



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

January 1st – March 31st, 2014

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

TITLE: 1st QUARTER 2014 – ISSUES/PROGRAMS LIST
SOURCE: LOCAL
TYPE: NEWS
SOURCE: Local – “Problem Solvers” and “Making a Difference”
DATE: January 1 to March 31, 2014
TIME: Problem Solvers segments during Channel 2 News at 5pm and 6pm
DURATION: 2 minutes
DESCRIPTION:

Channel 2 News Problem Solvers 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.

**TIME: Making a Difference segments during Channel 2 News at 6pm
Fridays and Sunday morning shows**
DURATION: 2 minutes
DESCRIPTION:

Channel 2 News “Making a Difference” segments profile people and organizations working to better our community. Usually, a community member nominates the individual or an organization to be profiled

The following is a list of summaries of these segments that aired during Q4 2013:

PUBLIC HEALTH & SAFETY ISSUES

Jan. 1 Problem Solvers - Recall Roundup1 – CPSC warning about dangerous baby products.

Jan. 2 Problem Solvers - Recall Roundup2 – CPSC warnings about dangerous kids’ clothes.

Feb. 17 Problem Solvers - Water Shut Off – Couple calls Problem Solvers because their water has been shut off for 19 hours & they can’t get a straight answer out of the City Water Dept. about why. Turns out an emergency shut off was called in about a leak in a house with the same address, but different street designation They live on Quincy Place, the shut off was called in about Quincy Avenue. We called the City to find out why the water was off. City got it back on. We showed how anyone can have your water turned off & what mistakes by City could have prevented address mix up.

March 10 Problem Solvers - Jamil helps residents in Glenpool get a promise of port-a-potties after city sewer lines break causing raw sewage to bubble up into yards and leave residents unable to use their home toilets.

March 12 Problem Solvers - Jamil helps residents of an apartment complex get answers about why their water has been off for 24-hours.

FINANCIAL/CREDIT ISSUES

Jan. 8 Problem Solvers - Tax Dependents – Family wanted to know why Social Security stopped SSI benefit for their adult disabled daughter. We found that because they claim her as a dependent on tax returns his benefits are considered hers as well making her ineligible for SSI.

Feb. 11 Problem Solvers - Tree on Garage – Neighbor’s tree fell on man’s garage during storm. We helped him cut through insurance red tape to determine whose insurance pays for repairs.

Feb. 14 Problem Solvers - Vet’s Benefits - Deana helps a veteran’s widow cut through bureaucracy to get the VA benefits she was unable to get on her own.

Feb. 18 Problem Solvers - Small Credit Charges – A viewer wants to know why small charges keep showing up on her credit card statement and how to get them stopped. The charges turned out to be for a credit monitoring service she didn’t know she signed up for. When we checked with Financial Crimes they said there is a scam going around where thieves make lots of little charges to your account in hopes you won’t notice.

Feb 25 Problem Solvers - Social Security Check – Helped elderly gentleman get two paper Social Security to reissued that were stolen before his account was transitioned over to direct deposit.

March 4 Problem Solvers - Deana helps a widow navigate the red tape of obtaining Veteran’s Benefits her husband was unable to obtain prior to his death.

March 6 Problem Solvers - Justin helped a couple being billed erroneously for a dumpster they didn’t use for a home improvement project. He also got them a refund for overpayment on the dumpster they did use.

March 10 – 14 – Special nightly Problem Solvers Tax Week.

Monday – Karen explains new tax law changes and how they affect preparing your returns. We also posted the information on our website

Tuesday – Justin gets to the bottom of why so many Oklahomans are getting notices from the State Tax Commission asking for paper copies of their W2’s which in turn are delaying their refunds. Turns out the requests for hard copies is to verify the refund is going to its actual recipient, instead of a tax scammer trying to rip off refunds. We also posted the information on our website.

Wednesday – Deana found alternative free tax preparation help for the thousands of low and moderate income Eastern Oklahomans after the Community Action Agency decided to stop providing the service. We provided lots of extras regarding times and locations of free tax help on our website.

Thursday – Russ profiled a woman who nearly fell for what the IRS terms one of the “Dirty Dozen Tax Scams of 2012.” We posted the entire list on our website.

Friday – We invited 10 CPA’s to staff a free phone bank for callers to ask their tax questions. 166 calls taken, we then posted the top ten most frequently asked questions with answers on our website.

March 18 Problem Solvers – Deana helped a pair of viewers having trouble getting refunds of deposits for uninhabitable homes.

March 20 Problem Solvers – Justin helped a woman discover why she was unable to get the quoted rate for changing her insurance. It turns out she did not disclose prior accidents which led to higher rates. She also ignored notices from the insurance company telling her why they could not give her the quoted rate.

COMMUNITY SUPPORT & RESOURCE INFORMATION

Jan. 2 Making a Difference - Irongate Soup Kitchen Volunteer – Cindy Cook volunteers faithfully each week to dish up hot meals, packs food pantry groceries and provide companionship to low income and homeless people seeking help. Irongate serves 600 to 800 people daily.

Jan. 10 Making a Difference - Cancer Wigs - Cancer survivor Cynthia Boren opens a shop to provide low cost wigs to women who lose their hair during cancer treatments. She got the idea after during her own treatment after meeting many women who didn't have couldn't afford wigs or insurance copays for wigs.

Jan. 17 Making a Difference - Karl Seizinger makes his 275th blood platelet donation.

Jan. 24 Making a Difference - Friend for a Friend group provides pet food, daily walks, litter box clean up and pays veterinary bills for HIV & AIDS patients unable to care for or afford their pets.

Jan. 31 Making a Difference – 90-year-old Esther Gene Morrison donates whole blood two or three times a year and has since the 1950's.

Feb. 7 Making a Difference - Special Olympics – Youth Volunteer becomes certified Special Olympics Coach & will be taking her flag football team to Special Olympics National Games. Stephanie Ryan was also the winner of the Shipman Youth Volunteer Award.

Feb. 17 Making a Difference - Special Olympics – Coach/Karen Smith (Skiatook) – After adopting two special needs sons she became a Special Olympics coach. She is now Skiatook's head Special Olympics coach and coaches aquatics, bowling, bocce and track and field.

Feb. 21 Making a Difference - Special Olympics – Swim Coach/Shelley Persinger – (Broken Arrow) – Coaches the BA Special Olympic swim program and coached Special Olympian Sarah Parrak to a gold medal in 2014 SO Winter Games.

Feb. 28 Making a Difference - James Furch – Soon to retire for the second time principal of historic and academically high achieving Booker T Washington High School.

Mar. 7 Making a Difference - Bridges Barkery – For 50 years the Bridges Foundation has provided developmentally disabled adults education, living skills help, and employment opportunities in its sheltered workshop. Its newest employment opportunity is a dog biscuit bakery. We featured workers learning to cook and sell dog treats.

Mar. 14 Making a Difference - Tulsa Dream Center – First established as a non-profit food pantry/free medical clinic for low-income people in North Tulsa, the Center has expanded to help the needy from all parts of the county. It provides food, medical, legal services along with a clothes closet and free afterschool tutoring programs for school age children. All children enrolled in the program are currently on their school honor roll or earning A's & B's.

Mar. 21 Making a Difference - Cody the Comfort Dog – Cody is the first comfort dog working full time in an Oklahoma district attorney's office. He primarily works with child victims of crime by sitting with them as they tell their stories to ADA's prior to trial and to a judge during trial. Petting him makes the situation less stressful. He was donated fully trained to the Wagoner Co. DA's office which could not afford such a skilled therapy dog any other way.

Mar. 28 Making a Difference - OSU Community Garden – DHS/The OSU Tulsa County Extension Office and Trinity Episcopal church at the direction of the church's men's group have created a community vegetable garden capable of producing five tons of fresh vegetables for distribution to the poor in North Tulsa's food desert. Produce from the garden is also donated to the FoodBank of Eastern Oklahoma and women's emergency shelters.

TECHNOLOGY ISSUES

March 19 Problem Solvers – Jamil goes to work to show people how to properly file claims with the City or State if they feel their vehicle was damaged by a pothole that had not been fixed in a timely manner. She shows why all claims made against the City this year have been denied so far.

March 27 Problem Solvers - Karen looks into an email scam luring people with promises of a chance to make quick cash.

CONSUMER ISSUES

Jan. 1 Problem Solvers - Recall Roundup2 – CPSC warnings about faulty steel toed boots, chairs & aerosol cleaning products.

Jan.2 Problem Solvers - Recall Roundup1 – CPSC warnings about flammable carpet and cocktail glasses that easily crack.

March 19 Problem Solvers – Jamil helps people understand why their trash bills suddenly went up in Okmulgee. The city is facing a budget shortfall and has too little landfill space. To keep its current landfill operating and expanding it had to raise rates significantly.

March 25 Problem Solvers – After “The Scooter Store” closed Russ helps people with personal mobility scooters find an alternative for serving their scooters.

LEGAL ISSUES

Feb. 13 Problem Solvers - AAA - A repair made with insurance claim is faulty. We get the insurance company to reassess who should pay for repair.

Feb. 20 Problem Solvers - Greyhound Package – Viewer claims several items were stolen from a package being shipped by Greyhound then the package was resealed to conceal the theft.

Feb. 27 Problem Solvers - Stolen Car Towed – A viewer needed help after her car was stolen then recovered by police and towed to a storage yard. To get it out she'd have to pay a hefty storage fee. We helped find out why stolen vehicles sometimes end up towed to storage lots and how to keep it from happening to you if your car is stolen.

2014 Q4 – KJRH-Station Sponsored/Participated Community Events

January:

Jan. 2 – ORU Basketball partnership
Jan. 4 – ORU Basketball partnership
Jan. 10 – Tulsa 66ers Basketball partnership
Jan. 23 – ORU Basketball partnership
Jan. 24 – Tulsa 66ers Basketball partnership
Jan. 25 - Jason Shackelford emceed for the Tulsa Cart Club
Jan. 25 - ORU Basketball partnership

February:

Feb. 6 – ORU Basketball partnership
Feb. 7 - Tulsa 66ers Basketball partnership
Feb. 8 – ORU Basketball partnership
Feb. 12 – Brett Weather show at Tulsa Community College
Feb. 17 – Asbury Cub Scout studio tour
Feb. 22 – ORU Basketball partnership
Feb. 24 – St. Mary’s Cub Scout tour
Feb. 26 – Brett weather show Jenks Elementary
Feb. 27 – ORU Basketball partnership
Feb. 27 – Justin performed job as judge for Pennies for Pearls Parkinson’s event

March:

March 1 – ORU Basketball partnership
March 1 - Tulsa 66ers Basketball partnership
March 2 – Meteorologists ringmaster Akdar Shrine circus
March 5 – Meteorologists help with Tulsa 66ers Kids Day
March 7 – Day Care center studio tour
March 8 - Tulsa 66ers Basketball partnership
March 10 – Cedar Ridge Elementary studio tour
March 11 – Career Tech studio tour
March 13 – Justin emceed the Ms. Senior Oklahoma pageant
March 25 – Homeschool weather show
March 28 – Erin Christy emceed Eastern Oklahoma State Spelling Bee
March 28 - Tulsa 66ers Basketball partnership