



CTN

**COMMUNITY
TELEVISION NETWORK**

**PUBLIC ACCESS CHANNEL
PROCEDURES MANUAL**

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COMMUNITY TELEVISION NETWORK (CTN)

Public Access Procedures Manual

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APPENDICES

<u>Appendix Number</u>	<u>Document Title</u>
1A	Residency Requirements
1B	Residency Verification Card
2A	Parental Consent/Liability Agreement – 14 to 17 Years Old
2B	Parental Consent/Liability Agreement – 12 to 13 Years Old
3	Duplication Request Form
4	Viewer Comment Form
5	The Miller Test: Working Definition of Obscenity
6	Application for Presentation
7	Tours
8	“Access Soapbox” Promotional Flyer
9	“Access Ann Arbor” Promotional Flyer
10	Production Proposal/Application for Presentation
11	Portable Equipment Request Form
12	Studio Request Form
13	Underwriting Disclosure Form

SECTION 1: STATEMENT OF PURPOSE

The **CTN Public Access Procedures Manual** is intended as a companion piece to the CTN Public Access Policy Manual. Policies associated with CTN services are delineated in the Policy Manual available for review at the CTN office. A copy of this document will be provided to any Client upon request.

Community Television Network (CTN) is a service of the City of Ann Arbor, Michigan. Community Television Network is committed to providing multimedia resources and programming to serve diverse public interests and strengthen the fabric of the Ann Arbor community.

SECTION II: GENERAL PROCEDURES

A. Eligibility To Use CTN Services:

1. A verified resident of the City of Ann Arbor or a verified representative of an Ann Arbor non-profit organization. (See **Residency Requirements, Appendix #1A, & Residency Verification Card, Appendix #1B.**)
2. 18 years or older. Minors age 14-17 may qualify for certain CTN services by having a custodial parent or legal guardian accept full legal and financial responsibility for the actions of the minor. (See the **Parental Consent/Liability Agreement in Appendix #2A.**)
3. Minors age 12-13 may be eligible for certain CTN services provided a custodial parent or legal guardian accepts full legal and financial responsibility for the actions of the minor AND is present for all required workshop training, facility reservations, and equipment/facility usage. (See **Parental Consent/Liability Agreement for 12-13 Years of Age, Appendix #2B**)

B. Cost of Services:

1. There is no charge for CTN's basic services.
2. Basic services include program submissions, classes, and use of CTN equipment and facilities. Additional services such as program duplications (see **Duplication Request Form, Appendix #3**), specialty classes, and events may require a fee.

C. Hours of Operation:

1. Business Office:

Monday	12 PM – 9 PM
Tuesday	12 PM – 9 PM
Wednesday	5 PM – 9 PM
Thursday	12 PM – 9 PM
Friday	12 PM – 9 PM
2. Facilities:

Monday	12 PM – 10 PM
Tuesday	12 PM – 10 PM
Wednesday	5 PM – 10 PM
Thursday	12 PM – 10 PM
Friday	12 PM – 10 PM

D. Information Requests:

Documents provided to CTN by Clients are available to a requesting party through the following method:

1. Freedom of Information Act requests must be submitted to the City of Ann Arbor's FOIA Coordinator in writing by U.S. mail, fax or email. Forms are located online at: http://www.a2gov.org/government/city_administration/City_Clerk/Pages/FreedomofInformationAct.aspx. Forms are also available at the City of Ann Arbor Clerk's Office and CTN.

E. Viewer Comment Procedure:

CTN will provide a Viewer Comment Form (VCF) for recording viewer comments concerning programming telecast on the Public Access Channel (see **Viewer Comment Form, Appendix #4**). All Viewer Comment Forms will be reviewed by CTN management staff and a summary report provided to the CCC on a monthly basis.

If the Viewer Comment Form indicates that the program content may be obscene, it will be immediately forwarded to the CTN Manager or the City of Ann Arbor's Communications Unit Manager for review. The CTN Manager or Communications Unit Manager, along with two members of the Cable Communications Commission, will review within three business days the initial Viewer Comment form and may conduct further review of the program content in question. If it is determined that the program content may be obscene, the CTN Manager will notify the City Attorney and provide all related materials used in the review. The City Attorney or his/her designee will review the materials and make a determination whether or not to file a complaint in court seeking injunctive relief, including a Temporary Restraining Order (TRO) to suspend further telecast of the program in question. If the City Attorney or his/her designee files a complaint and the TRO or other injunctive relief is granted, CTN will immediately comply with the court's order and will notify the program presenter of the action taken. The City Attorney or his/her designee will continue with the court case, if needed, to obtain a final determination as to obscenity and appropriate injunctive relief.

In all cases, the CTN Manager will report on the court proceedings to the Cable Communications Commission.

SECTION III: PROGRAMMING PROCEDURES

A. Presenting a Program:

1. **Written Public Service Announcements (PSAs)** - Ann Arbor non-profit organizations may submit written announcements to CTN to promote their events and disseminate information. These announcements are telecast on the Public Access Channel electronic bulletin board during non-video programming hours. CTN reserves the right to edit material based on time and space considerations and is not obligated to post every written PSA. Templates are available upon request.
2. **Video Programming:** CTN's Public Access Channel may not be used for the presentation of material that violates Federal, State or Local law (see **The Miller Test: Working Definition of Obscenity, Appendix #5**, for the legal definition of obscenity.) Program material that directly advertises or promotes a commercial product or service, or solicits for funds, is also prohibited.

a. Submission for Telecast:

1. Programs will only be accepted during CTN business hours. No program will be accepted or returned via the mail.
2. A signed Application for Presentation must accompany each program (see **Application for Presentation, Appendix #6**).
3. CTN is not responsible for loss of or damage to submitted programs.
4. Programming for telecast may be submitted in the following formats: VHS Standard Play (SP only); S-VHS (SP only), or DVD.
5. Only one program per format is permitted.
6. All programs must be clearly labeled with program title, length, episode number (if applicable), and Client's name/address/phone. CTN reserves the right to affix appropriate labeling to submitted programs for telecast.
7. The Client is responsible for indicating an accurate program length. If a program runs beyond its stated length, it may not play in its entirety.
8. A DVD must contain exactly 4 seconds of black or a countdown immediately preceding the program.
9. A VHS or S-VHS must contain a minimum of 10 seconds of black or a countdown immediately preceding the program. The actual program must begin within the first 2 minutes of the program. At the end of the program a minimum of 60 seconds of black must be on the program. No extraneous video material is permitted.
10. Programming the presenter has identified as having material that is potentially unsuitable for children will be scheduled after 9:00 p.m.
11. All programs that are the property of the Client must be picked up within 30 days of notification. CTN reserves the right to recycle or dispose of any programs left beyond that date.

b. Technical Requirements:

1. CTN staff reserves the right to suspend programming during the telecast if it is determined that it may damage equipment.
2. Programs containing excessive technical instability will be suspended during telecast.
3. CTN staff reserves the right to alter audio and video modulation levels to optimize signal quality.

c. Program Scheduling:

1. Scheduling of timeslots will only occur once the completed program has been submitted along with the Application for Presentation.
2. Clients may request to have their programs telecast in a specific timeslot. The final schedule will be determined by staff.
3. The premiere telecast of a program will occur no later than 4 weeks from date of submission.
4. Clients will be notified of their program schedule at least a week prior to the premiere date.
5. CTN will list the daily program schedule on the CTN web page, and will publish a weekly program schedule for distribution. Any additional program promotion is the responsibility of the Client.
6. All accepted programs will be telecast at least one time. Locally produced programming is entitled to one replay upon request. Requests for replays of non-locally produced programs may be scheduled. Requests for replays are considered in the order they are received.
7. Each individual or group is permitted up to 10 hours of programming time per month on the channel, with no more than 4 hours permitted in any given week.
8. CTN reserves the right to pre-empt scheduled programming, and staff will attempt to notify clients in advance and make alternative time available.

e. Series Programming:

1. Clients may request a series timeslot by making an appointment with staff.
2. To establish a series timeslot, 4 completed programs must be submitted.
3. Any episode in a series may not exceed the length of its timeslot, however, it may be up to 5 minutes shorter (Example: a series program in a 30 minute timeslot must run at least 25 minutes but no longer than 30 minutes).
4. A maximum of 4 programs may be submitted and retained at CTN. No new programs will be accepted until 1 or more of the first 4 have been retrieved.

5. Clients will not be allowed to re-submit a previously telecast episode in its series timeslot. To maintain a series timeslot a new episode must be provided for each premiere date. Failure to provide new episodes for scheduled series premieres may result in the termination of that series timeslot.
6. Each episode in a series must be accompanied by a separate Application for Presentation.
7. Each episode in a series must be submitted a minimum 3 full business days prior to the premiere of that episode, unless requested otherwise by staff. (Example: If a program premieres Saturday or Sunday, it must be submitted no later than the preceding Wednesday by the close of the CTN business day).

B. Outreach Services:

1. Classes (See Section IV): This introduction to CTN philosophy, history, and services is a prerequisite to attending the production training classes.
2. Speakers' Bureau: Presentations about CTN's community media resources are available to Ann Arbor non-profit organizations and may be given either on-site at CTN or at an off-site location. Requests may be submitted to staff.
3. Tours: The one-hour tour consists of a guided explanation of the CTN facility and an opportunity for participation in a short studio production that may be telecast on CTN for promotional purposes. (See **Tours, Appendix #7**)
4. Newsletter:
 - a. CTN's Network News is published electronically to promote the services and activities of the facility and to further the ideals of access and the Alliance for Community Media. Sign-up to receive our e-newsletter by clicking the red envelope on CTN's website, www.a2gov.org/ctn.
5. Programs: Two outreach programs are videotaped in the CTN studio to provide quick access to the channel for Ann Arbor residents and Ann Arbor non-profit organizations.
 - a. "Access Soapbox" - A 5-minute platform for expression (see **Access Soapbox, Appendix #8**).
 - b. "Access Ann Arbor" - A 30-minute talk show format (see **Access Ann Arbor, Appendix #9**).

SECTION IV: FACILITY PROCEDURES

- A. **Production Classes:** CTN provides training in television production through a series of regularly scheduled classes. These classes cover various aspects of television production including an introduction to the public access concept, remote production, editing, studio production, and video distribution.
1. **Preview Session:** This 2-hour course is a prerequisite to taking CTN's Television Production Classes. It provides an overview of the public access philosophy, including a brief history of access and CTN, an outline of available services, a tour of the facilities, and producer responsibilities.
 2. **Classes:**
 - a. Remote: basics of remote producing and recording.
 - b. Studio: basics of studio producing, plus camera operation, audio, lighting, floor managing, character graphics, and directing.
 - c. Hotline Studio: basics of Hotline Studio producing with single camera self-operated mini-studio.
 - d. Edit: basics of editing concepts and techniques.
 - d. Video Distribution: basics of making copies of programs and uploading them online
 3. **Certification:** Certification is the process through which Clients become eligible to use CTN facilities.
 - a. Completion of the Remote, Studio, Hotline Studio, or Edit classes certifies a Client as a public access Producer eligible to create his/her own productions in the corresponding area of the facility.
 - b. Classes start promptly at the appointed time and you must attend all scheduled classes for that session to become certified.
 - c. If staff determines that a client who is a producer or crewperson demonstrates an inability to perform a previously certified skill, uses equipment in a negligent manner, or fails to participate in any access production activity for more than twelve months, he/she may be required to recertify.
- B. **Production Facilities:**
1. **Facilities Provided:**
 - a. Remote Production Equipment
 - b. Editing Suites
 - c. Control Room/Studio
 - d. Mini-Studio (Hotline)
 - e. Video Distribution Suite

2. Facility Use:

- a. A registered Production Proposal/Application For Presentation must be on file prior to reservation of any production facilities (see **Production Proposal/Application for Presentation, Appendix #10.**)
- b. A newly certified Client Producer must complete his/her first Production Proposal prior to additional Production Proposals being accepted/approved. The total number of productions a Client Producer may work on simultaneously must not exceed four.
- c. All productions are granted three months of facility usage starting from the date the Production Proposal/Application for Presentation is approved. Extensions may be granted after staff review. If an extension is granted, the Client Producer may be required to attend production meetings with the Facilities staff to monitor progress on the production.
- d. All CTN facilities are for use ONLY by Clients certified by CTN for the particular facility area.
- e. It is the Client Producer's responsibility to notify staff of any problems with the equipment, and discuss the problems with the staff to determine whether it was due to equipment failure and/or user error.
- f. Smoking, drinking, and eating are prohibited in the CTN production facilities.

3. Facility Reservations:

- a. A Client Producer must be certified in the corresponding facility area to make a reservation. Reservations will not be accepted for a second party. Reservations may not be transferred to another client.
- b. Facilities reservations may be made up to one month in advance.
- c. It is the Client Producer's responsibility to confirm whether a reservation has been approved.
- d. Each production may be allowed up to three studio sessions; nine equipment loans; and 60 hours editing time per production. Extensions may be granted after staff review.
- e. All reservations have a fifteen minute grace period. Client Producers arriving more than fifteen minutes late may forfeit their reservation. If delayed, call and make appropriate arrangements with the staff.
- f. Any reservation may be cancelled without notice due to lack of available staff or equipment.
- g. No personal equipment may be connected to CTN equipment without the prior approval of staff at the time the reservation is made. (This includes flash drives, hard drives, and cameras.)

- h. A signed equipment request form may be submitted in person, fax , or PDF.
- i. Client Producers must be finished with facilities promptly at the scheduled time.

4. Remote (Portable) Equipment Use:

- a. A completed Portable Equipment Request form (see **Portable Equipment Request Form, Appendix #11**) must be submitted a minimum of 2 business days prior to the date the equipment is required. Also, a Production Proposal/Application for Presentation must be on file, or submitted with the equipment request.
- b. Remote equipment may be reserved for a maximum of 24 hours per check-out, or over a weekend.
- c. Only 1 set of remote equipment may be reserved per production proposal.
- d. Only 1 Remote Equipment Request may be on file at any time.
- e. Check-in and check-out of remote equipment can only occur during facility hours.
- f. All equipment must be set-up and tested at check-in time. It is the Client's responsibility to notify staff at check-in time of any problems involving equipment operation.
- g. Remote equipment may not leave Washtenaw County without prior staff approval.
- h. Remote equipment may not be transferred to another Client.

5. Edit Suite Facility & Video Distribution Suite Use:

- a. Edit Suite reservations may be made in person or by phone.
- b. Edit Suites may be reserved for a maximum of 3 hours per day. No project or individual may have more than 2 editing reservations per week (Monday - Friday). No project or individual may have more than 2 edit reservations booked at any time. The Edit Suites are available on a walk-in basis when they are not reserved. Call or drop in to check walk-in availability.
- c. Use of the Edit Suites is strictly for editing. No dubbing (copying) allowed.
- d. You may reserve the CTN Video Distribution Suite to make a maximum of 3 dubs (copies) of your master program.
- e. No equipment may be removed from the Edit Suites and/or added to the Edit Suites without staff approval.

- f. If you choose to use a CTN hard drive and do not complete any programs within four months of the production start date, this drive will be cleared of all data, reformatted and reissued.
- g. CTN is not responsible for lost or corrupted data. In the event of lost or corrupted data, the hard drive will be reformatted and reissued. All data will be lost, so please back up your footage via a personal tape, hard drive, or other device.
- h. No media may be stored on CTN flash drives. CTN flash drives are only for transferring data.

6. Studio Facility Use:

- a. Studio requests may be submitted a minimum of 1 week to a maximum of 1 month in advance of the requested date. (See **Studio Request Form, Appendix #12.**)
- b. The Studio may be reserved twice per week for a maximum of 4 hours each time during facility hours.
- c. No equipment may be removed from or added to the Studio without staff approval.
- d. The Client crew list portion of the Studio Request form must be completed a minimum of 1 business day prior to the scheduled production.
- e. The minimum crew for a studio production is four (4) with two in the control room and two in the studio, not including talent. One camera may be locked down.
- f. Each camera being used (adjusted or moved during production) must have a cameraperson. Do NOT point the cameras at lights or bright objects.
- g. All non-crew persons for Studio productions – talent, guests, audiences (limit: 30) – are to remain in the Green Room prior to the taping. Your designee must be assigned to escort them into the studio and when the taping is completed, then escort them out. The Client Producer is responsible for the actions of his/her guests.
- h. All equipment issued for production use must be returned to staff at the scheduled time.

7. Live Studio Facility Use:

- a. To qualify to produce a "live" Studio production, you must have successfully produced a non-live studio production with CTN equipment, as determined by CTN staff.
- b. Requests for "live" Studio productions will be approved based on both equipment availability and the timeslot.

8. Client Producer Responsibilities:

- a. The Client Producer may be required to meet with staff to review the Production Proposal and discuss feasibility, special requests, options, and timelines. Staff may request that the Client Producer do additional pre-production planning. Facility usage will not be approved until the Client Producer complies with all staff requests
- b. Failure to use facilities productively may restrict the Client Producer's privileges to use future facilities.
- c. CTN reserves the right to the first use of the completed program. The program may not be publicly shown until after the premiere telecast.
- d. Receipt of correspondence, letters, packages, deliveries, faxes, or telephone calls for Clients will not be accepted at CTN offices or production facilities.

9. Viewing Programs:

- a. You do not have to be certified to view programs at CTN.
- b. You may view your own productions or any production produced by CTN. DVDs and tapes requested for viewing may not leave the CTN facility.

SECTION V: PROCEDURES FOR VIOLATION/SANCTIONS

CTN reserves the right to refuse services, suspend privileges, and/or impose sanctions for violation of any CTN policy and/or procedure.

- A. **Minor Violations:** Minor violations will be addressed with an escalating series of sanctions in the following manner:
- verbal warning after first violation
 - written warning after second violation
 - suspension of privileges if a violation occurs again

The suspension sequence will be applied as follows:

- first suspension will be a minimum of 30 days
- a subsequent minor violation within six months will result in a minimum 90 days suspension
- a third subsequent violation within twelve months will result in a minimum 180 day suspension

NOTE: These sanctions apply only to facility use privileges and do not affect a Client's ability to submit programming for telecast.

The following items, although not a complete list, are considered "minor" violations:

1. Failure to provide CTN with notification when unable to keep scheduled appointments.
2. Failure to return equipment or vacate facility as scheduled.
3. Failure to comply with check-out/check-in procedures.
4. Having food or beverage in designated production areas.
5. Failure to report equipment malfunction.
6. Frequent tardiness or cancellations.
7. Unauthorized use of CTN office equipment or supplies.
8. Unauthorized entry into staff office areas.

NOTE: Repeated or accumulated Minor Violations can be escalated to a Major Violation

- B. Major Violations: Major violations will be addressed with immediate suspension of facility use and/or programming presentation privileges.

The following items, although not a complete list, are considered "major" violations subject to the following suspension sequence: first suspension will be a minimum of 30 days; a subsequent violation within six months will result in a minimum 90 day suspension; a third subsequent violation within twelve months will result in a minimum 180 day suspension:

1. Dismantling, rewiring, or reconfiguring CTN equipment, including hooking up external devices without staff approval.
2. Allowing uncertified persons to use CTN equipment.
3. Using CTN facilities for purposes unrelated to the production of programs for telecast on the Public Access Channel.
4. Failure to register any payments, goods, or service exchanges related to underwriting or compensation for productions. (See **Underwriting Disclosure Form, Appendix #13.**)
5. False representation as an employee of CTN or the City.
6. Failure to follow the direction of CTN staff.
7. Failure to properly and accurately complete and/or update forms (i.e., Residency Verification Card and Application for Presentation.)
8. Harassment of staff, other Clients and/or guests, including but not limited to, sexual, verbal, or physical harassment.
9. Disregard for CTN Procedures as demonstrated by repeated or accumulated Minor Violations.

The following major violations, although not a complete list, will be grounds for immediate and indefinite suspension of all facility use/programming presentation privileges:

1. Theft of CTN equipment or supplies.
2. Vandalizing CTN equipment or facilities.
3. Utilizing CTN equipment, facilities, or services for activity that violates any federal, state, or local law.
4. Damage/loss of CTN equipment. Note: Reinstatement of privileges is contingent upon full compensation for materials lost or damaged or arrangement of a payment plan.
5. If reporting equipment stolen, you must immediately report it to police.

- C. Appeal Process: If a CTN Client wishes to dispute any sanction issued by CTN staff, the following process will apply:
1. Within 5 business days of a sanction being issued, request in writing a review meeting with the CTN Assistant Manager of Public/Educational Access. He/she will issue a decision within 5 business days of the meeting.
 2. Within 5 business days of a decision regarding an imposed sanction, a Client may request in writing a meeting with the CTN Manager. The CTN Manager will issue a decision within 5 business days of the meeting.
 3. A Client may within 5 business days of the CTN Manager's decision request in writing a review by committee of the Cable Communications Commission (CCC). The appeal must be submitted in writing to the CTN Manager at least 10 business days in advance of a regularly scheduled CCC meeting for it to be placed on the CCC meeting agenda. The committee will issue a final decision within 2 business days of the review meeting.