



PROCEDURES MANUAL

Revised: August 1, 2014
Updated: April 18, 2025

COMMUNITY TELEVISION NETWORK (CTN)

Procedures Manual Table of Contents

SECTION I: MISSION STATEMENT	2
SECTION II: GENERAL INFORMATION	
A. Eligibility to Use CTN Services	2
B. Cost of Services	3
C. Hours of Operation	3
D. Information Requests	3
SECTION III: OUTREACH SERVICES	
A. CTN Presentation	4
B. Tours	4
C. Peer Group Trainings	4
D. Programs	4
SECTION IV: PROGRAMMING SERVICES	
A. Program Ownership and Copyright	5
B. Submitting an Electronic Bulletin Board Message	5
C. Submitting a Program	5
D. Program Duplication	6
E. Viewer Comment Procedure	7
SECTION V: PRODUCTION SERVICES	
A. Production Facilities	8
B. Facility Use	8
C. Facility Reservations	8
D. Remote (Portable) Equipment	9
E. Edit Laptops and Suites	9
F. Audio Booth	10
G. Studio Facilities	10
H. Public Access Producer Responsibilities	10
I. Event/Meeting Coverage	11
SECTION VI: VIOLATION/SANCTIONS	
A. Minor Violations	13
B. Major Violations	13
C. Immediate Suspensions	14
D. Sanctions/Suspensions	14
E. Appeal Process	15
ONLINE FORMS	
Duplication Request	
Event Coverage Request	
Electronic Bulletin Board (EBB)	
Series Time Slot Request	
Parental Consent/Liability Agreement – 14 to 17 Years Old	
Parental Consent/Liability Agreement – 12 to 13 Years Old	
Talent Minor Release	
Application for Presentation	
Underwriting Disclosure Form	

SECTION I: MISSION STATEMENT

CTN 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 INFORMATION

A. Eligibility to Use CTN Services

Any resident of the City of Ann Arbor or a verified representative of an Ann Arbor area non-profit organization is eligible to use CTN services.

New membership must be established at CTN in-person, annual proof of residency is required. If you change your residence at any time, you must notify CTN to re-establish residency verification. Failure to do so will result in the loss of CTN privileges. Addresses will be verified through the City of Ann Arbor. If you and/or your organization DO NOT meet the requirements, you will be notified.

Proof of Residency:

Resident

Documentation of your identity with a picture ID:

Valid Driver's License

Valid State of Michigan ID Card

Documentation of your address with one of the following:

Valid Driver's License

Valid State of Michigan ID Card

Valid Voter Registration card (dated in the last year)

Current Resident Lease agreement

Utility Bill (most recent billing period) addressed to you at the listed address

Non-profit

Documentation of your identity with a picture ID:

Valid Driver's License

Valid State of Michigan ID Card

Submission of documentation of the organization non-profit status:

Completion of NPO online acknowledgment form from organization's leadership that verifies you as their representative and provide some description of the project(s) the representative will be working on.

Volunteers who come under an NPO can produce programming solely for that NPO.

NPO volunteers can provide production assistance for other public access programs.

Verification of residency must occur prior to using any of the following services:

Submission of programs

Attendance of workshops

Use of production equipment and facilities

Minors aged 14-17 must have a custodial parent or legal guardian submit a completed Parental Consent/Liability Agreement along with the Residency Verification Card.

Minors aged 12-13 must have a custodial parent or legal guardian submit a completed Parental Consent/Liability Agreement for 12-13 Years of Age along with the Residency Verification Card. The custodial parent or legal guardian is also required to be present for all required workshop training, facility reservations, and equipment/facility usage.

B. Cost of Services

Most CTN services are provided free of charge.

C. Hours of Operation

Monday - Friday, by appointment only.

D. Information Requests

Documents provided to CTN by Clients are available to a requesting party through Freedom of Information Act requests, which must be submitted to the City of Ann Arbor's FOIA Coordinator in writing by U.S. mail, or email. Forms are available at the City of Ann Arbor Clerk's Office and CTN and are also available online at:

<http://www.a2gov.org/departments/City-Clerk/Pages/records-request-foia.aspx>.

SECTION III: OUTREACH SERVICES

A. CTN Presentations

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 by phone or email.

B. Tours

Tours consist of a guided tour of the CTN facility and an opportunity for participation in a short studio production that may be telecast on CTN for promotional purposes. Requests for tours may be submitted to staff by phone or email.

C. Peer Group Trainings

Peer Group Trainings are available for non-profit organizations and other non-commercial groups from the Ann Arbor area. The training of the group (3-8 people) will include producing short video Public Service Announcements to promote the organization or services it provides. Requests may be submitted to staff by phone or email.

D. Programs

Outreach programs are recorded in the CTN studio to provide quick access to the Public Access channel for Ann Arbor residents and Ann Arbor area non-profit organizations.

"Soapbox" - A five (5) minute platform for expression. Segments cannot promote commercial products or services, direct soliciting of funds, contain lottery information or defamatory, libel or obscene material. Organizations can appear once every three (3) months. Bookings are first come, first served, call or email CTN to schedule a segment.

"Access Ann Arbor" - A 30-minute talk show format. The production set may include up to four persons including a host - someone from your group who can guide the conversation. Titles, photos and roll-in videos may be added. In some cases, a pre-production meeting with staff may be required. As a "guest" producer of Access Ann Arbor, you are responsible for the content of your program, which cannot contain defamatory or obscene material, or material which: advertises or promotes a commercial product or service; direct solicitations of funds; or lottery info. Appearances may be once every 6 months. Bookings are first come, first served, call or email CTN to schedule an appearance.

SECTION IV: PROGRAMMING SERVICES

A. Program Ownership and Copyright

The ownership and copyright of a public access program belong to the individual or group producing the program.

B. Submitting an Electronic Bulletin Board Message

1. The CTN Electronic Bulletin Boards are available for public service announcements (PSAs).
2. Eligible organizations and individuals may submit PSAs to promote local events and services for non-profit purposes.
3. To submit an announcement for the EBB, an Electronic Bulletin Board online form must be completed.
4. Staff may edit announcements to fit the limited space on the screen.

C. Submitting a Program

CTN's Channels may not be used for the presentation of material that violates federal, state or local law. Program material that directly advertises or promotes a commercial product or service, or solicits for funds, is also prohibited.

Public Access Submission Requirements:

1. An Application for Presentation form must be completed and signed for each program being submitted.
2. CTN is not responsible for loss of or damage to submitted programs.
3. Programming may be submitted in the following formats: DVD, Flash Drive, or via file sharing. Accepted file formats include mp4 (preferred), mpeg and mov. Resolution must be 1920 x 1080 or smaller.
4. Submitted DVDs may only contain one program.
5. Files must be clearly labeled with program title. DVDs 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 DVDs submitted for telecast.
6. 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.
7. Each program submitted must contain exactly 4 seconds of black or a countdown immediately preceding the program.
8. Programming the Client has identified as having material that is potentially unsuitable for children will be scheduled after 9:00 p.m.
9. All hard copies that are the property of the Client must be picked up within 30 days of the premiere. CTN reserves the right to delete or dispose of any programs left beyond that date. This includes digitally submitted copies.

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.

Program Scheduling:

1. Scheduling of time slot 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 time slot; however, the final schedule will be determined by staff.
3. Clients will be notified when their program is scheduled to appear.
4. Locally produced programming is entitled to one replay. Requests for replays are considered in the order they are received.
5. 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.
6. CTN reserves the right to pre-empt scheduled programming.

Series Programming:

1. Clients may request a series time slot by making an appointment with staff.
2. To establish a series time slot, four (4) completed programs must be submitted.
3. Any episode in a series may not exceed the length of its time slot, however it may be up to five (5) minutes shorter. (ex.: a series program in a 30-minute time slot must run at least 25 minutes but no longer than 30 minutes).
4. A maximum of four (4) programs may be submitted for the Public Access channel and retained at CTN.
5. Failure to provide new episodes for scheduled series premieres may result in the termination of that series timeslot. 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. Episodes may be repeated at staff discretion.
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 during CTN hours of operation).

D. Program Duplication

CTN can only duplicate (make copies) of the City of Ann Arbor meetings and programs produced by CTN. Once a completed Duplication Request has been submitted, CTN will call or email when your copy is ready for pick-up.

E. Viewer Comment Procedure

CTN will accept Viewer Comments (preferred in writing) concerning programming telecast on the CTN channels.

Viewer Comments will be reviewed by CTN management staff, and a summary report will be created.

If the Viewer Comments 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 (3) 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. In all cases, the CTN Manager will report on the court proceedings to the Cable Communications Commission.

SECTION V: PRODUCTION SERVICES

A. Production Facilities

Prior to being able to utilize the CTN production facilities, clients must first attend a “Preview” (orientation) to CTN philosophy, history, and services. Clients will then need to become certified in the area of the facility they wish to use. Requests for Previews may be submitted to staff by phone or email.

1. Staff may conduct training for each client on a “one-on-one” basis, unless there is a group who wish to be trained together.
2. Clients who have prior experience may be able to test-out to become certified in some of the facilities.
3. If staff determines that a client demonstrates an inability to perform a previously certified skill, uses equipment in a negligent manner, or fails to participate in any CTN production activity for more than twelve months, he/she may be required to be recertified.

B. Facility Use:

1. A registered Project must be submitted and approved prior to the reservation of any production facilities.
2. A newly certified Client must complete his/her first Project prior to additional Projects being accepted/approved.
3. The total number of productions a Client may work on simultaneously must not exceed four (4).
4. All Projects are granted three (3) months of facility usage starting from the date the production facilities are first used. Extensions may be granted after staff review. If an extension is granted, the Client may be required to attend production meetings with CTN staff to monitor progress of the production.
5. All CTN facilities are for use ONLY by Clients certified by CTN for the facility area.
6. It is the Client’s responsibility to notify CTN staff of any problems with equipment and discuss the problems with the staff to determine whether it was due to equipment failure and/or user error.
7. Smoking, drinking, and eating are prohibited in the CTN production facilities.

C. Facility Reservations:

1. A Client must be certified in the corresponding facility area to make a reservation. Reservations will not be accepted for a second party and may not be transferred to another Client.
2. Facilities reservations may be made up to one (1) month in advance. It is the Client’s responsibility to confirm whether a reservation has been approved.
3. Each Client may be allowed up to three (3) studio sessions; nine (9) equipment loans; and 60 hours editing time per production. Extensions may be granted after staff review.
4. All reservations have a fifteen (15) minute grace period. Clients arriving more than fifteen minutes late may forfeit their reservation. If delayed, call, and make appropriate arrangements with the staff.

5. Clients arriving more than fifteen (15) minutes early will need to wait until the scheduled appointment time.
6. Any reservation may be cancelled without notice due to lack of available staff or equipment.
7. 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, cameras.) CTN is not responsible for client's personal equipment used with CTN equipment.
8. An equipment reservation must be submitted via Media Center Manager (MCM).
9. Clients may not leave the facility during a reservation, or their reservation may be canceled without notice. If a client must leave during a reservation, it must be approved by staff.
10. Clients must be finished with facilities promptly at the scheduled time.
11. Clients can only reserve one (1) production facility room at a time.

D. Remote (Portable) Equipment:

1. Remote Equipment Request must be submitted via Media Center Manager (MCM) or email a minimum of two (2) business days prior to the date the equipment is requested. Also, a Project must be approved prior to the request.
2. Remote equipment may be reserved for a maximum of 7 days.
3. Only one (1) set of remote equipment may be reserved per project.
4. Only one (1) Remote Equipment Request may be on file at any time.
5. Check-in and check-out of remote equipment can only occur during CTN hours of operation by appointment.
6. 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.
7. Remote equipment may not leave Washtenaw County without prior staff approval.
8. Remote equipment may not be transferred to another Client.

E. Edit Laptops and Suites:

1. Use of these laptops is strictly for editing a registered project.
2. Reservations must be made through Media Center Manager (MCM).
3. No project or individual may have more than two (2) reservations booked at any time.
4. A completed Laptop reservation must be submitted at least one (1) full business day in advance of the desired reservation. Maximum checkout duration will be for seven (7) days from the day it's reserved.
5. Clients cannot return a laptop and checkout on the same day
6. No project or individual may have more than two (2) laptop reservations per week (Monday – Friday).
7. No project or individual may have more than two (2) laptop reservations booked at any time.
8. No software or files may be installed or deleted from the Edit laptop without staff approval.
9. Edit Suites may be reserved for a maximum of four (4) hours per day.
10. No equipment may be removed from and/or added to the Edit Suites without staff approval.

F. Audio Booth:

1. Reservations must be made through Media Center Manager (MCM).
2. May be reserved for a maximum of four (4) hours per day.
3. No project or individual may have more than two (2) reservations booked at any time.
4. Use of these rooms are for strictly for work on approved projects.
5. No equipment may be removed from and/or added to the Audio Booth without staff approval.
6. No software or files may be installed or deleted from the computer without staff approval.

G. Studio Facilities:

1. To reserve Studio time a Studio Reservation must be submitted a minimum of one (1) week to a maximum of one (1) month in advance of the requested date.
2. A Studio may be reserved twice (2) per week for a maximum of four (4) hours each time during CTN hours of operation. Any additional advanced set up needs to be disclosed and approved in advance.
3. No equipment may be removed from or added to the Studio without staff approval.
4. The crew list of the Studio reservation must be completed prior to the scheduled production via email to CTN staff. The minimum crew for a studio production is four (4) with two (2) in the control room and two (2) in the studio, not including talent.
5. Each camera being used (adjusted or moved during production) must have a cameraperson. Do NOT point the cameras at lights or bright objects.
6. 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.
7. The Client is responsible for the actions of his/her guests.
8. All equipment issued for production use must be returned to staff at the scheduled time.
9. Client is responsible for all set up and tear down of their production.
10. Clients can stream completed programs to personal video on demand sites but must keep it private until it is submitted to CTN.

Live Studio Facility Use:

1. 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.
2. Requests for "live" Studio productions will be approved based on both equipment availability and the timeslot.
3. Scheduled "live" programs are permitted to "live" stream to personal on demand sites at the time of recording.

H. Public Access Producer Responsibilities:

1. The Public Access Producer (Client) may be required to meet with staff to review the Project and discuss feasibility, special requests, options, and timelines. Staff may

request that the Client do additional pre-production planning. Facility usage will not be approved until the Client complies with all staff requests.

2. Failure to use facilities productively may restrict the Client's privileges to use future facilities.
3. All underwriting (the provision of goods, service, and/or money) must be registered with CTN on an Underwriting Disclosure online Form.
4. CTN reserves the right to use of a program produced in whole or in part with CTN production facilities.
5. Receipt of correspondence, letters, packages, deliveries, or telephone calls for Clients will not be accepted at CTN offices or production facilities.
6. Public Access Producers (Clients) may solicit contributions of services or "tangible" contributions (food, set materials, etc.) to be fully used to produce their programming in return for underwriting credit. When soliciting or receiving contributions, Clients cannot identify themselves as employees or representatives of CTN, the City of Ann Arbor, or any board/commission of the City. Clients may not represent that the contributions are for the benefit of CTN, the City, or any board/commission of the City, or that the City will provide any acknowledgement of the contribution for tax purposes.
7. Underwriting credit shall be limited to the following criteria:
 - a) The visual and/or audio presentation of the underwriter during the beginning and ending credits of the program.
 - b) A maximum of fifteen seconds (:15) is permitted for identifying an underwriter
 - c) The underwriting recognition presentation may include business or organization name, location, telephone number, and web address, description of the business or organization, trade names, products, or services, a corporate slogan.
 - d) The underwriting recognition presentation may not include language that is qualitative, comparative, or promotional, calls to action, pricing information, encouragement to buy or sell.

I. Event/Meeting Coverage:

Event Coverage

1. The request for event coverage must be from an Ann Arbor area non-profit or government organization. A primary contact person must be clearly identified with the request.
2. The Event Coverage Request form located on the CTN Website, must be filled out and submitted no less than (30) days prior to the event date.
3. The event must be a free and open to the public.
4. The location must be accessible to CTN staff and suitable for video production.
5. CTN will respond via email or phone if the event can be covered.
6. All CTN productions will be digitally archived for 24 months from the premiere date. CTN reserves the right to dispose of any productions beyond that date.

Public Meeting Coverage

One Time Meeting Request

1. Request for coverage from City policy-making or advisory commissions and boards must be submitted in writing, with location, times, etc. It will then be reviewed by the CTN Manager.

2. Requests should be submitted no less than (30) days prior to the event date.
3. Requests must not conflict with other CTN commitments.

Recurring Meeting Request

1. Any requests for recurring meeting coverage shall be subject to review/approval by the City Administrator or his/her designee.
2. Live Public meeting coverage shall be gavel – to gavel and will not be edited. These meetings must be held at a location of a CTN capable live signal.
3. Requests must not conflict with other CTN commitments.

All CTN productions will be digitally archived for 24 months from the premiere date. CTN reserves the right to dispose of any productions beyond that date.

Election Programming

1. The request for production must be from an Ann Arbor area non-partisan, non-profit organization. A primary contact person must be clearly identified with the request.
2. The requesting organization may not endorse any candidate and/or ballot issue in the election.
3. An organization requesting video production of a candidate/ballot issue forum must make the request in writing to no less than (30) days prior to the event date.
4. CTN will commit to a limited number of candidate forum productions for any election. Selection will be on a first come, first served basis.
5. The requesting organization must work cooperatively with CTN staff on the date and location of the forum. The location must be accessible to CTN staff and suitable for video production. CTN reserves the right to refuse a request when the event date or location cannot be mutually agreed upon.
6. The requesting organization must invite all declared candidates for an electoral event, or in the case of ballot proposals, make a good faith effort to provide all positions with fair and equitable representation.
7. All CTN productions will be digitally archived for 24 months from the premiere date. CTN reserves the right to dispose of any productions beyond that date.

SECTION VI: 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:

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

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

NOTE: Repeated or accumulated Minor Violations will be considered a Major Violation

B. Major Violations:

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

- Dismantling, rewiring, or reconfiguring CTN equipment, including hooking up external devices, installing software, without staff approval.
- Allowing uncertified persons to use CTN equipment.
- Using CTN facilities and or equipment for purposes unrelated to the production of programs for telecast on the Public Access Channel.
- Failure to register any payments, goods, or service exchanges related to underwriting or compensation for productions.
- False representation as an employee of CTN or the City.
- Failure to follow the direction of CTN staff.
- Failure to properly and accurately complete and/or update forms (i.e., Residency Verification Card and Application for Presentation.)

- Harassment of staff, other Clients and/or guests, including but not limited to, sexual, verbal, or physical harassment.
- Disregard for CTN Procedures as demonstrated by repeated or accumulated Minor Violations.

C. Immediate Suspension:

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

- Theft of CTN equipment or supplies.
- Vandalizing CTN equipment or facilities.
- Utilizing CTN equipment, facilities, or services for activity that violates any federal, state, or local law.
- 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. If reporting equipment stolen, you must immediately report it to police.

D. Sanctions/Suspensions

Except where noted above, these sanctions apply only to facility use privileges and do not affect a Client's ability to submit programming for telecast.

Minor violations will be addressed with an escalating series of sanctions in the following manner:

1. verbal warning after first violation
2. written warning after second violation
3. suspension of privileges if a violation occurs again

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

The suspension sequence will be applied as follows:

1. first suspension will be a minimum of 30 days
2. a subsequent minor violation within six months after the end of the first suspension will result in a minimum 90-day suspension
3. a subsequent minor violation within twelve months after the end of the second suspension will result in a minimum 180 day suspension

E. Appeal Process:

If a CTN Client wishes to dispute any sanction issued by CTN staff, the following process will apply:

- Within 5 business days of an imposed sanction, a Client may request in writing a review meeting with the CTN Manager. The CTN Manager will issue a decision within 5 business days of the meeting.
- Within 5 business days of the CTN Manager's decision, a Client may 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.