

CTV NORTH SUBURBS
(North Suburban Access Corporation)

COMMUNITY TELEVISION POLICIES
AND PROCEDURES

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CTV North Suburbs
COMMUNITY TELEVISION POLICIES AND PROCEDURES

NORTH SUBURBAN COMMUNICATIONS COMMISSION NORTH SUBURBAN ACCESS CORPORATION

A joint powers venture by the cities of Arden Hills, Falcon Heights, Lauderdale, Little Canada, Mounds View, New Brighton, North Oaks, Roseville, St. Anthony and Shoreview.

The NORTH SUBURBAN COMMUNICATIONS COMMISSION is made up of representatives of each of the ten member cities. The Communications Commission administers and enforces the franchise agreement with the cable company and its successors; stewards resources, including franchise fees from member cities, scholarship funds from the cable company and other income and assets acquired by contract with the cable company or others; provides a means of public access to cable television through its establishment and oversight of the NORTH SUBURBAN ACCESS CORPORATION; and informs member cities and the public of developing technology and issues related to cable communications.

The NORTH SUBURBAN ACCESS CORPORATION, commonly known as community access television, is a non-profit corporation governed by a board of directors representing each of the ten member cities. The Access Corporation promotes programming by and for the community; manages the access channels and the access facilities; and encourages public use of cable communications.

PURPOSE

- to provide access to cable communications to all member city residents
- to promote and protect our communities' rights to use community television and other telecommunication media by stewarding current resources, integrating new technologies and building the awareness and skills of our residents

GOALS

- to deliver high quality, timely programs via cable communications
- to anticipate, plan for and adapt to changes in communications technology
- to increase awareness and encourage the use of cable communications as a means of sharing information in and among the member cities
- to promote awareness of and use by individuals and institutions, such as schools, government and civic groups
- to train and educate producers, users and others who request our help

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TRAINING AND CERTIFICATION POLICIES

- A. CTV will provide training in the use of video production equipment, editing and studio production at a nominal fee to residents of and organizations located in its member cities. For purposes of this policy, residents live within the corporate limits of those cities.
- B. Resident privileges may be extended to individuals working with an organization located within the CTV member cities.
- C. Non-residents are permitted to take classes. The Executive Director and the Board of Directors will establish the class fees, which may be higher for non-residents than for residents. However, non-residents who are taking a class in order to produce a program for an agency or non-profit organization located within one of the member cities may take the classes at the resident rate.
- D. Admission to classes will be on a first-come, first-served basis, except that non-residents may be pre-empted from a class in favor of a resident. Non-residents will be rescheduled. **All training fees must be paid upon registering for the class.**
- E. A student who calls 24 hours in advance to cancel may be rescheduled in a different class at no additional charge. If a student misses a class and does not give 24 hours advance notice, he/she must pay training fees again before registering for another class.
- F. The Executive Director or his/her designee may, at his/her discretion, permit residents to volunteer time and/or services to CTV North Suburbs in lieu of payment.
- G. In order to use CTV equipment and facilities, individuals must take CTV 101 and demonstrate their proficiency in using the equipment by completing the various levels of instruction and becoming certified.
- H. Test-outs are not automatically granted, but may be conducted at the discretion of the Operations Manager or his/her designee. Test-outs will only be granted to individuals who are currently certified in good standing with other access facilities or who obtain permission from the Operations Manager. These individuals may obtain certification without attending classes if they complete the following procedures:
 - 1. Show proof of current certification at another access facility or demonstrate proficiency in setting up the appropriate video equipment, as well as editing, in an allotted amount of time;

2. Pass written exam on our policies and procedures.
3. Pay associated training fees.

Failure to pass both the written exam and the proficiency exam results in non-certification. The producer/volunteer must then enroll in the appropriate class to receive certification and may be required to pay class fees.

- I. CTV access certification remains valid for one year at a time, starting with the initial certification. In order to retain certification, a producer/volunteer must:
 1. Complete and cablecast two productions per year; OR
 2. Complete and cablecast one production and volunteer 10 hours per year; OR
 3. Volunteer 20 hours per year.
- J. Those who do not satisfy these minimum requirements must be re-tested before they will be entitled to reserve equipment and/or facilities. If the lapse in certification exceeds six months, the producer may be required to pay associated training fees. Testing procedures include:
 1. Passing a written exam on CTV policies and procedures.
 2. Demonstrating proficiency in equipment use.

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EQUIPMENT AND FACILITIES USE

- A. CTV will make available to its certified users and organizations in its member cities equipment and facilities for producing programs for the access channels on a non-discriminatory, first-come, first-served basis.
- B. In the event that more than one request is received for the same equipment at the same time, first time users may be given preference, except in the case of production truck use. Also, residents of CTV member cities have priority over non-residents in reserving equipment and facilities.
- C. The equipment and facilities are provided for the express purpose of producing programs, which will be cablecast on the community access channels. The use of the equipment to produce programs for private use only or for personal or commercial gain is prohibited. The schools and the member cities may, however, produce programs intended only for internal use.
- D. Any programs produced using CTV's access equipment and facilities must be submitted to CTV first for playback.
- E. The community producer is responsible for any loss of or damage to CTV equipment or facilities. He/she must pay for all costs of repair and/or replacement of damaged and/or lost equipment.

When damage occurs, equipment and facility use will be suspended immediately until liability is determined and, if applicable, full damages are paid by the community producer. It is the responsibility of the community producer to examine the equipment at the time of checkout to verify that the equipment is not damaged and is in operating condition. If equipment is lost or damaged three (3) times, the community producer may be permanently suspended from the facility.

- F. If a piece of equipment malfunctions, the community producer is to notify a member of staff as soon as possible. **Under no circumstances** should the community producer attempt to repair the equipment. To do so may result in suspension of privileges.
- G. A community producer under the age of 18 is permitted to use the equipment and facilities provided that a parent or guardian co-signs for their use. The co-signer is then financially responsible for any damage to the facilities and/or damage to or loss of equipment. In addition, CTV may require that a parent or responsible adult be present during a studio or truck production.
- H. A community producer shall not use the equipment or facilities while under the

influence of alcohol or drugs. To do so will result in an **immediate** suspension of privileges.

- I. The community producer must make every effort to identify himself/herself to persons being videotaped and to clearly disclose the content and purpose of the program being produced. In doing so, the producer must not identify himself/herself as an employee or representative of CTV North Suburbs, the North Suburban Access Corporation, the North Suburban Communications Commission, or the cable company serving the member cities.
- J. The producer is responsible for ensuring that all members of his/her crew are certified for their positions. Crewmembers working in the control room must be studio-certified. Failure to do so may result in a loss of privileges.
- K. Upon arrival at CTV facilities, the producer/volunteer and any crew and talent must sign in at the front desk.
- L. The producer is responsible for returning all facilities, including the studios and trucks, to their pre-production condition. The producer must sign out at the front desk.
- M. Absolutely NO FOOD, DRINK OR SMOKING is allowed in the studio control rooms, editing suites or mobile production trucks

PROP STORAGE

- A. Approval for storage must be obtained by the Executive Director or his/her designee. Any props, sets, costumes, etc., stored by CTV may be used in any access production. Ownership of such items will remain with the original owner. Copyrighted items, logos, and organizational symbols or emblems may not be used without permission of the owners. Copyrighted items, logos, and organizational symbols or emblems may not be stored at CTV facilities. Any item left in storage and not used for over 6 months will become the property of the access center, unless other arrangements are made.
- B. Before constructing any sets on CTV property, the producer must submit detailed building plans, which are subject to approval by the Executive Director or his/her designee.
- C. Producers may create up to 4 flats, each no larger than 4' wide x 8' tall and 2" deep, for use on their productions. Any flats stored by CTV may be used in any access production unless other arrangements are made with the Operations Manager. Flat construction may not take place in the CTV studio.
- D. The producer is responsible for providing any props required for production. CTV will not be responsible for storage or liable for loss or damage to any props.

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RESERVATION OF EQUIPMENT AND FACILITIES

Studio/Edit Suite/Portable Equipment

- A. Prior to reserving time, the producer(s) must submit a Production Tracking Form for review and approval by the Executive Director or his/her designee. A new Production Tracking Form will not be approved until the current program is completed. All programs must be completed within 90 days. Exceptions may be granted for producers of series programming or for artistic or documentary efforts.
- B. Upon arrival at CTV facilities, the producer must sign in at the front desk and check in with the receptionist.
- C. Each producer or production group may:
 - 1. Schedule use for up to six months in advance.
 - 4. Reserve up to two sessions of studio time per week, for a total of no more than eight hours.
 - 3. Reserve up to eight hours of editing time per week.
 - 4. Reserve up to ONE (1) 24-hour block for portable equipment per week. (Weekends will be considered as one 24-hour block.)
 - 5. Check out one portable system (camera, tripod, and power adaptor) or the remote system (using multiple cameras, tripods and power adaptors) per certified producer. Other portable equipment is non-reservable and will be checked-out on a first-come, first-serve basis. Portable equipment may be checked in or out any time the facility is open, up to 30 minutes prior to closing time.
 - 6. Producers may obtain unreserved time on a day-by-day basis up to a maximum of 6 hours. If unreserved time is available in the upcoming 24 hours, it may be reserved. If no other person has requested time following a reserved studio/editing block, the current production may continue beyond that time reserved, if approved by the Executive Director or his/her designee.
- D. A minimum of 1 week's notice is needed to re-hang or move lights to new grid locations. CTV staff will be available to help adjust the angle and focus of lights or to change light bulbs before productions.

- E. Producers must be on time for scheduled studio, editing, and equipment check in/out, or call to let the staff know he/she will be late. If the producer fails to show up within 15 minutes of the time reserved or to call in advance to notify staff that he/she will be late, the edit suite, portable equipment, or studio time may then be reassigned to someone else. Chronic tardiness may result in loss of privileges.
- F. Persons requesting "live" shoots must have produced at least two taped programs. In addition, the Channel Programmer must be given at least three weeks' notice of any live productions.

Mobile Production Truck

- A. Producers who want to use a mobile production truck must complete a Production Tracking Form, including set up details such as date, on-site time, event start time, event end time, location and driving directions. The Production Tracking Form should be submitted to the Operations Manager or his/her designee for review.
- B. Scheduling truck productions will be dependent upon staff availability for supervision and crew certification. At least three truck crewmembers must be truck-certified. All others must be at least studio-certified. Camera operators must be stationed at each camera for the duration of the production. A camera grip may be required at the discretion of the truck technician or any on-site staff.
- C. Producers requesting more than 2.5 hours of set up time prior to the actual event start time may be required to submit a written explanation describing why more set up time is needed along with their request to use a production truck.
- D. If multiple requests are submitted to use the production trucks on the same date and time, CTV will schedule a meeting for producers who want to schedule the use of a mobile production truck to facilitate the resolution of conflicting truck requests. All CTV producers will be notified at least one week in advance of the meeting. If possible, producers should submit Production Tracking Form(s) for any truck productions for the period of time covered by the meeting prior to the meeting so that they can be entered on a planning calendar and potential conflicts identified.
- E. At the meeting, when the number of production truck requests exceeds the availability of the trucks, producers will be encouraged to trade dates and negotiate a satisfactory resolution. If the producers are unable to resolve the conflict, the following priorities will be used to determine who will be assigned use of a truck:
 - 1. Resident Producer (1 points) vs. non-resident Producer (0 points)
 - 2. Program content relates specifically to viewers in the member cities (2 points)
 - 3. Production takes place in one of the member cities (2 points) vs. production

location is outside the 10 cities but within the 7-county metropolitan area (1 point) vs. production is outside the 7-county metropolitan area (0 points)

4. Unique productions, or those of events that occur once or twice per year (2 points) vs. productions of activities or events that occur frequently or on a regular basis (0 points)
5. The number of non-weather related cancellations made by a producer in the last 3 months: no cancellations (2 points) one cancellation (1 point) two or more cancellations (0 points)
6. The date the request was submitted will be taken into account. The earliest submitter will receive (1 point).

In the event of a tie, the Executive Director or his/her designee will assign the use of a production truck. Truck assignments will then be confirmed with producers 30 days prior to their production date(s).

- F. NSCC/NSAC uses of the mobile production trucks will be given priority over other uses.
- G. A producer may reserve one truck up to one year in advance for any specific date at the discretion of the Executive Director or his/her designee.
- H. For truck productions outside the ten member cities, producers will be charged for gasoline and other overhead costs in the following circumstances:
 1. the producer is a non-resident;
 2. the production site exceeds 25 miles roundtrip; or
 3. the program content does not relate specifically to viewers in the member cities.
- I. CTV may require the submission of signed premise release forms before approving a truck production.
- J. Requests to use a mobile production truck outside of the cities served by CTV must include an explanation of the local interests of the production and must be approved by the Executive Director or his/her designee.
- K. CTV reserves the right to cancel or suspend truck productions before or during a shoot due to extreme weather conditions, including but not limited to:
 1. Heavy rain, lightning, high winds or flooding
 2. Heavy snow, ice or dangerous road conditions

3. Extreme cold (actual temperature below 0 degrees F and/or wind chill of -10 for outdoor events/-20 for indoor events)
 4. For an outdoor event, extreme heat [actual temperature or the heat index (actual temperature + humidity) exceeds 99 degrees F]
- L. The following steps will be used to cancel a truck reservation due to inclement weather:
1. If bad weather is predicted, CTV will attempt to inform the producer of the possibility of cancellation.
 2. CTV staff will determine that there is a concern by verifying the expected temperature, wind chill, and/or heat index two hours prior to the on-site time listed on the Production Tracking Form. The decision to cancel will be based on what the temperature is expected to be at truck on-site time.
 3. CTV staff will notify the producer if the shoot is to be canceled two hours prior to on-site time. It is the producer's responsibility to notify his/her crew of the cancellation.

Use of the Mini-Van

In order to use the CTV mini-van, a volunteer must:

1. Be 25 years or older.
2. Demonstrate a good driving record by submitting to CTV a current copy of the volunteer's driving record.
3. Use the mini-van only for CTV public, education and/or government access purposes.

CTV reserves to the right to:

1. Request an updated driving record report once a year or sooner at staff's discretion.
2. Refuse any requests in CTV's sole discretion.
3. Suspend any volunteer from using the mini-van if it is found that he/she did not act in a safe manner while using the vehicle.

Use of the Scaffolding

Local Productions (within CTV's 10 city area): When CTV staff has to deliver the scaffolding; the producer will be charged \$25. If a CTV volunteer (over the age of 25) uses the CTV mini-van to transport the scaffolding, there is no charge.

Non-Local Productions: When CTV staff has to deliver the scaffolding, there will be a minimum two-hour charge of \$25 per hour, plus roundtrip mileage from Roseville to destination. If a volunteer (over the age of 25) uses the CTV mini-van, there is no staff fee, but a roundtrip mileage fee would still be assessed to the producer.

Scaffolding Set-up: CTV staff or a Scaffolding Certified volunteer must oversee the set up and tear down of the scaffolding.

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MEDIA AND HARD DRIVE USE

In order to minimize the production costs of our producers, and to maintain a high level of video quality on our channels, CTV offers a variety of media for our producers to use throughout their productions. These media remain the property of CTV and the following guidelines have been established for their use:

- A. CTV media may be reserved for sixty (60) days. You will be notified when your tape reservation has expired, at which time, you may renew your reservation for an additional thirty (30) days. If you fail to respond to the notice, the media will be erased and made available for other producers to use.
- B. A producer may have a maximum of five (5) tapes reserved at any one time.
- C. Producers are responsible for retaining master copies of finished programs on their own media. Staff reserves the right to erase programs submitted on CTV media, as they are needed for reuse in other productions.
- D. CTV media are not to leave the facility unless they are sent out with a truck shoot, or the producer has left a deposit. Deposit rates are \$40 per media. Deposits will be returned to the producer when the media are returned to CTV.
- E. If you check out CTV media (with a deposit) and plan to edit at another facility, the media must be returned to our facility before your 60-day tape reservation has expired, or the deposit check will be cashed.
- F. Failure to place a deposit on CTV media that leaves our facility will result in immediate suspension of all access privileges until the media is returned or replaced! Repeated infractions may result in permanent loss of access privileges.
- G. CTV hard drives may not leave the facility under any circumstance. Reserving hard drives for other producers to use is not permitted.
- H. Producers or volunteers using their own tapes in CTV equipment must use production quality tapes. Poor quality tapes will not be allowed in CTV production, playback or dubbing facilities. CTV prefers that volunteers use only Sony miniDV tapes in our camcorders. Acceptable brand names for other equipment and facilities include JVC, Sony, Fuji, Panasonic, or Maxell.

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PROGRAM CONTENT AND OWNERSHIP

- A. The program producer(s) shall be fully responsible for any disputes arising out of an audio or video program's content; including programming that is judged to be obscene, libelous or slanderous, programming that violates applicable local, state or federal law; and programming that makes unauthorized use of copyrighted material. The producer(s) shall agree to indemnify and hold harmless the North Suburban Communications Commission and its member cities and the North Suburban Access Corporation/CTV, including their employees, agents, directors, volunteers and/or officers, from any liability, damage, cost, judgments or other injury of any kind, including (but not limited to) the cost of defense and reasonable attorneys' fees, which may result from any audio or video program production.
- B. Neither lotteries nor lottery information will be cablecast.
- C. The community access channels are not to be used to advertise or promote the sale of products or services. Description or praise of a product, service or business, which encourages purchase, is not permitted. Intentionally showing product names, logos, and other symbols specifically for advertising or promotion is prohibited.
- D. Community producers may, however, seek funding for or sponsorship of their programs from private and/or public sources in order to offset production costs. The Operations Manager or his/her designee must approve all sponsorships.

Credit to funding may include a character generated name or logo, telephone number, web site, picture of the business and its address.

The credit may not contain comparative or qualitative language about the underwriter or its product or services; may not mention price; and may not include any content the purpose of which is to motivate a viewer to purchase a service or product.
- E. Although "broadcast standards" will not be used in considering programs for cablecast, a program may be rejected for cablecast if, in CTV's sole discretion, the audio and/or video quality is so poor that the viewer will have difficulty watching or listening.
- F. The above notwithstanding, CTV will not edit, or alter in any way, the content of any program submitted to it for cablecast. The community producer must do any editing that is required in order to comply with these rules.
- G. The community producer is responsible for obtaining all clearances from the owner for use of any copyrighted or protected material, including music licensing organizations, program distributors and any other persons necessary to authorize

transmission of program material on the access channels.

Likewise, the community producer is responsible for securing all talent releases and must be able to document that the cablecasting of the program does not violate the rights of a third party. The community producer agrees to assume full responsibility for any and all disputes arising from unauthorized use of copyrighted material and agrees to hold harmless in such disputes the North Suburban Access Corporation, the North Suburban Cable Commission, the cable company serving them, and their affiliates, officers, agents and employees.

- H. Each program produced using CTV equipment must acknowledge CTV in the program's credits or by using a CTV disclaimer at the beginning of the program.
- I. CTV is not responsible for loss of program content due to damaged or lost media. We will, however, replace the damaged media.
- J. The producer is responsible for reimbursing CTV for the actual production costs for any programs produced with CTV equipment that are sold for profit. Production costs will be based on CTV's rates. Access programs or footage cannot be used in any way for the financial profit of the individual or group.
- K. The producer may, however, sell copies of his/her program at cost provided that the producer meets with the Operations Manager or his/her designee prior to the production and before offering to sell the program in order to determine the price at which the program may be sold. The producer must sign a program sales agreement with CTV before any promotion or advertising for the sale of the program.

The following guidelines govern the sale of the program and will be included in the sales agreement with the producer:

- i. The producer must have a deadline date for program orders. All orders must be prepaid, with checks made payable to NSAC.
 - ii. All dubs will be made at CTV unless CTV designates an alternate location or business.
 - iii. Tapes or DVDs for copies will be purchased by CTV after the deadline date and all money for the orders has been collected.
 - iv. Completion of the copy can be expected **NO SOONER THAN** two weeks from the order deadline date (see section K.i.).
 - v. CTV staff will be in charge of making all copies, unless arrangements are made with another party on behalf of CTV.
- L. The community producer retains ownership of and is solely responsible for the content of any program produced with CTV equipment or facilities and is entitled to two free copies of the program. The community producer must provide his/her own media for the copy, and make the copy request at the time the program is submitted

for cablecast. Programs will be copied as submitted. CTV will not edit programs for producers.

- N. If CTV has supplied the media for the master of the program, CTV retains ownership of the master copy and reserves the right to cablecast any program produced using its equipment and facilities any number of times on any of its channels, and the producer, by utilizing CTV equipment and facilities and agreeing to these policies and procedures, grants CTV any and all authorizations, licenses and/or approvals necessary to cablecast such programming. CTV may also, at sole its discretion; erase a program on its media in order to recycle the media.

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SCHEDULING OF PROGRAMMING

- A. The Production Tracking/Request For Cablecast Form must be signed for all programs to be scheduled for cable casting. The producer must record all volunteer names, hours contributed and CTV ID numbers in the appropriate section of the compliance form for full credit.
- B. The scheduling of live programs requires a minimum of three weeks notice. To appear in the published schedules, the Production Tracking Form must be submitted at least five weeks in advance. (See also Reservation of Equipment and Facilities.) CTV may accept live feeds from other access facilities and/or a satellite feed at the discretion of the staff. The live or satellite feed may not include promotion of another station's programming.
- C. CTV will attempt to satisfy requests for the cablecast of programs at specific times on specific dates, depending on the availability of equipment and channel time. CTV reserves the right, however, to schedule programs at the discretion of the staff.
- D. The use in a monopolistic manner by one or a few selected groups or individuals is not deemed to be in the public interest, nor is the domination of one type of programming over another. Channel use limitations may be applied in cases where the public interest in diversity of programming is not being maintained.
- E. Regularly scheduled series time slots may be allocated at the discretion of CTV staff. If a series producer fails to submit new programs for more than two consecutive scheduling cycles or fails to fill an entire live time slot with programming, the remaining portion of the series may be reassigned at the discretion of the staff.
- F. With the exception of live programs and series, no program will be scheduled until it has been completed. Exceptions may also be made when the timeliness of a program is essential. A request for waiver of this requirement should be made at least one week in advance.
- G. Any locally produced program will be scheduled once for cablecast on one of the channels designated for local programming. Additional cablecasts may be scheduled at the discretion of staff and based on the availability of channel time.

A locally produced program is one produced using the CTV studio, edit suites, production trucks and/or field production package or one produced by a resident or organization located in one of CTV's member cities.
- H. With the exception of programs produced by the State of Minnesota and Ramsey County, all other programs will be considered non-local and may be scheduled once

for cablecast on the channel(s) designated for non-local programming. Additional cablecasts may be scheduled at the discretion of staff and based on the availability of channel time.

- I. The following guidelines will be used in scheduling non-locally produced programming:
 1. With the exception of programs produced by the State of Minnesota and Ramsey County, a resident of one of the CTV member cities must sign all requests for the cablecast of non-locally produced programs. Resident sponsorship will be reviewed every year.
 2. All producers of non-locally produced programming must submit an Outside Production Tracking Form for each submitted program.
 3. Requests for the cablecast of non-locally produced programming will be filled on a first-come, first-served basis. Regularly scheduled series time slots may be allocated at the discretion of the CTV staff. If new programs or the series are not submitted prior to the scheduled cablecast date, the remaining portion of the series time may be reassigned at the discretion of the staff.
 4. Informational programs produced by public agencies may be exempted from these guidelines.
- J. All programs submitted for cablecast must be clearly labeled on the media and the case with the name of the program; the exact length (in hours, minutes and seconds); the name, address and telephone number of the person requesting cablecast; and any special instructions. In addition, the person requesting cablecast is responsible for securing all clearances and releases for the program. The clearances and releases must be in writing and must be presented at the time the media is submitted.
- K. Programs may be submitted on SVHS or DVC Pro videotape, on video DVDs and or as MPEG-2 digital files. The video track of all program tapes must have continuously running control track and time code. The audio tracks must NOT contain audio time code recorded on either track. Please DO NOT submit your only master tapes, DVDs or digital files for playback. CTV is not responsible for damaged or lost tapes, DVDs or digital files.
- L. All programs must be exactly timed. Programs could be pulled from playback if inaccurate times are given resulting in "dead" air. Programs should begin with 30-90 seconds of tape leader, including color bars, followed by black control track, and a countdown. The program must begin sometime before 90 seconds from the beginning of the tape. There must be at least 60 seconds of black control track at the end of each program.

- M. The community producer and/or sponsor is responsible for picking up any programs not produced on CTV media. If the program is not picked up within three months of first cablecast or two weeks of being notified of their availability, CTV staff may dispose of or recycle the media at their discretion

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PURCHASING COPIES OF PROGRAMS

The following are basic guidelines for requesting a copy of a program from CTV:

- A. Written permission must be obtained from the producer of the requested program before a copy is made.
- B. A \$20.00 copying fee will be charged for programs copied to DVD. A \$20.00 copying fee will be charged for programs copied to VHS.
- C. Completion of the copy can be expected **NO SOONER THAN** one (1) week from the date of the request.
- D. Payment **MUST BE RECEIVED** at time of copy request.
- E. The DVD or tape will be mailed to the client when completed unless other arrangements are made.
- F. A copy can only be made of a **COMPLETED** program that is part of the CTV media library. Personal copies, not associated with CTV programming, are prohibited.
- G. Professional care is given to all copies completed by CTV. While CTV uses professional media recorders, we cannot guarantee compatibility with all makes and models of players. Please contact CTV if there are any technical problems with the tape(s) or DVD(s).

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LOSS OF PRIVILEGES

- A. Community producers who abuse or maliciously damage the equipment or facilities or who habitually return equipment late and in a disorderly fashion will lose the privilege of using CTV equipment and facilities.
- B. Minor infractions will result in a warning, then a temporary suspension and finally permanent suspension of privileges to use the equipment and facilities. These infractions include, but are not limited to:
 - 1. Late return of equipment;
 - 2. Failure to cancel or appear for a reservation;
 - 3. Return of dirty or improperly packed equipment;
 - 4. Reserving or checking out equipment for other certified producers, unless special arrangements have been made with the Production Supervisor;
 - 5. Eating, drinking or smoking in the studios, edit rooms, or mobile production trucks; and/or
 - 6. Rude or abusive behavior toward other community producers, volunteers or staff.
- C. The following actions may result in an **immediate** suspension of privileges:
 - 1. Loss or damage to equipment until compensation is made;
 - 2. Use of equipment for commercial or exclusively private production;
 - 3. Checkout of equipment for use by non-certified individuals;
 - 4. Attempting equipment maintenance or repair;
 - 5. Using the equipment or the facilities while under the influence of alcohol or drugs, and/or
 - 6. Threatening behavior toward other community producers, volunteers or staff.
- D. If a community producer's privileges have been suspended by CTV, other metropolitan area community television facilities may be notified.

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COMMUNITY TELEVISION POLICIES AND PROCEDURES

PRODUCTION FORMS

- A. Master Mailing List Form: This form starts a CTV computer file for a new volunteer, producer or contact. Our database helps us keep track of all kinds of different information including: number of hours each person volunteers each month, what classes a volunteer has taken and on what productions a volunteer is working. Everyone who volunteers for CTV needs to have a Master Mailing Form on file in order to get credit for volunteer hours. The volunteer database is also used to create a volunteer directory, which can be very useful when trying to find crew or to look up a volunteer's CTV ID number.

- B. Producer Update Form: A volunteer producer who has recently changed his/her address, telephone number and/or name should complete this form. It can be found at the Reception desk or at www.ctv15.org.

- C. Production Tracking Form/Request for Cablecast: This form helps CTV keep track of volunteer and staff video projects. In addition to helping a producer plan his/her production, this is one method that CTV uses to ensure that the equipment is being used to create programming for playback on a channel. Personal or commercial use of CTV equipment is not condoned; in fact, doing so can suspend volunteer producer privileges.

- D. Truck/Remote System Production Form: This form works exactly like the Production Tracking Form with one exception: the Production Supervisor reserves a CTV production truck for each truck shoot, and then the Operations Manager assigns a CTV staff person to accompany the truck.

- E. Outside Production Tracking Form/Request for Cablecast: This form helps CTV track requests made by local sponsors for the cablecast of non-locally produced programming made by local sponsors.

- F. Statement of Compliance Form: This form is submitted with each completed program. The Statement of Compliance Form does three things. First, by signing the compliance form, the producer takes responsibility for the content of his/her show. Second, it provides documentation for the number of shows each producer completes using CTV equipment, and, third, it documents the number of hours each person has volunteered for CTV.