



QUARTERLY LISTINGS OF PROBLEMS AND NEEDS OF AREA
SURVEYED BY SCRIPPS HOWARD BROADCASTING COMPANY,
KJRH CHANNEL 2 TELEVISION STATION, TULSA, OKLAHOMA.

July 1 – September 30, 2015

1. Public Health & Safety Issues
2. Financial/Credit Issues
3. Community Support & Resource Information
4. Technology Issues
5. Consumer Issues
6. Legal Issues

TITLE: 3rd QUARTER 2015 – ISSUES/PROGRAMS LIST

SOURCE: LOCAL

TYPE: NEWS

SOURCE: Local – “Problem Solvers”

DATE: July 1 – September 30, 2015

TIME: Problem Solvers & Investigative segments during Channel 2 News at 5pm, 6pm and 10pm

DURATION: 2 minutes

DESCRIPTION:

Channel 2 News Problem Solvers and Investigators receive numerous requests daily from local green country residents who need help dealing with a local business, organization or agency. The Problem Solvers investigate how best these requests can be resolved and work to rectify the situation for the consumer.

The following is a list of summaries of these segments that aired during Q3 2015:

PUBLIC HEALTH & SAFETY ISSUES

- July 17 – Pete Knutson presented story on the rights of renters when their air conditioning quits working.

FINANCIAL/CREDIT ISSUES

- July 13 – Pete Knutson presented story on the pros and cons of “renting to own” appliances, furniture and other items.
- July 22 – Pete Knutson presented story on homeowner whose mortgage company incorrectly figured her escrow account, and also forced homeowners insurance onto her account even though she already had coverage.
- July 24 – Pete Knutson presented story on the importance of protecting your social security number and the steps you can take to keep it secure.
- July 27 – Pete Knutson presented story on car owner who couldn't get insurance company to pay her claim to repair her car.
- July 31 – Pete Knutson presented story on taking advantage of perks available on credit card accounts.
- August 7 – Pete Knutson presented story on the pros and cons of buying extended warranties on certain purchases.
- August 14 – Pete Knutson presented story on the pros and cons of reverse mortgages.
- August 26 – Pete Knutson presented story on a veteran who had issues getting the VA to cover emergency treatment for a hand injury as well as post-treatment.
- August 31 – Pete Knutson presented story on couple that couldn't get the insurance company for a national trucking company to pay for damages to their car, caused by one of the company's drivers.
- September 14 – Pete Knutson presented story on couple whose tax refund was deposited in someone else's account, after bank gave couple the wrong account number.

- September 18 – Pete Knutson presented story about the lack of lemon laws for the purchase of used vehicles in Oklahoma.
- September 21 – Pete Knutson presented story about the widow of a veteran. Her husband had purchased mortgage life insurance to pay off their house if he passed away before her. That mortgage company failed to credit a \$105,000 check to her account for several weeks, thus increasing the amount of interest she had to pay.
- September 28 – Pete Knutson presented story on a disable veteran who was overcharged for moving his belongings from Lincoln, Nebraska to Broken Arrow, Oklahoma.

COMMUNITY SUPPORT & RESOURCE INFORMATION

- September 25 – Pete Knutson presented story on spotting scams focusing on helping the Syrian refugees, as well as giving tips on finding legitimate charities.

TECHNOLOGY ISSUES

- September 28 – Pete Knutson presented story on how to spot scams focusing on updating your computer to Windows 10.

CONSUMER ISSUES

- July 1 – Pete Knutson presented story on internet customer's issues when she didn't get the kind of service she was promised.
- July 3 – Pete Knutson presented story on scams targeting seniors. Tips presented not only for seniors, but for their children, so they can keep track of scams that may affect their elderly parents.
- July 10 – Pete Knutson presented story on dealing with robocalls, and what's being done to try to eventually stop them.
- July 15 – Pete Knutson presented story on a viewer whose computer was damaged during delivery to his home. Shipper refused to pay for repairs.
- July 20 – Pete Knutson presented story on family which couldn't get \$1,200 in airline refunds they were due when their flights were cancelled.
- July 29 – Pete Knutson presented story on internet customer whose electronics were damaged when the provider's modem blew up.
- August 5 – Pete Knutson provided story on college student who was scammed out of \$2,500, after she responded to an email which said you could earn good money by having your car wrapped in an advertisement.
- August 12 – Pete Knutson presented story on pool owner who was overcharged when replacing his pool pump.
- August 21 – Pete Knutson presented story on steps college students and their parents can take to protect students from campus crime.

- August 24 – Pete Knutson presented story on how to enroll or opt out of Total Care, a program that for a monthly fee on utility bill, covers a family's emergency ambulance transports.
- September 7 – Pete Knutson presented story on how college students and their parents can save money by using college discounts.
- September 11 – Pete Knutson presented story on the do's and don'ts of using your credit accounts wisely.
- September 16 – Pete Knutson presented story on how an airline passenger couldn't get airline to pay her claim of more than \$3,000 when her luggage was lost. Went over lost luggage policies for all airline passengers to be aware of.
- September 23 – Pete Knutson presented story of a woman who was scammed out of \$6,000, who fell victim to a scheme using hacked text and Facebook accounts.

LEGAL ISSUES

- August 10 – Pete Knutson presented story on family whose property was swamped and damaged by city water leak that went on for months. Even though they reported it to city several times, nothing was done to stop it.
- August 12 – Pete Knutson presented story on who's legally liable to repair damage when a big tree falls over and damages several vehicles.
- September 4 – Pete Knutson presented story on who's responsible for damage to a vehicle caused by a hazard on the highway.
- September 9 – Pete Knutson presented story on a father who had three years of issues trying to get his child support account corrected.

2015 Q3 – KJRH-Station Sponsored/Participated Community Events

July

- July 5, 2015 – Drillers Souvenir Sunday, Joe Henke threw out the first pitch
- July 7, 2015 – Sponsored Drillers Baseball \$2 Tuesday
- July 26, 2015 – Drillers Souvenir Sunday, Owen Brown threw out the first pitch
- July 28, 2015 – Sponsored Drillers Baseball \$2 Tuesday, Pete Knutson threw out the first pitch

August

- August 8, 2015 – Sponsored Oklahoma Blood Institute blood drive
- August 9, 2015 – Drillers Souvenir Sunday, Tara Secrest threw out the first pitch
- August 18, 2015 – Sponsored Drillers Baseball \$2 Tuesday Lauren Corbut threw out the first pitch
- August 23, 2015 – Sponsored Drillers Souvenir Sunday
- August 28, 2015 – Anchor Karen Larsen emceed Boots and Bowties gala benefitting Assistance in Health Care, a nonprofit organization providing financial support to cancer patients undergoing active treatment in Tulsa. Donated two prize packs including Ellen tickets and Kelly and Michael tickets.

- August 30, 2015 – Sponsored Drillers Souvenir Sunday, Danielle Johnson threw out the first pitch
- August 31, 2015 – Station tour of TU students

September

- September 1, 2015 – Sponsored Drillers Baseball \$2 Tuesday – Brittany Rainey, first pitch
- September 3, 2015 – Partner school Wright Elementary Back-to-School night. Donated drinks
- September 3, 2015 – Chief Meteorologist, Brett Anthony, speaking at bike club meeting
- September 17, 2015 – Anchor Karen Larsen emceed Cancer Treatment Centers of America gala
- September 24, 2015 – Held peanut butter drive event at station benefitting Community Food Bank of Eastern Oklahoma
- Sep. 26, 27, 2015 – Brett Anthony emceed Bike MS events throughout the weekend benefitting National Multiple Sclerosis Society
- September 27, 2015 – Marla Carter judged Badges, Blazes and BBQ cook-off benefitting Juvenile Justice Ministry program
- September 29, 2015 – Anchor Libby Beaubien emceed Champions of Health Gala