



Policies and Procedures  
for the  
**KGEM.TV Studio**  
and  
**Community Media Center**

*Community Media of the Foothills*  
- a nonprofit corporation founded in 1984 -

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## I. INTRODUCTION

### A. Mission Statement

"It is the mission of Community Media of the Foothills to promote artistry and expression, freedom of speech and civic pride by use of community media."

### B. Purpose of these Policies

These policies help to provide guidance and structure for the use of the resources of Community Media of the Foothills (CMF) in the production and distribution of Public, Educational and Governmental (PEG) access programming.

### C. PEG Access Basics

Under federal, state and local laws relating to cable television franchising, local governments are able to institute requirements for Public, Educational, and Governmental (PEG) Access, the community video production equipment, facilities, services, channels, funding and support that make local information available on cable systems. PEG Access channels and facilities exist to encourage community communications, and Community Media of the Foothills exists to ensure the effective use of community media resources for the residents we serve.

### D. Community Media Center Volunteer Responsibilities

1. Take full responsibility for the content of their program and the actions of their crew.
2. Comply with these Policies and Procedures.
3. Treat the equipment and facilities with respect and care.
4. Respect the rights of others to use the CMF resources.
5. Make and cancel reservations in a timely manner.
6. Treat staff, volunteers and guests with courtesy.

## II. ELIGIBILITY

### A. Training, equipment and facilities

Available to anybody who is a resident or works/volunteers in the areas served by Community Media of the Foothills. Eligible people must provide a valid California ID as well as a current residential/business address and phone number. If the person is a minor without a valid ID, then a parent/guardian's ID is required.

### B. Channel Time

Available for use in accordance with each channel's Policies and Procedures.

### C. Nondiscrimination

No person will be denied training, equipment, facilities or channel time on the basis of race, sex, age, physical disability, sexual orientation, religious or political belief, affiliation, or any other characteristic protected by state or federal law.

- D. Right to Refuse Service  
The staff reserves the right to refuse services to any person whose actions hinder the activities of CMF volunteers or staff members or who fail or refuse to comply with Community Media of the Foothills rules, regulations, policies or procedures. Persons hindering volunteers or staff will be asked to leave the Community Media Center facility and will be subject to a three-month suspension of facilities use. Suspension may be appealed in writing to Community Media of the Foothills Board of Directors.
- E. Proof of eligibility and competence on equipment may be required at any time. CMF may refuse to provide any service if proof, satisfactory to CMF, cannot be provided.

### III. FACILITIES

- A. Intention  
Programs produced with CMF equipment and facilities must be intended for cablecast on a CMF channel. Such programs may not be used for commercial purposes or the solicitation of funds (unless approved by the CMF Board of Directors).
- B. First Use  
Any program in which the CMF volunteer has made use of CMF's facility and/or equipment must be cablecast at least once on a CMF PEG access channel prior to, or concurrent with, cablecast on any other cable system, and prior to any other form of distribution.
- C. In-House Distribution  
By requesting access to equipment and facilities, volunteers agree that CMF may use portions of their programs for non-commercial, promotional purposes.
- D. Acknowledgement of Community Media Center Staff  
Without written authorization from CMF Management, producers may not credit Community Media Center staff in their productions.

### IV. PROPOSED PRODUCTION OF PEG PROGRAMMING WITH CMF FACILITIES / EQUIPMENT

As used in these policies, the terms “Eligible PEG Program” and “Eligible Program” refer to programs that are planned or already in production that have completed the following process.

- a. Project Proposal
  - i. Short form filled out and submitted to CMF management by the Producer of a Public, Educational or Governmental Access Channel program before scheduling for the use of CMF facilities and/or equipment.
  - ii. Proposal Information
    - 1. Producer Name
    - 2. Program Title

3. Series or Single
  4. Planned start date
  5. Planned end date (Maximum of 1 year)
  6. Number of programs planned from start to end dates
  7. Length of Program
  8. Crew members (who are approved by the producer to work on their own with equipment/facilities in the production of the proposed program)
  9. Brief description of equipment planned for use
  10. Program Category: P – E – G
  11. Brief description of program
  12. Producer and/or crew paid?
  13. Whether producer wishes contact information to remain confidential or if CMF may release producer’s name to the public.
- iii. CMF management will review the Production Proposal for the following:
1. Proper categorization (by the specific channel Policies and Procedures).
  2. That proposed production appears to fulfill these Policies and Procedures.
  3. That proposed production appears to fulfill the applicable channel’s Policies and Procedures.
- iv. If the proposal appears to follow these Policies and Procedures, then CMF staff will complete the following:
1. Entry of necessary information into scheduling software system.
  2. Notification of the Producer that they may begin production.
- v. If, however, the proposed production does not appear to fulfill these Policies and Procedures, then CMF staff will inform the producer of the reasons the production cannot be produced with CMF’s facilities and equipment.
- vi. Production Proposals are viewed by CMF management only and are not available for public view. Information about the producer in regard to the proposal will only be used (i.e. activity reporting purposes) in such a manner that protects the confidentiality of the producer.

## V. CERTIFICATION

Certification expires after one year of non-use or volunteer moves from area served by CMF. **Note:** For specifics on facilities and equipment (including restrictions for scheduling and use of facilities and equipment) see Section VI. “USE OF COMMUNITY MEDIA CENTER EQUIPMENT AND FACILITIES.”

### A. Community Media Volunteer

Certification as a Community Media Volunteer (Volunteer) requires -

- i. Registration name, valid California ID, current residential/business address and phone number.

- ii. Completion of Orientation Workshop.
- iii. Minors must have parent/guardian's written release before use of facilities.
- iv. Sign off that they have read and understand the CMF Policies and Procedures.

**B. Producer**

**i. Public Access Channel Producer**

Must fulfill the requirements to produce an Eligible Program on the Public Access Channel (see Policies and Procedures for Public Access).

**ii. Governmental Channel Producer**

Must fulfill the requirements to produce an Eligible Program on the Governmental Channel (see Policies and Procedures for the Governmental Channel).

**iii. Educational Channel Producer**

Must fulfill the requirements to produce an Eligible Program on the Educational Channel (see Policies and Procedures for Educational Channel).

## **VI. USE OF COMMUNITY MEDIA CENTER EQUIPMENT AND FACILITIES**

**a. Orientation Workshops**

CMF conducts orientation workshops to make potential Community Media Volunteers aware of the CMF mission, programs, and availability of production equipment, facilities, and training.

**b. Television Production Training Seminars**

CMF provides additional Training Seminars from time to time.

**c. Production of an Eligible PEG Program**

Community Media of the Foothills equipment and facilities may only be used in the production of an Eligible PEG Program (see section IV. "PROPOSED PRODUCTION OF PEG PROGRAMMING").

**d. Office Hours**

**i. Regular hours will be maintained each week, during which the following services will always be available (in conformity with scheduling policies):**

- One staff member minimum will be on site.
- CMF staff will answer phones.
- Scheduling for facilities and equipment may occur, by phone or in person.
- CMF forms and paperwork may be picked up, filled out and submitted to staff.
- Airplay on all channels will be actively monitored.
- CMF staff will be available to answer minor questions of CMF business.
- Copies of videotapes may be requested and picked up.
- Volunteer utilization of facilities and equipment (requires prior scheduling).
- Equipment may be checked in and out (requires prior scheduling).

Not all services will be available immediately; one person may often handle all the above services. Volunteers must be patient and respectful of others using the facility.

- ii. Regular Hours:
  - Monday through Thursday- 10:00 A.M. to 7:00PM
  - Friday - 10:00A.M. to 5:00 PM
  - Sturday - By Appointment Only
- iii. Regular hours may be modified for:
  - Holidays
  - Emergencies
  - Major Community Media of the Foothills events
- iv. Notice of Hours

Office Hours will be posted on the front door to the Community Media Center, on CMF's webpage, and in other materials. When possible, changes in office hours (for holidays or events), will be noticed on the door at least 24 hours in advance, and as may otherwise be available.

- e. Equipment and Facilities Available for Volunteer Users
  - i. Field Production Equipment
  - ii. Studio and Control Room
  - iii. Editing Computers
- f. Scheduling Equipment and Facilities
  - i. Equipment and Facilities Reservations
    1. Reservations may be made by phone or in person, for edit suites and field production equipment at least 24 hours in advance.
    2. Reservations may be made by phone or in person, for the studio at least one week in advance.
    3. Equipment and facilities are available to certified volunteers engaged in the production of an eligible PEG program on a first-call, first-scheduled basis.
    4. A volunteer who is more than 30 minutes late in claiming the studio or editing station, without notification of tardiness, forfeits the equipment or facilities and is considered a "No Show" subject to sanctions in section IX. "RULE VIOLATIONS/SANCTIONS/LOSS OF PRIVILEGES."
    5. A volunteer who has not picked up their field production equipment by the end of the business day without notification forfeits the equipment and is considered a "No Show" subject to sanctions in section IX. "RULE VIOLATIONS, SANCTIONS, LOSS OF PRIVILEGES."
  - ii. Field Production Equipment
 

Field Production Equipment may be reserved for a period not to exceed 3 days. Exceptions may be made with staff. A volunteer is limited to four field equipment uses within any one-month period unless otherwise authorized by staff. Field Production Equipment may be reserved up to three months in advance.
  - iii. Studio
 

Unless otherwise authorized by studio manager, a maximum of one studio session may be scheduled per week with each session not to exceed four hours. The studio may be reserved up to three months and no less than one week in advance. CMF encourages producers to provide a crew for studio shoots. Control room crew is



limited to three people. Staff reserves the right to ask any crew to leave the premises if behaving in a way that adversely affects facilities operation. The producer must be at the studio shoot at all times.

iv. Editing Stations

Editing sessions may be scheduled a maximum of twice a week and shall not exceed ten hours unless otherwise authorized by staff. Editing time may be reserved up to three months in advance. There is a limit of three people at each editing station unless prior permission is obtained from staff.

g. Canceling a Reservation

Volunteers who have reserved equipment or facilities they cannot use are asked to notify staff as soon as possible so that those resources may be reassigned. Notification of any cancellation is required prior to the reservation time and in the case of studio productions is required before the close of previous business day. A volunteer who makes more than two cancellations within a month period without providing at least three days advance notice is subject to sanctions in Section IX “RULE VIOLATIONS/SANCTIONS/LOSS OF PRIVILEGES.”

h. Field Production Equipment Check Out/In

i. Field Production Equipment Sign Out Form

The Volunteer is required to complete a Field Production Equipment Sign Out Form before using CMF equipment for remote shoots. In signing the form, the volunteer agrees to indemnify and reimburse Community Media of the Foothills for all damage to or loss of any CMF equipment caused by neglect, abuse, theft or other causes that occur while the equipment is assigned to the volunteer. Determination as to the impact and costs of neglectful use is the responsibility of the Executive Director.

ii. Equipment Check-Out

Volunteers are required to arrive at the appointed checkout time and present their valid California ID. The staff will inform the volunteer of the check-in time and indicate the time on the Field Production Equipment Sign Out Form. The Volunteer is responsible for determining that equipment is in good working order at the time of checkout. CMF suggests that the volunteer set up and test all equipment before leaving the Community Media Center. CMF also suggests the volunteer provide an emergency phone number where they can be immediately reached if the equipment is not returned on time to be sure they receive phone call warnings before receiving suspensions and fines. Providing an accurate phone number is the responsibility of the volunteer.

iii. Equipment Check-In

The volunteer is required to return all equipment at the check-in time specified on the Field Production Equipment Sign Out Form. The volunteer is responsible for determining that equipment is in good working order at the time of check in. CMF suggests that the volunteer set up and tests all equipment during the check-in period. A member of the CMF staff must sign the Field Production Equipment Sign Out form to complete the equipment check-in. The volunteer is responsible for assuring that all

equipment is in undamaged, working order and is responsible to compensate Community Media of the Foothills for repair or replacement costs resulting from any damages or losses due to neglect that occur while the equipment is in their control. The volunteer will be notified if any equipment is missing. Any missing equipment will be considered late (see below).

iv. Late Return of Field Production Equipment

1. Once the time noted on the Equipment Sign Out Form has passed, a CMF staff member will contact the volunteer at the emergency phone number provided on the form, at this point the equipment is considered late and the volunteer will receive a minor violation.
2. Once the equipment is 24-hours late, the volunteer will receive a 3 month suspension and a phone call to their emergency phone number.
3. Once the equipment is 48-hours late, the Volunteer will be responsible for paying CMF a \$100 fine and CMF staff will make a phone call to the volunteer's emergency phone number.
4. Once the equipment is 72 hours late the equipment will be reported as stolen to the Monrovia Police Department and CMF will turn over to the police the producer's name, address and phone number.

v. Video space on the Community Media Center's hard drives are limited, so current projects must be kept limited. All projects must be for playout on a channel operated by CMF and not for personal use. CMF encourages all producers to keep their projects on their own media.

vi. If your project takes longer than two weeks, it may be subject to deletion or backup. If backed up, the user is responsible for paying for media used by staff to backup file(s). Payment must be received before the user will have access to the backup material. See section VIII. CHARGE SERVICES. CMF cannot guarantee that backups will provide useful or complete material.

vii. All media files must be in clearly labeled files with the name of the volunteer included in file name and project name. This means when you digitize video that you do so to a folder with your name on it. Also, make sure other files created during the editing process also go into a folder with your name on it. If you don't know how to set up these folders, please ask for help from CMF staff. If your media folders are not set up properly, you may lose some of your work.

viii. Staff is not responsible for backups of your work. You have the option of buying DVDs as a place for backup, bringing your own hard drive, or dubbing to a DV tape. The potential always exists for computer failure, so please remember to keep backups. Speak with staff for information on drives and media that will work with the editing system, not all will.

i. Equipment Malfunctions/Unavailability

If any equipment fails to properly operate for a Volunteer, or if for any reason CMF cannot provide operational equipment to the volunteer as scheduled, the volunteer will be provided with substitute equipment or facilities, or will be given priority use at a future time. Volunteers are required to report any equipment malfunction to staff.

j. Eating/Drinking/Smoking in Facilities

Smoking, alcoholic beverages and controlled substances are absolutely not allowed within any of the Community Media Center facilities. No food and drink is allowed in the control room or at editing stations. Food and drink is allowed in the studio only with prior approval of staff (e.g. where it is pertinent to the topic of a studio show). Feeding of crew must be done directly outside of the studio in a quiet and courteous manner. Closed water bottles on the floor are okay in all areas, and are never okay on desks and tables. The volunteer must clean and report spills to staff immediately.

k. Staff Use of Facilities and Equipment

Staff may utilize equipment and facilities for other purposes, including; maintenance, troubleshooting, training courses and other uses (approved by CMF management), provided the staff member has properly scheduled the equipment.

l. Staff Access to Facilities and Equipment

- i. Staff members have access to all areas of the Community Media Center at all times.
- ii. Other than the restroom, no doors are to be blocked or locked by anyone other than staff at any time.

m. Videotape Provisions

Volunteer producers are encouraged to provide their own videotapes, disks, tapes or drives.

i. Volunteer-Provided Videotapes and Recording Media

The Community Media Center volunteer shall assure CMF that videotape is either new or of a quality sufficient to prevent damage or excessive clogging to recorders, and is free from viruses or other damaging content.

ii. Removing Videotapes and Recording Media

Producers must have permission from the Station Manager in order to remove from the Community Media Center any videotapes or recording media that have been scheduled for cablecast.

iii. Videotape and Media Retention/Pickup

Videotapes and recordings that belong to volunteer producers will be retained at CMF's tape storage area for a period of six months following their last scheduled cablecast. Producers are responsible for making arrangements for the return of tapes. Tapes left in the Community Media Center for more than six months following their last cablecast become the property of CMF and may be recycled or destroyed.

## VII. PAYMENT FOR LABOR/PRODUCTION COSTS

A volunteer may be paid by a third party for labor and/or production costs associated with an eligible PEG program provided that the Volunteer submits a Third Party Agreement to Community Media of the Foothills prior to receiving any payment for labor and/or production costs. The Agreement, which must be signed by the third party, warrants that the third party understands that:

- a. Programs produced with Community Media of the Foothills equipment and/or facilities are intended for cablecast on the PEG access channels and may not be used for

- commercial purposes or the solicitation of funds, and subsequent use, whether or not for profit, must be authorized by CMF Management;
- b. Community Media Center equipment and facilities are available to all eligible people at no cost for use in the production of programs for the channel, though some fees may be charged for membership or specific services.
- c. PEG Access channel time is free of charge.

## VIII. CHARGE SERVICES

### a. Videotape Copies

Copies of programs may not be made without the expressed permission of the copyright owner of the program. When requested and approved, staff will make copies with a direct video/audio signal from one video unit to the next, no Time Base Correction, or other adjustments will be made.

- a. Copy requests should include the videotape or recording media to be dubbed onto. Fees for tapes provided by CMF are as follows (inventory not guaranteed):
  - 1. 120 Min.VHS tapes - \$2.50 each.
  - 2. 120 Min S-VHS tapes – \$10.00 each
  - 3. 60 Min MiniDV tapes – \$10.00 each
  - 4. Blank DVD Media - \$2.50 each
- b. Copy fees are as follows (videotape not included):
  - 5. Any format (available at the Community Media Center) to VHS –\$5.00 each
  - 6. Copies between other formats - \$7.50
- c. Turnaround
  - 7. Copies will be completed within 5 business days.
  - 8. \$10 extra fee for 24 hour turnaround
  - 9. \$5 extra fee for 72 hour turnaround
- d. Refunds
  - 10. Videotape fees will not be refunded, except for defective tapes.
  - 11. Copy fees will be refunded for technical flaws with copies that were not on the original videotape, beyond normal generational loss.
  - 12. Copy fees will be waived if the copy is not complete within 10 business days after initial request.
  - 13. Turnaround and copy fees will be refunded if the turnaround time is not met.

## IX. RULE VIOLATIONS, SANCTIONS, LOSS OF PRIVILEGES

To ensure that the equipment and facilities remain available and in good working order, the following rules have been established. Any volunteer or staff member may report rule violations to the Station Manager. Upon verifying that a rule violation has occurred, the Station Manager will

issue a written statement to the volunteer describing the rule violation and sanctions. Sanctions will become effective immediately upon receipt of that statement.

## **Rule Violations**

- a. Major Violations
  1. Failure to submit a program produced with Community Media equipment and/or facilities for initial cablecast on a CMF channel;
  2. Abuse or vandalism of equipment and facilities;
  3. Return of equipment in damaged or unworkable condition, beyond normal wear and tear,
  4. Failure to return equipment through intent, negligence, loss, theft or any other reason;
  5. Use of equipment and facilities for a purpose not related to production of a program for cablecast;
  6. Removal of equipment from the Community Media center without proper checkout procedures and/or without signing a Field Production Equipment Sign Out form;
  7. Reserving or checking out equipment or facilities for use by a non-certified volunteer or a volunteer on suspension;
  8. Repeated breach of any of the Statement of Compliance warranties;
  9. Failure to submit a signed Third Party Agreement before receiving payment for labor or production costs associated with a production in which CMF equipment and/or facilities were used;
  10. Attempted equipment maintenance or disassembly;
  11. Bringing controlled/illegal substances into CMF's facility.
  12. Deleting another person's file(s) from a computer without authorization from staff.
  
- e. Minor Violations
  13. Failure to cancel equipment or facilities by the required time;
  14. Late return of equipment without an extension authorized by a staff member;
  15. Failure to vacate studio or editing facilities when the next scheduled volunteer has arrived;
  16. Return of dirty equipment;
  17. Leaving trash or debris in studio or editing facilities;
  18. Operation of equipment or use of facilities in an incorrect, unsafe, or inappropriate manner, which might result in damage;
  19. Improper packaging of equipment for transport;
  20. Tardiness in excess of 30 minutes in claiming reserved equipment or facilities without an extension authorized by a staff member;
  21. Reserving or checking out equipment for another volunteer unless specified and approved in advance;
  22. Canceling equipment or facilities reservations two times with less than 3 days notice within a 30 day period;

23. Leaving a project on an editing computer for more than two weeks of inactivity.

f. Other Violations

Any conduct not specifically described in these policies will be treated as a major or minor infraction depending on the magnitude of the conduct.

## Sanctions

Staff will file a written report on any suspension.

1. Major Violations

A major rule violation results in immediate suspension from use of equipment, facilities for a period of one year and the volunteer must be re-certified. Where damage to or loss of equipment and/or facilities has occurred, suspension is in effect for one year or until full compensation is made whichever is longer. There are no written warnings prior to suspension in cases of Major Violations.

2. Minor Violations

A Minor Violation will result in the following actions:

- a. Written warning for the first Minor violation;
- b. Suspension from equipment and facilities for a period of 90 days for the second Minor Violation;
- c. A third minor violation results in a suspension of one year and the volunteer must be re-certified.

3. Equipment Damage and Loss

If equipment is damaged or lost while under contract to a volunteer, the volunteer will have equipment privileges suspended until full compensation is made or until an installment payment contract is signed with CMF. In the event that a volunteer fails to meet the terms of repayment, the volunteer shall be suspended from all equipment and facilities privileges and the case will be submitted to the Board of Directors for further action and resolution.

## B. Volunteer Appeal Of Sanctions

1. A volunteer may appeal any violations by making a written statement to the Station Manager within two weeks of receiving the written warning. If suspension from equipment and facilities is imposed, the suspension will remain in effect throughout the appeal process. The Station Manager will investigate the circumstances surrounding the violation and will return a written report to the volunteer within two weeks.
2. The volunteer may continue the appeal process by submitting a written statement to the Board of Directors within the next two weeks. The Board of Directors will consider the appeal at its next regularly scheduled meeting (the written statement must be received one week prior to a meeting to be included in the agenda). At the meeting, the Board of Directors will look at the violation and its background and will decide to:
  - a. Modify or rescind the penalties for a particular violation.
  - b. Deny the appeal.
  - c. Delay the appeal to another meeting of the Board of Directors.

If the Board of Directors delays the appeal, then the duration of the suspension will be taken into consideration until such a time as the Board of Directors can make a determination.

## **X. COMPLAINT PROCEDURE**

A form is available at the CMF headquarters for the taking of complaints.

1. The form should be filled out with the complaint and signed by the person making the complaint and the staff member present.
2. The Executive Director or Operations Manager will note on the form how the complaint was resolved and notify the person filling out the form within ten days.
3. If the complaint is not resolved to satisfaction at that point, then the complaint form may be resubmitted at the studio to the attention of the Executive Committee, who will then review the complaint at their next meeting and make a determination, which will be put on file and then be forwarded to the concerned party by the Executive Director or Operations Manager.

## **XI. AMENDMENT OF THE COMMUNITY MEDIA CENTER POLICIES AND PROCEDURES**

These Policies and Procedures may be amended at any meeting of the Directors of CMF where a quorum is present. Interim Policies and Procedures may be implemented at the discretion of the CMF Management subject to the approval of the full board at the next general board meeting.