

Access Nashua Television Policies & Procedures

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SECTION 1 DEFINITIONS

Access Nashua	Encompasses all aspects of personnel, equipment and facilities used to operate Nashua's Public Access Channel
Executive Sponsor(s)	An individual or business, who wishes to provide financial or "In-kind" support for a specific program
Facility	Access Nashua shares space with NCTV in the 9 Riverside St. Studios and consists of a studio with control room, editing room, storage area, and offices
Grievance	An alleged violation, misinterpretation, or misapplication with respect of any of the provisions of the Policies and Procedures.
Operations Manager	An individual of CMSG, LLC who oversees Access Nashua operations
Patron	An individual, or organization, who may use Access Nashua production Equipment, or studio facilities.
PEG	Television channel(s) provided by the local cable franchisor available for Public/Educational/Governmental use
Policies	Rules, approved by the City of Nashua, used to guide decision making at Access Nashua
Prime Time	7 PM to 10 PM, Sunday through Saturday
Procedures	Guidelines for the operations of Access Nashua
Producer	Patron(s) responsible for the content and quality of a program
Program	The completed work submitted by a Patron
PSA	Public Service Announcements are short programs concerning specific events to inform the community of a group's existence and purpose or to share a specific bit of information
Series Contract	A contract for new programming approved by the Operations Manager to be cablecast on specific dates and times as requested and negotiated with the Producer(s)
Sponsor(s)	A Nashua resident who wishes to be responsible for a program that has not been locally produced

SECTION 2 INFORMATION

The Committee would like to welcome all potential producers, sponsors and viewers to the exciting world of community television. As residents of Nashua, you automatically qualify to take advantage of the resources of Access Nashua. This means you may use professional, broadcast-quality; video production gear to write, shoot and edit your own television shows and cablecast them via the City's approved cable operator using the Public Access channel. In addition, the staff at Access Nashua will fully train you in the technology and techniques of simple video production.

Access Nashua is available to you due to a special provision of the franchise agreement between Comcast and Nashua. The video production center and public cable channel were developed to provide the citizens of the city with a means of self expression and information exchange. All residents of Nashua are invited to participate as producers, volunteers, sponsors or viewers.

The unique thing about a community television channel is that the programs found on it are actually produced by and for the members of the community. While the administration and staff of Access Nashua may produce some programming of their own, they do not control the content of the community producer's programs. This allows Access Nashua to function as an unrestricted medium for self expression, as well as an effective communicating tool for both individuals and organizations. Community television is the electronic realization of the first amendment. It's a place where all citizens can exercise their right to free speech on a television channel that is received by every basic cable subscriber in the city.

If you have a need to communicate a message, desire to educate the community about a topic, or an urge to express yourself artistically, community television is for you. It offers you the perfect opportunity to learn the language of television production and communicate directly with the other citizens of Nashua. No one is too old or too young or too inexperienced to participate. In fact, it is our intent to involve those of you who never thought you would have the chance to make your own TV show. We want to give you the opportunity to inspire others with the power of your creative imagination.

The right to express yourself on community television carries with it certain obligations and responsibilities that will be outlined in the following policies and procedures manual. It is the hope of the Operations Manager that the rules and regulations of community programming make producing for Access Nashua easier and more enjoyable. We encourage all participants in community television to come forward with ideas and suggestions about how we can improve Access Nashua. Please read the manual carefully and make certain you are familiar with all policies before beginning as a community producer. If you have questions, problems, comments or suggestions please contact

Access Nashua
9 Riverside St.
Nashua, NH 03060

We hope that your experience with Access Nashua is a good one and we thank you for helping to make Access Nashua a success.

2.1 What is Community Television?

Community television is the means whereby any citizen may gain access to television production equipment and a cable television channel in order to produce their own programs and cablecast them to all basic subscribers within a cable system. The exact nature of the individual channels and production centers varies widely throughout the country, with no two systems being exactly alike. The extent of the resources and the structure of the channels depend upon the individual franchise agreements between cable companies and local governments.

In Nashua, community television includes a public access channel, and a community television center with video production, post-production and playback equipment available for use/checkout. There is no charge for equipment use/checkout, although there may be a small fee required to attend the training workshops.

The majority of programs found on Access Nashua, as stated above, are created by the citizens of Nashua, hereafter known as “producers”. This central fact distinguishes it from other television stations and, in fact, makes it unique among local media.

The goal of community television is to involve as many groups and individuals in local television production, programming and viewing as possible and to facilitate the creation of as many shows as possible. The philosophy of Access Nashua is that communication is essential to the health and future of the town, and that community television is an outstanding way to dramatically increase both its volume and effectiveness. Our hope is that Access Nashua will encourage local citizens to become producers.

2.2 Who May Use Access Nashua Production Equipment?

Only Patrons, as defined below, are allowed to use Access Nashua resources

- ♦ A resident of Nashua and/or Nashua property tax payer
- ♦ Nonresident exceptions include Nashua business owners; intern(s); members in good standing of a Nashua Organization; employees of the City of Nashua or of the Nashua School District when complying to the following conditions:
 1. Coverage of town related events or activities
 2. Proof of membership and/or employment
- ♦ Must be at least eighteen (18) years of age and able to provide a picture ID
- ♦ Must have a Patron Registration form on file with Access Nashua

2.3 How Do I Get Started at Access Nashua and What Training Courses Are Offered?

There are many different ways to participate at Access Nashua. You can be a producer of shows, a sponsor of a program, or a series of programs, a volunteer or intern at Access Nashua, a performer, a reporter, or an artist. The Access Nashua policies and procedures were designed to allow you to participate in Access Nashua in any or all of the above ways with as little difficulty as possible.

If you are interested in Access Nashua, the first thing you should do is contact the Operations Manager and make an appointment to discuss your ideas and plans and the procedures for getting started. Regardless of the particular way in which you plan to participate, it is required that you read and acknowledge the Access Nashua Policies and Procedures.

From time to time Access Nashua will offer courses in basic editing, lighting, field camera work, studio production, animation, etc. Some courses may require a fee. Any advance courses may require prior knowledge or experience.

2.4 What Resources Are Available From Access Nashua?

- ◆ Access Nashua television will supply users with equipment necessary (within reasonable means) to create their own television shows and have them aired on Access Nashua.
- ◆ A “community bulletin board” of video text messages will be run periodically on the channel. These messages will be available to any nonprofit, community or charitable event or group free of charge.
- ◆ Special training workshops on advance topics in addition to the regular basic video production workshops.
- ◆ A web site reporting all current and upcoming events, programs, etc., may be available.
- ◆ A contact list of volunteers willing to work on projects.
- ◆ Textbook and other instruction materials will be available for checkout on a number of topics relating to community television, television production, film and television studies, etc.
- ◆ Access Nashua facility may be used from time to time as a production space.

2.5 How Will Access Nashua Be Promoted?

- ◆ Access Nashua will actively promote the idea of community television and its opportunities to all the residents of Nashua.
- ◆ A full schedule will be updated daily on the community bulletin board and web site.
- ◆ Printed materials including a brochure, posters and flyers, and copies of the policies will be made available to the library and City Hall.
- ◆ Promotional PSA’s will be written and produced about Access Nashua and its opportunities and will be aired on Nashua’s Public Access channel.
- ◆ Press releases will go to area media outlets regarding upcoming events and activities.

2.6 How Do I Become An Intern?

Access Nashua accepts college interns for either course credit or work experience. Intern hours must be somewhat flexible involving days, some evenings and sometimes weekends. The internship at Access Nashua will be flexible enough to satisfy requirements of various college programs for credit.

On-site supervision and training will be provided by the Access Nashua's Operations Manager, or their designee. Below is a partial list of activities with which the intern may become involved.

- ◆ Programming playback system
- ◆ Word processing and database entry
- ◆ Handling media duplication
- ◆ Assisting Access Nashua's Operations Manager with equipment reservations, sign-in and sign-out procedures and other tasks as needed

In addition, the intern may be trained in aspects of studio and remote equipment setup and operation. This may include training in editing programs.

The intern is also encouraged to produce a final project, consisting of either a multi-camera studio production or edited remote production. The intern will assume the role of producer and handle the major aspects of the production.

On-site inspection by the college's internship program advisors can be arranged on a flexible basis. This will include an evaluation of the intern's performance at the end of the internship period. Upon completion of the internship, students interested in staying involved with Access Nashua on a volunteer basis are encouraged to do so.

2.7 What Are The Hours Of Operation At Access Nashua?

Hours of operation are based on the three components of the system and are flexible.

To be established

Subject to approval by the Access Nashua Advisory Board

SECTION 3 POLICIES

3.1 Access Nashua Equipment Usage

Only Patrons are allowed to use the resources of Access Nashua on a first come, first served basis. All equipment and resources will be equally accessible to every Patron providing the following requirements are met:

- All Patrons must complete the training corresponding to the type of facilities and equipment they intend to use, and/or be able to demonstrate competency with the equipment.
- Any equipment use requires that a Program be submitted for cable casting, except during initial training periods.
- Patrons must sign a “Statement of Compliance” regarding these operating rules, agreeing to pay for any damages to the Facility or equipment and replacing of any lost or stolen equipment. Failure to sign and adhere to the terms of the “Statement of Compliance” shall result in the Patron being denied access to any and all Access Nashua resources.

The resources of Access Nashua shall be locked and/or secured at all times. In order for a Patron to sign equipment in or out or to be in the Facility, the Operations Manager/Designee must be present.

Access Nashua reserves the right to refuse to provide access to its resources to anyone who is under the influence of alcohol or drugs; who interferes with the orderly conduct of business; who refuses to cooperate with or in any way abuses Access Nashua interns, volunteers, or other community Producers; who has misused equipment or who has in any way abused the privileges of Access Nashua.

3.2 Programming

Access Nashua is to be used for the free expression and exchange of ideas in a non-commercial environment. The specific nature of the programming depends on the interest and abilities of the community Producers themselves. Access Nashua, nor the City, exercise any control over Program content. Subject matter and treatment are left up to the Producer who is free to choose any topic and deal with it in the manner he/she feels is most appropriate with the following exceptions.

PRESENTATION OF THE FOLLOWING MATERIAL ON ACCESS NASHUA IS PROHIBITED;

- Obscene or indecent material as defined by FCC guidelines
- Programs containing copyright materials, unless the Producer has obtained written permission to use said materials
- Programming that contains material that violates local, state or federal statutes
- Programs that promote sale of a product or service

Cablecast time is intended to be utilized primarily by Patrons of Access Nashua. It is available free of charge. All Producers and Sponsors who wish to place programming on the channel must file their name, current address and phone number with the Operations Manager. These files will be considered public information and will be made available to any person wanting to contact a Producer or Sponsor. Failure to comply will result in the refusal to cablecast the Program. Producers and Sponsors are legally responsible for the contents of their Programs and must be available to their audience.

Producers and/or Sponsors are required to notify Access Nashua if their Program contains material that is inappropriate for children or deals with issues of a particularly sensitive nature and that viewer discretion is advised. An announcement must be included at the beginning of a Program to indicate that portions of the upcoming Program may contain such material.

The Producers and Sponsors must be aware at all times that they will be held legally responsible for the content of their Program and must agree to indemnify and hold harmless Access Nashua, Community Media Services Group, LLC, and the City of Nashua against any and all liability arising out of such use or any breach of these operating rules of the Statement of Compliance.

Non-locally produced Programs that are of a non-commercial nature are allowed on the channel if submitted by an Access Nashua Sponsor. Name and address of Sponsor must be placed on file with the Operations Manager. Non-locally produced Programs of general interest may be aired at the discretion of the Operations Manager.

The Producer and Sponsor of any Program produced at Access Nashua retains copyright and distribution rights to that Program. The Producer must agree to have the Program cablecast over Nashua's Public Access channel. Any publicity or press release must clearly identify the Program as the work of the Producer(s), not of Access Nashua. Access Nashua shall retain the rights to the Program for later cable casting on Nashua's Public Access channel or for other non-commercial promotional purposes for one year.

PSA's of general interest, non-locally produced or sponsored, may be aired at the discretion of the Operations Manager.

Programs with political content shall be subject to the same policies that guide the production and airing of other programs for the designated public access channel, specifically:

- Producers of programs of a political nature, address a topic or issue that effects the community and/or pertains to elections of candidates shall have access to the studio, Access Nashua's recording and editing equipment, and technical assistance from Access Nashua's volunteers and staff in accordance with Access Nashua's policies and Access Nashua's procedures that apply for producers of any other type of content programming.
- As with other non-governmental, public programs, programs of political content will be aired on the designated public access channel and scheduled in accordance with Access Nashua policies.
- Political solicitations for or against particular candidates, actions, warrant articles, etc., whose purpose is to seek to directly request or influence residents to vote in a particular manner will not be permitted on Access Nashua's bulletin board.

Political programs that utilize panel/discussion format where issues are presented and various points of view and positions are shared and discussed are encouraged. However, other program formats are acceptable.

3.3 Access Nashua Personnel

Advisory Board Member

The Advisory Board shall consist of seven (7) members, including two (2) appointed by the City of Nashua, two from Community Media Services Group, LLC., and three (3) chosen by CMSg from the public at large being residents of Nashua. The Advisory Board will conduct business with a quorum of four (4) members.

Three (3) unexcused non-attendance or late arrivals to an Advisory Board meeting, or subcommittee meeting, or duty within a one year period or violations of the Policies and Procedures of Access Nashua may be grounds for removal by the Advisory Board. If the Advisory Board decides to remove a member, a written notice of removal from the Advisory Board will be given to the Advisory Board member and a copy sent to the City of Nashua.

Duties and Responsibilities

The Advisory Board will appoint subcommittees as needed. The subcommittee will report back to the Advisory Board with findings and recommendations.

Grievances will be heard by the Grievance Committee.

Operations Manager

The Operations Manager (appointed by Community Media Services Group, LLC) is responsible for the operational duties of the station which include maintaining the equipment, managing the weekly programming, updating the bulletin board, providing production training, assigning volunteer duties, publicity, and enforcing these policies and procedures.

3.4 Resolving a Grievance

A. PURPOSE

1. The purpose of this procedure is to secure, at the lowest possible administrative level, equitable solutions to the problems which may, from time to time, arise affecting the welfare or working conditions of Patrons. Both parties agree that these proceedings will be kept as informal and confidential as may be appropriate at any level of the procedure. Both parties may attend the hearings. Defendants have the right to face the accuser.
2. Nothing herein contained will be construed as limiting the rights of any member of the community having a grievance to discuss the matter informally with any appropriate Advisor, Coordinator or member of the Committee, and having the grievance adjusted without intervention of the Grievance Committee, provided the adjustment is not inconsistent with the terms of the Policies and Procedures.

B. PROCEDURE

1. LEVEL ONE

- a. A community member with a grievance is invited to file objections in writing with the Operations Manager. Include the provisions of the Policies and Procedures that apply to the grievance.
- b. The Operations Manager will within one (1) week from receiving the written grievance, read and examine the grievance, discuss it and prepare a report on the grievance.
- c. A copy of the report will be kept on file at Access Nashua and the parties will be informed within one (1) week of the decision of the Operations Manager.
- d. Exception: If the grievance is with the actions of the Operations Manager the parties must file their objections in writing, with the Advisory Board. Include the provisions of the Policies and Procedures that apply to the grievance.

2. LEVEL TWO

- a. If the parties are not satisfied with the disposition of this grievance the party is to present a written notice of appeal to the Chairman of the Advisory Board within five (5) days of the decision. Attach a copy of the original written complaint and a copy of the Operations Manager's decision requesting a hearing date with the Advisory Board. Only the defendants that an action was taken against may file an appeal.
- b. The Operations Manager will at the next regular monthly meeting from receiving this request, read and examine the grievance, discuss it and prepare a report on the grievance.
- c. A copy of the report will be kept on file at Access Nashua and the parties will be informed within two (2) weeks of the decision of the Advisory Board.

3. LEVEL THREE

If the community member is not satisfied with the decision of the Advisory Board, the community member is to present a written notice of appeal to the City's PEG authorities within five (5) days of the decision. Attach a copy of the original written complaint and a copy of the Operations Manager's decision requesting a hearing date with the City's PEG authorities. The City's PEG authorities will have thirty (30) days to respond.

C. GRIEVANCES WITH THE POLICIES AND PROCEDURES

If the grievance is with the Policies and Procedures the community member is invited to appear before the Access Nashua Advisory Board.

3.5 Policy Violations

The Operations Manager/Designee may suspend privileges of Patrons for up to two weeks for violations of the Policies and Procedures. They must submit in writing the violation to the Chairman of the Advisory Board within 48 hours. Any individual who has been suspended by the Operations Manager/Designee has recourse through the grievance policy.

LEVEL ONE

If the Operations Manager decides to reprimand, then a written warning will be given to the Patron and a copy placed in their file.

LEVEL TWO

If the Advisory Board decides to suspend privileges, then a written notice will be given to the Patron and a copy placed in their file.

LEVEL THREE

If the City's PEG authorities decides to revoke privileges, then a written notice of revocation will be given to the Patron and a copy placed in their file.

Request for reinstatement must be approved by the Operations Manager.

3.6 Adopting and Amending Policies

The Operations Manager is responsible for recommending new Policies and amending, revising or suspending existing Policies. All Policy recommendations must be approved by the Access Nashua Advisory Board.

3.7 Adopting and Amending Procedures and Forms

The City's PEG authorities is responsible for adopting, amending, revising or suspending existing Procedures and Forms.