strands, but have they not yet concluded discovery. Stream uptime has improved as staff now has a regular process for checking channel feeds. We will continue to explore fiber connectivity, as this will allow us to increase bitrates for consistently higher quality channel streams as well as address other bandwidth needs.

3. Studio B Project: Install Scheduled - Brainstorm has begun building the system scheduled to be installed March 21-25.

4. New Member Management & Reservation System: Staff Training - Staff is now being trained on RueShare, the new member management system. During the next few weeks, we will begin testing with members.

5. Power Surges: Ongoing - Two power surges affected our channels during February. After the first power surge on February 15, the playback server controlling the Arroyo Channel on AT&T and the online stream would not reboot. Despite being hooked up to a UPS, the motherboard was damaged and had to be replaced. Since taking the server out of line, the Charter feed has been used to deliver the channel's content to AT&T and the stream. The transformer in our entry keypad that was also destroyed during that surge has also been replaced. A surge at 10:15am on February 25th affected KPAS on Charter as a converter failed to reboot at City Hall. The converter was replaced around 11am.

6. Charter Outage: Solved - On February 17, a near-citywide Charter outage was caused when a crew working for AT&T severed a fiber line. Service could not be immediately restored because Charter could not gain access to the site while AT&T's crew was still working. The all day outage resulted in approximately 40 calls being received by PCAC staff, as our phone number is listed on the back of the bill as "Franchise Administrator - City of Pasadena". While the staff professionally relayed Charter's contact info, two callers were so irate that staff generated the cable complaints seen in this Director's Report.

Pasadena Media Production Report February 2016

Studio Productions:

2/2: Gracebuilders- Producer: Kim Stanton (Pre-production)
2/2: The People's View- Producer: Macheo Shabaka
2/3: *City Production*
2/4: Smile and Spread a Little Joy- Producer: Debra Johnson (Pre-production)
2/4: Tongues of Fire- Producer: Rob Reyes
2/4: Billy Mitchell Presents- Producer: Billy Mitchell
2/5: Smile and Spread a Little Joy- Producer: Debra Johnson
2/6: Birthright- Producer: Stephanie Cunningham
2/9: *City Production*
2/9: Riq the Critic- Producer: Wannetta Benton
2/9: Yeshua Ministries- Producer: Denise Maiden (Pre-production)
2/12: Variety Talk- Producer: Linda Leak
2/12: Choices- Producer: Marion Cathcart
2/13: Yeshua Ministries- Producer: Denise Maiden
2/13: Skee Love's House of Hip Hop- Producer: Lonnie Lee
2/16: Anybody Can Play Guitar- Producer: James Jones Jr. (Pre-production)
2/17: Is It Reasonable- Producer: Walter Brown
2/18: The Show and Tell Show- Producer: Caroline Elliot
2/18: Choices- Producer: Marion Cathcart
2/18: Thursday Night Live- Producer: Jeff Hodge
2/21: Quality Sketch- Producer: Jarred Hodgdon
2/23: Cuttin' Up in the Kitchen- Producer: Barbara Shay (Pre-production)
2/23: Sure Truth- Producer: Alice Muhammad
2/24: The Show and Tell Show- Producer: Caroline Elliot (Pre-production)
2/24: Cuttin' Up in the Kitchen- Producer: Barbara Shay (Pre-Production)
2/25: The Show and Tell Show- Producer: Caroline Elliot (Pre-production)
2/25: *PCC Prompter Class*
2/25: Sounds Within- Producer: L.V. Smith
2/26: The Color of Success- Producer: Carolyn Wiggins
2/26: Eddie's Gospel Hour- Producer: Eddie Fulton
2/26: The Show and Tell Show- Producer: Caroline Elliot
2/27: Cuttin' Up in the Kitchen- Producer: Barbara Shay
2/27: Eddie's Gospel Hour- Producer: Eddie Fulton
2/28: Tomorrow's Thespians- Producer: Donald Briggs
2/28: The Nowman Show- Producer: Dan Niswander

35 Studio Productions/Pre-production Meetings

KPAS/City/Outside Productions:

2/1: Pasadena City Council Meeting
2/3: Sheldon Epps Discusses Fly
2/4: League Of Women Voters Meeting
2/8: Pasadena City Council Meeting
2/9: Design Commission Meeting
2/9: City Manager's Farewell Event
2/10: Planning Commission
2/16: Altadena Town Council Meeting
2/17: FPRS Meeting
2/17: Board of Zoning Appeals Meeting
2/17: District 3 Community Meeting
2/20: Black History Parade 2016
2/22: Pasadena City Council Meeting
2/23: Design Commission Meeting
2/24: Planning Commission

15 City/KPAS Productions Covered



PASADENA MEDIA

Member Services Report for the month of February 2016

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)
4	1	6	52	8	2
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	14
Producing - Session 1	4
Producing - Session 2	4
Studio Camera	5
Floor Manager	5
Director	6
Lighting	3
Audio	2
Character Generation	3
Field Production	1
Editing Session A	5
Editing Session B	5

Trained Pasadena Media Listed Volunteers: 58

Pasadena Media Website Analytics

Pasadena Media Social Network members:

210 members

Total Visitors	Device Usage		Peak Visitors: Feb 2
1411	Computer 86%	Mobile & Tablet 14%	79

Social Media Marketing:



1366 Followers



768 Likes



442 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 53.25 - 52% of our influence is from: Instagram

90-Day Score History - Last Updated: 2/25/2016

90-day High Score: 57.95 90-day Low Score: 50.78

Special Events:

Webs: Form Response

3 messages

notifications@webs.com <notifications@webs.com>
Reply-To: form-processor@webs.com
To: chris@pasadenamedia.org

Wed, Feb 17, 2016 at 12:10 PM

Form Response Notification

The following form has been submitted from your website

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

Full Name : Fred and Lee Gillett

Phone : [626-351-9704](tel:626-351-9704)

Email : sgillett@charter.net

Location where the problem occurred. : Home

Choose your Cable Provider : Charter

Address : 3825 Nayfair Dr.

Pasadena, CA 91107

Type of Issue : Repair Service

Description of Complaint : Had call twice for service repairs within the last two weeks. Charter came out both times, fixed the issues. Today 2/17/16, the whole neighborhood services are down.

Message taken by Aaron W.

Resolution Requested : Would like to have all their services working again: Cable, Internet and phone.

Chris Miller <chris@pasadenamedia.org>
To: "Herrera, Eva" <Eva.Herrera@charter.com>

Wed, Feb 17, 2016 at 1:49 PM

We received this about an hour ago. I think we've received about a dozen calls about today's outage too.

Chris Miller
Interim Executive Director / COO
Pasadena Media
150 S. Los Robles Suite 101
Pasadena, CA 91101
[626-794-8585 x 105](tel:626-794-8585)

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

Herrera, Eva <Eva.Herrera@charter.com>
To: Chris Miller <chris@pasadenamedia.org>

Thu, Feb 18, 2016 at 2:09 PM

Chris,

Ms. Gillett technical –outage related issues have been addressed and resolved. She wasn't up for discussion or explanation as to what triggered the outage and why it had taken all day to restore services.

She went ahead to say that had experienced service interruptions not only yesterday but also the day before and the week before that.

I was only able to quickly apologize for the inconvenience and troubles caused, and interruptions experienced as well as the fact that 1-day credit would be granted.

At this she said, "okay, oaky thank you for your call" and disconnected the call.

Let me know if additional assistance is needed.

Eva Herrera |Customer Service Specialist
Government Affairs |[626.430.3324](tel:626.430.3324)
4781 Irwindale Avenue, Irwindale, CA 91706

Webs: Form Response

3 messages

notifications@webs.com <notifications@webs.com>
Reply-To: form-processor@webs.com
To: chris@pasadenamedia.org

Wed, Feb 17, 2016 at 4:09 PM

Form Response Notification

The following form has been submitted from your website

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

Full Name : JOSEPH KAHRAMAN

Phone : [818-522-1929](tel:818-522-1929)

Email : nonegiven@pasadenamedia.org

Location where the problem occurred. : Home

Choose your Cable Provider : Charter

Address : 13919 E ORANGE GROVE

PASADENA, CA 91104

Type of Issue : Level of Cooperation

Description of Complaint : Customer is upset that cable service has been out all day and Charter won't give him an estimate when the service will be back.

Resolution Requested : Customer wants someone from the City to reach out to Charter and demand better service.

Chris Miller <chris@pasadenamedia.org>
To: "Herrera, Eva" <Eva.Herrera@charter.com>

Wed, Feb 17, 2016 at 6:35 PM

Hi Eva,

Quyen filled out our online form for a caller earlier today.

Chris Miller
Interim Executive Director / COO
Pasadena Media
150 S. Los Robles Suite 101
Pasadena, CA 91101
[626-794-8585 x 105](tel:626-794-8585)

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

Herrera, Eva <Eva.Herrera@charter.com>
To: Chris Miller <chris@pasadenamedia.org>

Thu, Feb 18, 2016 at 12:03 PM

Chris,

Mr. Kahraman technical issues, outage related have been addressed. He however remains displeased and very upset over the fact that customer service representatives couldn't and didn't provide an estimated time of how long the services were going to be down for.

Resolution:

- Explained that JM Construction Co. had cut and damage Charter Fiber Lines, while doing construction work for AT&T
- Informed customer that Charter Crews were dispatched to the site as soon as the report was received, they however needed to wait for JM construction to finish their work to start working on repairing and or replacing the damage fiber.
- Again tried to explain that we – customer service cannot provide that, simply because is not made available to us (customer service).

Customer expressed his displeased, stating that we-Charter did not meet his expectations. To provide an estimated time of how long services would be out for. He was going to reach back to the City and request additional action to be taken.

Feel free to contact me back, if further assistance is needed

Eva Herrera |Customer Service Specialist
Government Affairs |[626.430.3324](tel:626.430.3324)
4781 Irwindale Avenue, Irwindale, CA 91706

FY17 Budget Draft

revised February 29, 2016

	FY17 Budget	FY16 Budget	Difference	%	FY16 Forecast
Income					
1 4200 City of Pasadena	1,008,000	960,000	48,000	5%	960,000
2 4300 Contributions & Grants	2,500	2,500	-	0%	250
3 4700 Production Services	41,300	18,500	22,800	123%	37,500
4 4800 Program Services	10,000	26,000	(16,000)	-62%	6,000
5 4900 Other Revenue	1,100	2,000	(900)	-45%	5,000
Total Income	1,062,900	1,009,000	53,900	5%	1,008,750
Expenses					
6 5100 Salaries & Wages	554,843	544,182	10,661	2%	568,725
7 5200 Payroll Taxes	53,820	53,000	820	2%	52,026
8 5310 Health Benefits	75,012	76,930	(1,918)	-2%	80,497
8 5320 Retirement	16,645	-	16,645	#DIV/0!	-
8 5390 Workman's Compensation	10,000	10,000	-	0%	9,689
9 6000 Occupancy Expenses	240,349	211,456	28,893	14%	210,482
10 7120 Accounting & Audit	12,250	11,800	450	4%	11,880
11 7130 Advertising & Marketing	4,000	5,000	(1,000)	-20%	2,900
12 7140 Automobile Expense	1,500	1,500	-	0%	500
13 7150 Bank & Payroll Processing	1,500	1,000	500	50%	1,400
14 7160 Board Materials & Expense	10,500	500	10,000	2000%	17,500
15 7170 Cable Drop Fees	5,000	18,432	(13,432)	-73%	4,100
16 7180 Contract Labor	5,000	5,000	-	0%	2,600
17 7240 Dues and Subscriptions	2,000	500	1,500	300%	1,620
18 7440 Legal & Professional Fees	28,000	28,000	-	0%	28,775
19 7460 Licenses, Permits & Other	4,100	500	3,600	720%	4,000
20 7480 Meals & Entertainment	1,500	1,700	(200)	-12%	1,485
21 7500 Office Expense	13,500	14,000	(500)	-4%	16,300
22 7600 Production Expense	13,000	17,000	(4,000)	-24%	3,150
23 7700 Professional Development	3,000	3,000	-	0%	3,490
24 7800 Travel & Lodging	4,300	5,500	(1,200)	-22%	3,700
Total Expenses	1,059,819	1,009,000	50,819	5%	1,024,819
Net Gain	3,081	-	3,081	N/A	(16,069)

AT&T Takes U-Turn on U-Verse as It Pushes Users Toward DirecTV

Scott Moritz

MoritzDispatch

February 16, 2016 — 2:00 AM PST

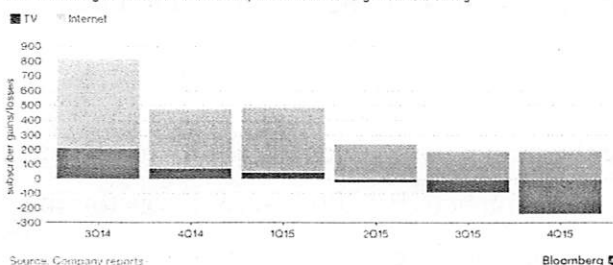
- ▶ Service lost 240,000 TV customers as more shifted to satellite
- ▶ Company develops hub plan to consolidate all video offerings

AT&T Inc. is phasing out the U-verse TV service as it pushes new customers to newly acquired DirecTV, a sign the company is giving up on once-heralded plans to compete head-on with cable through telephone lines.

The biggest U.S. pay TV provider has stopped building U-verse set-top boxes and is nudging prospective customers toward its satellite unit, which has lower hardware and programming costs. The shift is the first stage of a plan to create a “home gateway” within three years that will consolidate all AT&T services and act as a central hub to deliver video to any device.

U-verse in Reverse

AT&T is losing U-verse TV subscribers, while broadband growth is slowing



“AT&T is going to actively get out of the U-verse business,” said Chris Ucko, an analyst with CreditSights Inc.

The de-emphasis of U-verse underscores AT&T’s promise to squeeze \$2.5 billion in annual cost savings from its purchase of DirecTV last year. The provider is under pressure to improve profit margins amid a

wireless price war. It also faces \$22 billion in capital spending, an estimated \$10.6 billion cost to acquire new airwaves, about \$6.5 billion in debt maturities and an \$11 billion dividend this year, all while working to improve its credit rating.

Current U-verse subscribers will be able to retain the service, and AT&T is even offering new promotions to those who keep it. But new customers are being directed by its marketing department to choose the satellite package.

Fleeing Customers

The shift to DirecTV was reflected in fourth-quarter results. U-verse subscribers fell 4 percent, the worst loss ever, as 240,000 customers canceled service, the company said. And while DirecTV gains of 214,000 customers almost offset the loss, U-verse defectors helped pump up cable TV growth. Comcast Corp. had its biggest user gain in eight years.

AT&T says that while it's focusing on DirecTV, it isn't shutting down U-verse.

"To realize the many benefits of our DirecTV acquisition, we are leading our video marketing approach with DirecTV," said Brad Burns, an AT&T spokesman. "However, our first priority is to listen to our customers and meet their needs, and if we determine a customer will be better served with the U-verse product, we offer attractive and compelling options."

Souped-Up Service

At its start in 2005, U-verse was hailed as a breakthrough product that was shepherded through development by Chief Executive Officer Randall Stephenson before he took the top job. Designed as an improvement from the dial-up Internet era, it offered faster, souped-up DSL -- or digital subscriber line -- service that carried both TV programs and broadband access.

U-verse, along with Verizon Communications Inc.'s FiOS, gave the phone companies the ability to offer a bundle of TV, phone and Internet services to chip away at cable's dominance. By 2007, AT&T was touting U-verse's picture quality and the higher number of HD channels it had compared with cable.

Unlike FiOS, which connected homes with super-fast fiber-optic lines, U-verse took a lower-cost approach by taking fiber cables to a neighborhood and then connecting them to existing copper lines that reach into homes.

At its peak in 2014, U-verse had 6.1 million TV subscribers. AT&T lists 21 states where it's available. U-verse was never sold nationally and steered clear of the Northeast, where Verizon maintains a FiOS

stronghold.

"I don't think it worked really well to deliver high-end broadband and video over copper lines," Ucko of CrediSights said. "DirecTV gives them a better way to deliver video."

More Clout

With DirecTV, AT&T gets a national TV offering and lower programming costs. DirecTV's 20 million subscribers give the parent company greater leverage in negotiations with media companies at a time of rising programming fees. Content costs are about \$17 a month higher for U-verse customers than for DirecTV subscribers, Chief Financial Officer John Stephens said at an investor conference in November.

"The lower content costs makes DirecTV customers more profitable," said Jennifer Fritzsche, an analyst with Wells Fargo Securities LLC. And if the TV feed can move to satellite, it takes the data traffic load off the U-verse broadband pipe, she said. "Then AT&T can sell faster broadband speeds for higher prices."

AT&T is hoping to combine its services -- Internet, satellite TV and wireless -- into one home device. As a potential part of that plan, the company is investing in GigaPower, a direct fiber-to-the home connection targeting 38 cities in 20 states. Because not all homes will get fiber, AT&T is developing a single-layer multipurpose hub that will use various inputs to send Web-based streaming video, on-demand shows and live programs to home TVs and mobile devices.

U-verse, which is a vestige of the copper-wire era, may not fit that picture, says Wells Fargo's Fritzsche.

"U-verse was a first step; it wasn't a mistake," she said. "It got broadband into the home, but the future is fiber."

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Alliance for Community Media website:

<http://www.allcommunitymedia.org/latest-news/weekly-news-from-the-president>

File it under "Irony" or "Persistence"?

On the heels of industry news that AT&T is walking away from its U-Verse video platform

<https://www.dslreports.com/shownews/ATTs-Giving-Up-on-UVerse-Television-136300>

comes news of a bill in the Wisconsin Legislature to help remedy some of the damage AT&T caused as it tried to start the platform in that state.

The Bill (LRB 4426/1) reinstates PEG fees in Wisconsin, requires program guide listings and calls for technical parity with broadcast channels on cable systems (Wisconsin Community Media has a good summary of the bill) ACM is supporting Wisconsin Community Media and we're asking Wisconsin residents to contact their legislators today to co-sponsor LRB 4426/1. They can take action here.

AT&T's Giving Up on U-Verse Television

by Karl Bode

Tuesday Feb 16 2016 15:14 EST

Indications are that AT&T is giving up on its U-Verse TV services. Once heralded as a great competitor to cable, the company was never really willing to invest the kind of broad fiber to the home upgrades needed to support both next-generation broadband speeds and television services. As such the company still doesn't offer U-Verse broadband speeds that can match cable in most markets, and is certainly in no position to embrace 4K television over U-verse's largely fiber to the node infrastructure anytime soon.

As such, reports now indicate that with AT&T's acquisition of DirecTV AT&T has stopped producing U-Verse set top hardware, and is even actively driving many current U-Verse TV customers to DirecTV.

"AT&T is going to actively get out of the U-verse business," CreditSights analyst Chris Ucko tells Bloomberg. Current U-Verse TV customers aren't being booted off of AT&T's TV platform right now, and AT&T's immediate focus is pushing new customers to DirecTV.

"To realize the many benefits of our DirecTV acquisition, we are leading our video marketing approach with DirecTV," AT&T says of the shift. "However, our first priority is to listen to our

customers and meet their needs, and if we determine a customer will be better served with the U-verse product, we offer attractive and compelling options."

But with all new AT&T customers shoveled to DirecTV, it's only a matter of time before AT&T tries to drive these customers to DirecTV as well to save bandwidth previously lost to television. And while that should buy AT&T a little more capacity, AT&T's still going to find itself at a pure speed disadvantage to cable without upgrading to fiber to the home. But like Verizon, AT&T is unwilling to make this investment (despite pretense to the contrary), because it believes the future is in more profitable (read: usage capped) wireless.

AT&T executive John Stankey has stated the company is moving toward "one consistent architecture" for all TV and broadband users that will likely mean a single gateway capable of connecting to satellite, fixed and mobile AT&T broadband networks. The company's set top, router and gateway hardware "will become a consolidated, single platform over the next 24-36 months" Stankey has said. So users AT&T doesn't want to upgrade get wireless and satellite, some people stay on VDSL (for now), and a select few get fiber to home -- all using the same gateway.

AT&T's shift has a few other costs for consumers. To enter the TV business roughly a decade ago, AT&T spent millions lobbying state lawmakers for laws that gutted the old TV franchise system (and many consumer protections) in favor of new state agreements. This franchise law "reform" was supposed to usher in a new age of cable TV competition and lower prices, but by and large involved AT&T writing wish list state laws that often had nothing to do with television.

Those laws will remain, but the TV system that purportedly necessitated them will be no more. AT&T's effort to drive U-Verse customers to satellite was reflected in the company's earnings last quarter. While AT&T says it added 214,000 TV customers under the DirecTV brand last quarter, the company still saw an overall net loss in TV subscribers thanks to losing 240,000 U-Verse TV customers. The company also saw a net loss in fixed-line broadband and wireless subscribers.

Those across the board net subscriber losses put AT&T in a precarious position. One that will get more precarious as cable operators begin deploying gigabit DOCSIS 3.1 speeds the company's fiber to the node U-Verse platform still won't be able to touch. And while AT&T was willing to spend \$69 billion on DirecTV, outside of some highly-selective and theatrical gigabit fiber deployments there's still no indication AT&T's willing to spend big on broadband, or, frankly, is entirely sure just what kind of a company it wants to be.