

**AGENDA REGULAR MEETING
PASADENA COMMUNITY ACCESS CORPORATION
Tuesday, February 7, 2017
7:00 p.m. at 150 S. Los Robles, Suite 101**

BOARD OF DIRECTORS

Ann Marie Hickambottom (District 1)
Grant Scott McComb (District 2)
Robert Oltman (District 3)
Howie Zechner, Vice-Chair (District 4)
Yuny Parada (District 5)
Tim Winter, Treasurer (District 6)
Sally Howell (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

George Falardeau, Executive Director CEO
Chris Miller, Chief Operations Officer

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

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, February 7, 2017**, 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 DECEMBER 6, 2016 AND JANUARY 3, 2017 BOARD MEETING MINUTES
 - 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

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 the 3rd day of February, 2017.



Liza Rodriguez, Office Administrator

PASADENA COMMUNITY ACCESS CORPORATION (PCAC)

MINUTES FOR THE REGULARLY SCHEDULED MEETING OF THE PCAC BOARD OF DIRECTORS FOR DECEMBER 6, 2016.

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

REGULAR MEETING

1. CALL TO ORDER/ROLL CALL

Board Chair Gail Schaper-Gordon called meeting to order at 7:15 p.m.

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

Ann Marie Hickambottom, District 1, absent
Grant Scott McComb, District 2, present
Robert Oltman, District 3, present
Howie Zechner, Vice Chair & District 4, present
Yuny Parada, District 5, present
Tim Winter, Treasurer & District 6, present
Sally Howell, District 7, present
Gail Schaper-Gordon, Chair & Mayor's Representative, present
Beth Leyden, PUSD Representative, present
Alexander Boekelheide, PCC Representative, present
William Boyer, Secretary, 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

2. Chair Schaper-Gordon announced no reportable action from the evening's closed session.

3. APPROVAL OF MINUTES FOR NOVEMBER 1, 2016 REGULAR BOARD MEETING

Moved by Vice Chair Zechner, second by McComb. Unanimous approval with Oltman abstained.

No public comment

4. PUBLIC COMMENT

No other public comment

5. TREASURER'S REPORT

Information item presented by Treasurer Winter as included in Board packet.

No action taken.

No public comment.

6. EXECUTIVE DIRECTOR'S REPORT

As presented by Mr. Falardeau, per Board agenda packet information, with additional information as presented by Mr. Miller.

Highlight included progress on consolidation of PCAC administrative staff & activities from the Fourth Floor to the Studio/First Floor.

No action taken

No public comment

7. OLD BUSINESS

None

8. NEW BUSINESS

- QUARTERLY CHANNEL MANAGER'S REPORT: Alex Boekelheide for PCC-TV

Information Report by Boekelheide, PCC Representative, highlighting PCC-TV operations and programs as included in Board Packet.

No action taken.

No public comment.

9. ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF

Misc. announcements.

No public comment.

10. ADJOURNMENT

Adjourned 9:03 p.m.

FUTURE MEETING DATES

- January 3, 2017

PASADENA COMMUNITY ACCESS CORPORATION (PCAC)

MINUTES FOR THE REGULARLY SCHEDULED MEETING OF THE PCAC BOARD OF DIRECTORS FOR JANUARY 3, 2017

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

REGULAR MEETING

1. CALL TO ORDER/ROLL CALL

Board Chair Gail Schaper-Gordon called meeting to order at 7:02 p.m.

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

Ann Marie Hickambottom, District 1, absent
Grant Scott McComb, District 2, present
Robert Oltman, District 3, absent
Howie Zechner, Vice Chair & District 4, present
Yuny Parada, District 5, present
Tim Winter, Treasurer & District 6, present
Sally Howell, District 7, present
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

Staff:

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

2. APPROVAL OF MINUTES FOR DECEMBER 6, 2016 REGULAR BOARD MEETING

No minutes provided; minutes will be provided for review and approval at the February 7, 2017 Board meeting.

No action taken

No public comment

3. PUBLIC COMMENT

No other public comment

4. TREASURER'S REPORT

Information item presented by Treasurer Winter as included in Board packet.

No action taken.

No public comment.

6. EXECUTIVE DIRECTOR'S REPORT

As presented by Mr. Falardeau, per Board agenda packet information, with additional information as presented by Mr. Miller and several other staff present.

Highlight included showing a highlight reel of programming content completed by staff during past two months.

No action taken

No public comment

7. OLD BUSINESS

None

8. NEW BUSINESS

None

9. ANNOUNCEMENTS BY BOARD MEMBERS AND STAFF

Misc. announcements.

No public comment.

10. ADJOURNMENT

Adjourned 8:16 p.m.

FUTURE MEETING DATES

- February 7, 2017
- March 7, 2017 (Election Day)
- April 4, 2017

Pasadena Community Access Corporation

Statement of Financial Position

As of January 31, 2017

	Total	
	As of Jan 31, 2017	As of Jun 30, 2016 (PP)
ASSETS		
Current Assets		
Bank Accounts		
1010 Petty Cash	200.00	200.00
1120 Bank of America Checking (1018)	238,608.92	24,311.12
1130 Bank of America Capital - Restricted (9451)	76,632.87	323,430.87
1140 Bank of America Savings (0990)	100,124.15	100,088.85
1150 Pex Debit Card	2,379.38	3,435.65
1160 Paypal	1,960.95	-620.98
Total Bank Accounts	\$ 419,906.27	\$ 450,845.51
Accounts Receivable		
1200 Accounts Receivable	4,602.00	1,241.00
Total Accounts Receivable	\$ 4,602.00	\$ 1,241.00
Other Current Assets		
1190 Undeposited Funds	135.00	737.50
1210 Other Receivables	0.00	84.49
1300 Prepaid Expenses	0.00	29,072.84
1310 Prepaid Direct Deposits	14,867.51	14,867.51
1320 Prepaid Taxes	661.48	661.48
1330 Prepaid Insurance	1,902.49	1,902.49
Total Other Current Assets	\$ 17,566.48	\$ 47,326.31
Total Current Assets	\$ 442,074.75	\$ 499,412.82
Fixed Assets		
1600 Production Equipment	286,429.06	284,863.56
1650 Accumulated Depreciation	-140,255.00	-140,255.00
Total Fixed Assets	\$ 146,174.06	\$ 144,608.56
Other Assets		
1800 Security Deposit	1,000.00	1,000.00
Total Other Assets	\$ 1,000.00	\$ 1,000.00
TOTAL ASSETS	\$ 589,248.81	\$ 645,021.38
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
2000 Accounts Payable	54.99	0.00
Total Accounts Payable	\$ 54.99	\$ 0.00
Other Current Liabilities		
2100 Payroll Liabilities	37,846.27	30,156.45
2200 Accrued Vacation	13,766.84	13,766.84
2300 Direct Deposit Payable	14,867.51	0.00
2800 Deferred Income	54,694.92	301,492.92
Total Other Current Liabilities	\$ 121,175.54	\$ 345,416.21
Total Current Liabilities	\$ 121,230.53	\$ 345,416.21
Total Liabilities	\$ 121,230.53	\$ 345,416.21
Equity		
3000 Opening Bal Equity	-36,271.00	-36,271.00
3100 Retained Earnings	335,876.17	335,876.17
Net Income	168,413.11	
Total Equity	\$ 468,018.28	\$ 299,605.17
TOTAL LIABILITIES AND EQUITY	\$ 589,248.81	\$ 645,021.38

Pasadena Community Access Corporation

Pro Forma P&L

2017 YTD Actual vs 2017 Budget

	Fiscal Year 2017		2017 Actual vs. Full Year Budget		YTD Budget	2017 YTD Actual vs. 7 mo. Budget	
	YTD Actual	2017 Budget	\$	%		\$	%
Income							
City of Pasadena	756,000	1,008,000	(252,000)	-25.0%	588,000	168,000	28.6%
Contributions & Grants	5,531	2,500	3,031	121.2%	1,458	4,072	279.3%
Production Services	14,747	41,300	(26,554)	-64.3%	24,092	(9,345)	-38.8%
Program Services	4,325	10,000	(5,675)	-56.8%	5,833	(1,508)	-25.9%
Other Revenue	853	1,100	(247)	-22.5%	642	211	32.9%
Total Income	781,455	1,062,900	(281,445)	-26.5%	620,025	161,430	26.0%
Expenses							
Payroll Expenses	327,223	554,843	227,620	41.0%	323,658	(3,564)	-1.1%
Payroll Taxes	27,479	53,820	26,341	48.9%	31,395	3,916	12.5%
Employee Benefits	53,830	101,657	47,827	47.0%	59,300	5,470	9.2%
Occupancy Expenses	147,277	240,349	93,072	38.7%	140,204	(7,073)	-5.0%
Accounting & Audit	7,380	12,250	4,870	39.8%	7,146	(234)	-3.3%
Advertising & Marketing	852	4,000	3,148	78.7%	2,333	1,481	63.5%
Automobile Expense	205	1,500	1,295	86.3%	875	670	76.5%
Bank & Payroll Processing Fees	874	1,500	626	41.8%	875	1	0.2%
Board Materials & Expenses	1,703	500	(1,203)	-240.5%	292	(1,411)	-483.7%
Cable Drop Fees	1,644	5,000	3,356	67.1%	2,917	1,273	43.6%
Contract Labor	960	5,000	4,040	80.8%	2,917	1,957	67.1%
Dues and Subscriptions	2,270	2,000	(270)	-13.5%	1,167	(1,103)	-94.6%
Legal & Professional Fees	25,000	38,000	13,000	34.2%	22,167	(2,833)	-12.8%
Licenses, Permits & Other Fees	116	4,100	3,984	97.2%	2,392	2,276	95.1%
Meals & Entertainment	1,082	1,500	418	27.9%	875	(207)	-23.7%
Office Expense	2,876	13,500	10,624	78.7%	7,875	4,999	63.5%
Production Expense	8,833	13,000	4,167	32.1%	7,583	(1,249)	-16.5%
Professional Development	1,285	3,000	1,715	57.2%	1,750	465	26.6%
Travel & Lodging	2,154	4,300	2,146	49.9%	2,508	354	14.1%
Total Expenses	613,042	1,059,819	446,777	42.2%	618,228	5,186	0.8%
Net Operating Income	168,413	3,081	165,332	5366.2%	1,797	166,616	9270.6%
PEG Capital Income Recognized	0.00	200,000.00	(200,000.00)	-100.0%	116,666.67	(116,666.67)	-100.0%
PEG Capital Equipment Expense	246,798.00	200,000.00	46,798.00	23.4%	116,666.67	(130,131.33)	-111.5%

EXECUTIVE DIRECTOR CEO REPORT

- Respectfully submitted by George Falardeau

Pasadena Community Access Corporation Board of Directors Meeting

Tuesday, February 7, 2017 - 7:00 PM

ANNOUNCEMENTS - Pasadena Media provided coverage and broadcasted Mayor Terry Tornek's annual State of the City address at the Washington STEAM Magnet Academy Gymnasium.

Bobbie Ferguson, Production Supervisor and Aaron Wheeler, Head of Community Development, met with leaders of the Pasadena Humane Society & SPCA - Julie Bank, President/CEO, Jamie Holeman, PR/Marketing Associate and Ricky Whitman, VP of Communication Relations to determine how to move forward and currently working on a program proposal.

Aaron Wheeler successfully completed grant submission for the Pasadena Tournament of Roses Foundation; TBA.

KEY ACHIEVEMENTS:

Member Relations/Outreach

- ED/CEO spoke at the Castle Green Hotel Romanesque Room "Mix It Up!" event. Attendees included former Mayor Bill Bogaard, Fire Chief Bertral Washington, Pasadena Chamber of Commerce Board Chair Ishmael Trone, Pasadena Convention Center CEO Mike Ross, Field Representative District 4 Noreen Sullivan, PCC President Dr. Rajen Vurdien and other city dignitaries. ED/CEO discussed the relevance of media in today's society.
- ED/CEO and Aaron Wheeler met with Chief of Police Phillip Sanchez to discuss community involvement and community based policing and how Pasadena Media can support his efforts; details forthcoming.

- ED/CEO met with former Mayor Bill Bogaard to discuss the former Mayor's new role in a project reviewing the Arroyo Seco; details forthcoming.
- Pasadena Media staff is developing an overall brand marketing identity plan which will include social media, TV bumpers to be played hourly describing who Pasadena Media is and soliciting donations. In development is a half an hour talk show hosted by Bobbie Ferguson, Production Supervisor, dealing with city and community topics and a two hour telethon to air sometime in the summer. Also in development is a half an hour program hosted by Aaron Wheeler titled "A Show Within A Show." This program is dedicated to how the community is trained on production equipment to produce their own programming.
- Pasadena Media participated at the Science, Technology and Engineering Evening (STEM) at Daniel Webster Elementary School.
- ED/CEO and Aaron Wheeler met with Sarah O'Brien, President Elect of the Altadena Rotary, to discuss opportunities for rotary clubs to collaborate on future projects.
- Noreen Sullivan, Field Representative for District 4, has asked us to provide a presentation about Pasadena Media in Gene Masuda's district.
- ED/CEO and Aaron Wheeler presented to the Altadena Rotary Club a background on Pasadena Media and the services we provide.

Facilities

- Chris Miller, COO, has finalized Space Plan for the consolidation of space from the 4th floor to the 1st floor. Currently, our architect is finalizing plans for the bid process for 3 selected contractors. Negotiations to commence with our landlord upon completion of that process; details forthcoming.

Productions

- ED/CEO attended the Pasadena City Council and PUSD Candidate Forum for Pasadena Media at PCC's Creveling Lounge which was broadcasted and streamed live on KPAS & PCCTV.
- ED/CEO attended the City Council Forum on Affordable Housing at All Saints Episcopal Church. Pasadena Media covered this event and will air on the Arroyo Channel.
- Pasadena Media has covered the Pasadena Latino Coalition Forum for PUSD and Pasadena City Council Candidates at the Pasadena Senior Center. This coverage will also air on the Arroyo Channel.
- Coverage of Election Forums - The next scheduled coverage is the Pasadena Chamber of Commerce and Downtown Business District Candidate Forum at the Boston Court Performing Arts Center.
- Fundraising bumpers - Three one-minute promos will air every hour on the Arroyo Channel as a reminder of our public service to the community and to solicit donations.
- Through a contact of Board Chair Gail Schaper-Gordon, Pasadena Media is working with David Revel of Technical Media Design Inc. to assist his company in monitoring decibel levels around the Rose Bowl and related events. Bobbie Ferguson is working on details for information to follow.
- See attached letter of thanks from Mayor Terry Tornek regarding the State of the City event.

Personnel

- ED/CEO and Administrative staff commenced review of the Employee Handbook to align with current State and Federal Laws.

Financial

- Pasadena Media continues to review cost reductions and to prepare for the 2017-2018 fiscal budget for the City of Pasadena.
- For this current fiscal year, we are pleased to report that we've received donations totaling \$5,875.00.
- Pasadena Media continues to source out additional streams of revenue, utilizing existing production staff and facilities.

Board

- Board Member Grant McComb presented to staff a comprehensive social media presentation to be incorporated in our overall strategic plan enhancing our presence in the community; details forthcoming with comments from Grant McComb.
- ED/CEO met with Board Member Javan Rad, Chief Assistant City Attorney, and discussed issues regarding Pasadena Media and continued support for the City Attorney's office.

Attached: Operations Report, Production Services Report, Member Services Report, Cable Complaint, Thank You Letter from Mayor Tornek

Operations Report - January 2017

Notable Operations Projects and Their Statuses

Prepared by Chris Miller, Chief Operations Officer

City Council Chamber Meeting Management System Assisted Listening Issue 11/7: Ongoing

The audio distribution system output that feeds the assisted listening devices malfunctioned. We bypassed the port by connecting the assisted listening transmitter directly to an output from our audio board. DoIT has set an appointment with their vendor to address.

Charter Arroyo/KPAS Outage 1/9: Solved

The morning facilities check revealed that both Arroyo and KPAS were in black on Charter. Upon arrival at City Hall, the playout computer showed that all of the 2000+ show files were invalid. The service that conducts these file checks had shut down a few hours before. A reboot of the computer restarted the service and programming resumed within minutes. Later that day, the manufacturer logged in to the system remotely to solve the issue permanently. AT&T and online streams were unaffected.

Suite Consolidation: Ongoing

We have completed a space plan for the consolidation of space from suite 450 into suite 101. Our architect is finalizing mechanical and electrical drawings for the contractor bid process. Negotiations will commence with our landlord upon completion of the drawings.

City Council Chamber Closed Captioning Installation: Ongoing

CDBG funding has been secured under the direction of City Clerk Mark Jomsky with assistance from Accessibility Issues Coordinator Alison Everett and myself to purchase an innovative closed captioning system for the City Council Chamber. The system uses a one-of-a-kind voice recognition computer in place of services which normally cost \$100+/hour. I have created the equipment workflow and requested quotes from vendors. After purchase, I will install the equipment and train Pasadena Media staff.

Pasadena Media Production Report - January 2017

Studio Productions:

1/4: "Creative People Podcast"- Keno Deary (PP)	1/6: "Skeelove House of Hip Hop"- Lonnie Lee (PP)
1/6: "Yeshua Ministries"- Denise Maiden (PP)	1/7: "World of Wisdom"- Malika Hendry
1/7: "Behind the Curtains"- Eric Bailey	1/9: "Casa Martinez"- Roberta Martinez (PP)
1/10: "Is It Reasonable"- Walter Brown	1/11: "Skeelove House of Hip Hop"- Lonnie Lee (PP)
1/12: "Behind the Curtains"- Eric Bailey (PP)	1/14: "The Nowman Show"- Dan Niswander
1/17: "Riq the Critic"- Wannetta Jones	1/20: "Billy Mitchell: Our Music Live"- Billy Mitchell
1/21: "Yeshua Ministries"- Denise Maiden	1/21: "Skeelove House of Hip Hop"- Lonnie Lee
1/24: "The Melody Trice Show"- Melody Trice (PP)	1/24: "Korbin's Kode"- Korbin Deary
1/24: "Creative People Podcast"- Keno Deary	1/25: "Nuclear Popcorn"- Maurice Smith
1/26: "Thursday Night Live"- M.C. Franklin	1/27: "Sounds Within"- L.V. Smith
1/28: "The Melody Trice Show"- Melody Trice	1/31: The Conner Bubble"- Joe Conner

Total Number of Studio Productions/Pre-production Meetings: 22

KPAS/City/Outside Productions:

1/2: TOR Rose Parade 2017	1/3: Historic Preservation Meeting (Audio Only)
1/5: Celebrating the Invention of the Cheeseburger in Pasadena	1/9: Pasadena City Council Meeting
1/10: Design Commission Meeting (Audio Only)	1/17: Altadena Town Council Meeting
1/18: FPRS Meeting	1/18: Mayor's State of The City Address
1/23: Pasadena City Council Meeting	1/24: Design Commission Meeting (Audio Only)
1/25: Planning Commission Meeting (Audio Only)	1/30: Pasadena City Council Meeting
1/31: City Council Candidate Forum on Affordable Housing	

Total Number of KPAS/City/Outside Productions: 13

Community Development & Member Services Report for the month of January 2017

New Members	Returning Members	Total Paid Members	Total Active Volunteers
7	0	34	32
New Producers Training	Returning Producers	Total Active Producers	Productions in Development
5	0	33	22

New Series	Local Episodes	Local Bicycled Episodes	New Regional LA County Episodes
2	25	10	3

Media Training Courses:

Orientation	17	Studio Camera	2	TD & Media Mgmt.	1	Teleprompter	2	Editing	1
Producing Training	6	Floor Manager	2	Lighting	0	Character Generation	1	Green Screen	1
Director	1	Audio	2	Field Production	3	Studio Workshop	3		

Pasadena Media Website Analytics

Total Visitors	Device Usage	Peak Visitors: Nov. 17th
981	Computer 91% / Mobile & Tablet 9%	77

Social Media Marketing:



1514
Followers



947
Likes



741
Followers



51,293
Channel Views

Community Media Networking:

Pasadena Media CoLAB:

Pasadena Media's Official Media Collaboration Meetup Group

Meetup page: www.meetup.com/PasadenaMediaCoLAB

Official Hashtag: #PasadenaMediaCoLAB

Group details: Where Innovation and Media Enthusiasts from across cultures and communities converge. Meetings will include guest speakers, skills training and plenty of networking opportunities. Our mission is media literacy, skills development and freedom of expression.

First introductory meeting: 7 participants

Outreach Community Presentations:

Daniel Webster Elementary Science & Technology Evening

Mix it Up Event

Fwd: Form Response - R***** A****

Chris Miller <chris@pasadenamedia.org>
To: chartercomplaints@chartercom.com

Thu, Jan 19, 2017 at 5:11 PM

We received this complaint via our online form a few minutes ago. Please let us know when a resolution has been reached.

Chris Miller
Chief Operations Officer
Pasadena Media
150 S. Los Robles Ave., Suite 101
Pasadena, CA 91101
[626-794-8585 x 105](tel:626-794-8585)

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

Date: Thu, Jan 19, 2017 at 4:10 PM
Subject: Webs: Form Response
To: chris@pasadenamedia.org

Form Response Notification

The following form has been submitted from your website

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

Full Name : R***** A****

Phone : [626*****](tel:626-*****)

Email : r*****.a****@gmail.com

Location where the problem occurred. : Home

Choose your Cable Provider : Charter

Address : **** E. Walnut St. Apt.****

Pasadena, CA

91106

Type of Issue : Billing

Description of Complaint : I received 3 different bill in a month. Two of which are different address but I only have one router. Before I moved, I called the customer service to notify them that I am moving my service, however, they charged me on these two different addresses. I also am not sure about how the billing works, for instance, the 'adjustment fee' and it was charged to me quite expensive.

Resolution Requested : Please help me clarify on how the billing works and explain to me why am I charged on two different addresses when I only have one single router.



OFFICE OF THE MAYOR

January 30, 2017

Dear State of the City Team: Chris, Bobbie and Danny;

Thank you for your help in this year's State of the City event. Your dedication and ability to provide a program (from arrival to departure) for all residents to enjoy either at the event or later in the comfort of their home is commendable. We have received terrific reviews and I greatly appreciate the specific jobs accomplished by each of you. Thank you!

Should you have any thoughts on improvements or considerations for future SOC please take a moment to pass them along to Rhonda.

Sincerely,

A handwritten signature in blue ink that reads "Terry Tornek". The signature is stylized with a large, sweeping "T" and a cursive "Tornek".

TERRY TORNEK
MAYOR