

Public Access TV Guidelines

PATV is your neighborhood network!

Public Access Television, Inc. Mission Statement:

PATV is a resource dedicated to diversity in community communication.

PATV provides opportunities for local citizens to make use of current technology to exchange information and ideas and to participate in the democratic process.

PATV promotes media literacy through training in media production and critical viewing.

Public Access Television, Inc. is a non-profit corporation established under the laws of the State of Iowa for the purpose of operating and managing local public access television.

PATV IS YOUR NEIGHBORHOOD NETWORK

Anyone in the Iowa City/Coralville area can use PATV as a forum to reach a viewing audience. The staff at PATV will train you to use production equipment and assist you in translating your ideas into programs. PATV is open to the public 5 days a week and has a working studio, editing stations, and portable equipment that any community member can use to make programs for cablecast on PATV Channel 18. PATV is available in 17,000 homes in the area and all programming is sponsored or produced by local community members, exemplifying their diverse views, interests, and backgrounds. We also have live shows, some of which offer community members the opportunity to phone in their opinions. A PSA display runs between programs.

HOW LONG HAS PATV BEEN AROUND?

PATV has been a part of cable television in Iowa City since 1979, when local citizens realized the constitutionally guaranteed right of free speech means nothing if ordinary people are denied access to society's most pervasive medium: television.

HOW IS IT FUNDED?

PATV, as it exists today, is an independent, non-profit organization, which was formed in 1989. PATV is funded primarily through a contract with the City of Iowa City. The actual funding comes from the local cable provider, as part of the cable franchise agreement between it and the City of Iowa City. The current franchise, which is in effect until the year 2018, requires that the local cable provider provide funding to pay for the operation and maintenance of a public access/community programming facility and channel. The City and the local cable provider negotiate an amount, which is paid to the City, and then distributed to an entity which contracts with the City to provide the required services. PATV is the current contractor.

PATV BOARD OF DIRECTORS

PATV's Board of Directors is a nine-person volunteer board. Each member serves a three-year term and may serve up to two terms. Previous boards appoint six members of a given year's board and three are elected by the general membership, as it is defined below. The board creates policies for PATV, which are implemented by the director. The director also gathers information and suggestions from the staff, interns, volunteers and producers, and relays them to the Board. Board meetings are held on the third Thursday of each month at 7pm and are open to the public.

HOW DO YOU BECOME A MEMBER OF PATV?

PATV operates within a 12-month membership structure, of which there are several types:

- Local membership (Iowa City address only): \$40
- Non-local membership (outside Iowa City): \$75
- Senior local membership (Iowa City address): FREE*
- Senior non-local membership (outside Iowa City): \$50
- Youth membership (ages 14 - 17): FREE

**As defined by current AARP guidelines*

Benefits to members include:

- Use of PATV facilities and equipment (following appropriate training)
- Regular rates on workshops (rates are increased for non-members)
- One free workshop
- Free advanced classes (beyond basic workshops)
- Tapes at cost
- PATV T-shirt
- Priority scheduling

- PATV newsletters
- Vote at PATV Annual Meeting

Organizational memberships make it possible for more than one member of your group to become a member of PATV and be involved in your group's programming.

- Local organization (Iowa City address only): \$100
- Non-local organization (outside Iowa City): \$150

Benefits to organizations:

- One free workshop
- Special group training packages
- Low cost production services for your organization
- Access to the community bulletin board
- Use of PATV facilities and equipment (following appropriate training)
- Tapes at cost
- Priority scheduling
- PATV newsletters
- Producers can vote at PATV Annual Meeting

Providers supply program tapes to PATV for cablecast.

Providers may have their own equipment or permission to play tapes produced elsewhere.

- Local provider membership (Iowa City address): \$25

Benefits to providers include:

- Playback of program tapes
- PATV Newsletters

WORKSHOPS

PATV's workshops are designed to educate community members about programming in the Iowa City/Coralville area and provide them with the basics of video production and give them an avenue for producing programs for cablecast on the PATV channel. For PATV members there is an accompanying fee as follows:

Guidelines	Free
Lights, Camera, Action	\$40
Studio Production	\$40
Final Cut Pro Basic	\$40
Final Cut Pro Advanced	\$100

GUIDELINES

This free workshop is mandatory for all new producers/providers. It includes the history, rules and procedures of PATV as well as an introduction to the resources available.

PRE-PRODUCTION

This is a workshop on basic organization and planning of a video production.

LIGHTS, CAMERA, ACTION

This workshop covers the basics of camcorders, microphones, and lighting.

STUDIO PRODUCTION

This workshop covers the basics of how to run a studio shoot.

FINAL CUT PRO BASIC

Using the editing software Final Cut Pro 6, students will learn the basics of non-linear editing.

ADVANCED NON-LINEAR EDITING

Students will learn more advanced functions the editing software Final Cut Pro 6.

Training workshops provide a potential producer with helpful suggestions aimed at the specific production he/she has in mind. A person may sign up for monthly PATV workshops and help other community groups and community producers produce programs for the PATV channel. Workshop fees must be paid in advance and if a 24-hour cancellation notice is not given, the fees become a donation. Volunteer work may be done in lieu of fees, but a deposit equivalent to the fees must be left before the classes begin and when the appropriate number of volunteer hours has been completed, the deposit will be returned. If the volunteer hours are not worked off within three months, the deposit becomes a donation to PATV. All workshops will start on time and some have a waiting list.

SPECIAL WORKSHOPS

Negotiable group rates are available for organizations or groups of three or more people who want to be trained together. These classes can be arranged around your group's schedule.

TESTING OUT OF WORKSHOPS

PATV members who are familiar with production equipment or software may wish to "test out" of a workshop rather than receiving instruction. To "test out", members will seek the approval of the Workshop Instructor, pay the normal workshop fee, and then display a basic competence of skills with the equipment in question. At the discretion of the Workshop Instructor, the member will either be immediately qualified to use the equipment, or will receive additional instruction to become so.

WHO CAN USE PATV?

After becoming a member, PATV's facilities and cablecast from the channel are available to any resident of the Iowa City community and surrounding areas. It is PATV's intent that community groups and non-profit organizations use these resources.

USING PATV

Facilities and equipment are available to PATV's members with the understanding that:

1. Before cablecast time is allotted to a producer, provider, or organization, and before any equipment is reserved or checked out, all appropriate workshops must be completed.
2. All programs produced with PATV's equipment will be cablecast on PATV Channel 18.
3. Each producer/project is allotted 32 hours per month of equipment and/or facility use. If a producer has needs beyond this allotment, they must meet with the director prior to the start of the project to discuss accommodations.
4. If a producer receives a grant to produce a program, and uses PATV equipment or facilities in the process of fulfilling obligations specified by the grant, he or she must pay 10% of the grant monies received to PATV for use of the equipment.
5. If a producer produces a program and sells it, he or she must pay 10% from the gross sale of that program to PATV for the use of equipment.

These rules are enacted to reflect the philosophy that public access programming exists as an alternative to commercially oriented broadcast television.

HOW TO CABLECAST PROGRAMS

Playback time on PATV is free and available on a first-come, first-served basis. The total amount of cablecast time will not exceed 16 hours per month for any one producer/provider. To have a program cablecast on PATV, a producer or provider must complete the Guidelines workshop and fill out a Program Contract. Producers and providers are strongly encouraged, when choosing playback times, to consider the program content and intended audience. PATV staff is available to assist producers and providers in the selection of appropriate playback times. Appropriately labeled programs, along with a completed Program Contract, must be turned in two weeks before the desired playback time. This is necessary for inclusion of the program in the local cable listing of the Saturday edition of the local newspaper.

A provider is an area resident that provides pre-produced programs to PATV. As mentioned above, a provider must complete the Guidelines workshop prior to submitting a program for cablecast. A special provider workshop may be scheduled, in which the provider is shown how to edit onto his/her program a disclaimer, which releases PATV from responsibility.

Producers interested in the cablecast of a live show originating from the PATV studio must contact a staff programmer at least two weeks in advance of the proposed cablecast. The programmer and producer will work in tandem to determine an appropriate timeslot for the show. For cablecasts featuring live call-ins, the producer is responsible for the content of

commentary called-in by a community member. All live programs will be recorded and a copy kept at PATV.

Live call-in shows: The caller identification feature on the studio control room phone must be used and phone numbers must be listed on a separate sheet of paper and stapled to the program contract after the show. If a caller's information is unavailable (i.e. "blocked"), the caller will be informed that unless their name and number can be verified, they will be unable to talk on the air. Liability for program content, in all cases, is the producer's.

PATV may schedule subsequent showings of programs beyond the playback time requested by the producer and may also use the program, or portions thereof, to promote PATV on other local channels without further clearance from the producer, unless a producer requests otherwise on his/her Program Contract. When portions of a program are used in a montage fashion, the producer, non-profit group or organization will be given credit.

PROGRAM REQUIREMENTS

All programs cablecast on Channel 18 are required to have:

1. A Stable video signal
2. A Clear audio signal
3. A Statement of Responsibility (Disclaimer)

If any portion of the program would cause viewers to think the system is having technical difficulties, the program will be returned with suggestions on how to correct the problem.

DISCLAIMER

Programs cablecast on the PATV channel must contain the following statement:

*PATV is not responsible for the content of this program.
Provider/producer: (your full name)*

It is the responsibility of the producer to edit this statement into a program before it is cablecast. If the statement is not present, the program will be removed from the schedule until it is inserted.

TAPE AND TAPE CASE LABELING

All programs and containers must be labeled with the following:

1. Producer or provider's name
2. Producer or provider's telephone number
3. Program title
4. Program date

TAPES REFUSED FOR CABLECAST

Tapes refused for cablecast must be retrieved within 30 days of notification for correction. If not, or if a self-addressed, stamped mailer has not been provided, PATV reserves the right to erase, recycle, or discard these materials. Further, a certified user may be denied access to equipment for use on other projects until corrections to the program have been made.

PROGRAM CONTENT

In accordance with federal, state and local law, a program cablecast on the PATV channel may not include the following:

1. GAMBLING

A program may not promote or conduct any lottery, raffle, contest, or game involving prizes awarded in whole or in part by lot or chance.

2. COMMERCIAL IDENTIFICATION

A program may not promote, or make reference to, any product, service, trademark or brand name in any manner, which does not in some way correlate with the message being brought forth in the program being produced for cablecast on the PATV channel.

3. SOLICITATION

A program may not solicit funds or other property of value from viewers, with the exception of non-profit fundraisers. The director must approve fundraisers.

4. MISREPRESENTATION

A program may not contain any material that is intended to defraud the viewer or designed to obtain money by false or fraudulent pretenses, representations or promises.

5. ADVERTISING

A program may not promote the sale of products or services, including prices, nor may they promote or endorse a trade or business.

6. PRODUCTS OR SERVICES

A program may not discuss or show products or services made available by persons, corporations or institutions which have a commercial interest in the subject of the program. It may, however, identify underwriters providing grants or contributions to defray the cost of producing the program.

PROGRAM UNDERWRITING

The underwriting of programs cablecast on the PATV channel is permitted, provided that such underwriting does not constitute commercial exploitation of PATV.

UNDERWRITING GUIDELINES

- Advertising, as defined in the content section, is not permitted.
- Corporate logos with an accompanying slogan are permitted only at the opening and/or close of the program.
- Underwriting acknowledgments may be spoken and/or written but are limited to 30 seconds at the beginning and/or the end of the program.
- Any mention of specific products or services performed, sales, rates, or promotional events are prohibited.
- The picture of the commercial establishment underwriting a program is not permitted, unless it is part of the copyrighted company or corporation logo.

7. OBSCENITY

A program may not contain material that is obscene. Federal law states that material is obscene if:

- the average person, applying contemporary community standards, would find that the work, taken as a whole, appeals to the prurient interests and;
- the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable state law, and;
- the work, taken as a whole, lacks serious literary, artistic, political or scientific value.

8. ILLEGALITIES

A program may not contain any material that constitutes libel, slander, defamation, invasion of privacy or publicity rights, unfair competition or violation of trademark or copyright or which may otherwise violate any local, state or federal law. If a program violates the Guidelines set forth above, a producer or provider will be asked to remove inappropriate material from his/her program. If this is not done, PATV will remove the

program from the program schedule. Obscenity or Illegalities, however, require a legal determination and will not be evaluated by PATV staff. The county attorney must solicit these programs for review. If solicited, a program may be suspended from cablecast on the PATV channel, pending determination by the county attorney as to whether or not the program contains any illegalities.

APPROVALS, CLEARANCES

Producers must be able to produce upon request all necessary approvals, clearances, licenses, etc., for the use of any program material to be cablecast. This includes, but is not limited to, approvals by broadcast stations, networks, sponsors, music licensing organizations, copyright owners, performers' representatives, and all persons featured in the program material, and any other approvals that may be necessary to transmit the program via the PATV channel.

COPYRIGHT

The copyright and ownership of any program produced with PATV's equipment is that of the producer or non-profit organization that produced it. They must bear full responsibility for the content and material used in the programs submitted for cablecast on the PATV channel. This includes both taped and live programming. As stated in the content section of these Guidelines, appropriate copyright and clearances must be presented to the PATV staff upon request. If producers have questions regarding copyright applications or statutes, they should consult legal counsel. PATV staff cannot legally advise a producer on the proper use of copyrighted materials.

SERIES PROGRAMS

A series producer or provider is allotted two timeslots: one prime time and one outside of prime time. Prime time is from 5:30 to

10:30 pm and features locally produced programs. Series producers/providers select their series slots on a first come, first served basis in coordination with a staff programmer. To get a prime-time slot, a series producer must submit two completed programs to a PATV programmer. A live series producer, however, does not need to provide taped programs beforehand and a series producer featuring timely commentary need only provide one. Each prime-time series producer must submit at least five never-before-seen programs over the course of a thirteen-week PATV season.

PATV'S SEASONS ARE:

- January 1st to March 31st
- April 1st to June 30th
- July 1st to September 30th
- October 1st to December 31st

A producer who has difficulty meeting the requirements of a regular series is strongly encouraged to share his/her time slot with a fellow producer or provider so that each runs a program in alternating weeks. PATV's programmers will assist in organizing slot sharing.

PATV PROGRAMMING

Non-series shows submitted for playback are placed in the earliest available timeslots. Local non-series producers or providers may select program times on a first-come, first-served basis. The programmer will schedule the program as near to the desired time as possible. The PATV staff will assist producers/providers in scheduling their programs in an appropriate time slot. Many shows are premiered within ten days of submittal, depending on their length and the volume of incoming new shows. All scheduled programming may be pre-empted for special events.

TECHNICAL SUPPORT AND STAFF ASSISTANCE

The professional staff of PATV is available to help PATV members with technical advice about production and equipment, in the spirit of empowering individuals to create their own community media. Members will be expected to take the corresponding workshops before seeking technical assistance on portable, editing or studio equipment. Staff time is limited, and tech support will be provided on a first come is first served basis. If a PATV member's project requires considerable attention, they may be asked to schedule time with a specific production specialist.

STAFF ASSISTED PROGRAMS

Some members may wish to enroll the help of PATV staff and interns to produce a program or even a series. Request forms for staff assistance will be available to member producers, with inquiries about the help needed, timeframe of the project, time commitment expected and so on. Professional staff will review these requests monthly, and seek to maximize facilitation of community projects, with an emphasis on local programming. Because staff time is limited, PATV may not be able to immediately honor all requests for staff assistance. Producers seeking special consideration are asked to think three months ahead when planning their requests.

REQUEST FOR COVERAGE OF COMMUNITY PROGRAMMING

Forms will also be available to request coverage of a community event or non-profit meeting by PATV's

assistant community programmer. Requests should be made at least two weeks in advance, and will be produced as time allows.

STAFF SHOWS

"Live & Local" showcases local community events and issues. PATV staff and interns serve as production crew and the show airs Mondays at 7:30pm and Saturdays at noon.

The PATV staff also produces a program about PATV and Channel 18 events called "Access Update." PATV staff and interns contribute segments.

PUBLIC SERVICE ANNOUNCEMENTS (PSA) DISPLAY

Non-profit agencies and other groups may use PATV's PSA display to announce events, meetings, or other services free of charge! The PSA display runs continuously on Channel 18 when video programming is not being cablecast.

TRACKING PROJECTS

Each time a new project begins a three-month deadline is set. The staff will note the dates of editing use and camera checkouts. This allows PATV to keep accurate statistics for equipment use and number of programs made. A producer should not be working on more than 2 projects at a time through PATV. Projects must be completed in three months. After this three-month period, the producer must leave a \$25 deposit to receive a three-month extension. This deposit will become a donation if the show is not completed during this time period. This process (\$25 deposit per three-month extension) will continue until the project is completed.

HOW TO RESERVE EQUIPMENT

Reservations for all equipment may be made up to one month in advance. Producers are encouraged to book the equipment at the earliest possible date. Reservations may be made by phone or in person when PATV is open to the public. Phone messages are not acceptable for reserving equipment. Also email, chat messages, text, fax or other forms of electronic communication are currently not valid for making a reservation. Individuals may reserve ONE of the following types of equipment per day: portable, studio, or editing. When calling to make reservations, producers should give their name, project title, and specific equipment they would like to reserve and the day and time they would like to reserve it. When reserving the studio, it should be specified as to whether the program would be live or taped. Live programs must be booked two weeks in advance. Please let the staff person know if any special arrangements will be needed at the time of the production, such as a need for additional lights or microphones.

Time booked for equipment, whether used or not, will count against the producer's 32 hours per month unless that producer cancels his/her booking at least one hour prior to the time scheduled. A producer is allowed a 30-minute grace period to check equipment in or out. After that grace period, accompanied by a failure to call PATV, the equipment becomes available to other producers. The first instance of a no-show/no-call will result in a verbal warning from the staff. The second instance will result in a written warning explaining that there can be no further producer activity without a \$50 deposit. This deposit will be held for three months and then returned if there are no further no-shows during that period. In the third instance of a no-show, the deposit becomes a donation to PATV, and the producer loses the privilege of using PATV's equipment for six months.

HOW TO CHECK OUT EQUIPMENT

Producers are required to sign a Statement of Compliance following the Guidelines workshop that guarantees PATV the right to cablecast programming produced with PATV equipment and facilities on its channel, and also holds liable the producer for costs of repair or replacement of equipment or materials resulting from damage, misuse or theft while equipment or materials are in his or her possession or control. Those under legal age (18) are required to have a parent or guardian sign this Statement of Compliance. Because of insurance requirements for portable equipment, an individual must be at least 14 years of age to check out equipment. After a legally responsible adult signature has been obtained for a community producer under 18, the producer need only sign the Equipment Checkout Form when checking out equipment. The producer who reserves equipment must pick up the equipment and is responsible for testing any portable equipment before leaving PATV to guarantee that everything is in proper working order.

Producers checking out portable equipment, using editing systems, or working in the studio, must demonstrate, upon request, an ability to set up and operate the equipment. Failure to do so is considered grounds for refusal of access to the equipment at that time. All persons refused access to equipment due to failure to pass the skills test at the time of equipment checkout must be informed of the appeals process and grievance procedure contained in these Guidelines. All persons who fail the equipment skills test will be required to re-enroll in the appropriate equipment workshop at no charge. A person will not be able to check out equipment for which they cannot pass the skills test until he/she has completed the workshop(s) again and passed the appropriate skills test at the time of checkout.

HOW TO CHECK IN EQUIPMENT

Equipment checked out to producers is due back at the time listed on the checkout sheet. All equipment must be returned at this time, or fines will accrue until the check-in is complete. Only the producer who checked out the equipment may check the equipment back in. There are no exceptions. Portable equipment check-in includes setting up the equipment and having a staff person shoot a test tape. It is the responsibility of the producer to inform the staff of any equipment malfunctions that occurred during the checkout period. Repair costs will be charged to the producer if equipment is damaged from negligence or abuse. The staff person on duty determines instances of negligence or abuse at the time of check-in. The staff person reports this to the director, who makes the final decision whether or not to assess a fine. Producers who disagree with the decision of the director may follow the guidelines set out in the PATV Grievance Procedure, contained at the end of this booklet.

PENALTIES FOR LATE RETURNS

Fines are as follows:

EACH HOUR OVERDUE: \$2.50
(Up to six hours, to resume at opening the next day)

These fines go into effect when the user has not notified the PATV staff at least an hour in advance of the scheduled check-in time that the equipment will be late. If equipment is late more than six hours, it will be reported to the Iowa City Police Department as being stolen. Producers who have returned equipment late, or have damaged equipment while it was in their care, will be responsible for paying the appropriate late fees or equipment replacement costs. The first instance will result in a

verbal warning from the staff. The second will result in a written warning that explains that there can be no further producer activity without a \$50 deposit. This deposit will be held for three months and returned if there are no further late check-ins during this probationary period. There will be no producer activity until all fees are paid. If a producer is unable to pay the amount in full at the time of the violation, a payment schedule may be worked out with the director. During an appeal, as set out in the Guidelines Enforcement Procedure, the producer may not use PATV's equipment or facilities unless PATV's Board of Directors has ruled otherwise.

INTERNET POLICY

PATV staff is available to assist producers with uploading their videos online. Producers are encouraged to create their own online accounts and are responsible for the sharing and promotion of their own online content. Producers can request to have their videos uploaded to a PATV online account. Producers are required to provide a Video Upload Form for each video uploaded to a PATV account. If a video uploaded to a PATV account is cited for copyright infringement the video will be removed. Producers are encouraged to remove infringing material before their video will be uploaded to a PATV account again.

TAPES

A program tape, which will remain the property of PATV, will be supplied to individual producers or organizations. Producers/providers who supply their own tapes are responsible for collecting them after they are cablecast. Program tapes not claimed three months beyond the last cablecast date will become the property of PATV. PATV staff will, of course, make a reasonable attempt to contact the individual or organization in question. PATV does not have the right or privilege to sell or

commercially distribute locally produced programs without the written consent of the producer/provider or non-profit organization.

DUBBING POLICY

A producer may request one copy of his/her finished program, furnished by PATV, free of charge. Please allow one week for these dubs to be made. Ask PATV staff about prices for extra dubs or dubs for non-members (with the permission of the producer). Because PATV is not set up to make a large volume of duplicates, PATV staff may refuse duplication requests of 10 or more.

DISRUPTION OF BUSINESS POLICY

POLICY INTENT: All people who utilize PATV deserve the respect and freedom to work on their projects without the fear of harassment or interruption by other producers. Since some of the projects that are produced at the center are of a controversial nature, producers should have no doubt that while they are working on a particular project they will be free to complete the project to the utmost of their ability.

GENERAL RULES: No patron will be allowed to disrupt the daily flow of business at the access center. This includes any event or occurrence that prevents the staff from performing their daily tasks. Patrons are responsible for the behavior and disruptiveness of their guests. Should a violation of this policy occur, the staff would make reasonable attempts to persuade the patron to rectify the situation. Should these reasonable attempts fail, the patron will be asked to leave, thus forfeiting the remainder of the time that he or she had reserved for that session. A second occurrence will result in access privileges being suspended for a period of six months. Patrons have the right to appeal any decision through the PATV grievance policy included in these Guidelines.

SPECIFIC GUIDELINES: Community producers will follow the following guidelines when they conduct business at PATV:

1. No food or drink in the control room or editing suites.
2. Use of the telephone by community producers should be limited to two minutes.
3. All producers will respect the personal space and rights of other producers working at the access center.

4. All business that producers have that involves PATV staff will be conducted in a businesslike manner.
5. If a PATV staff person feels that a producer is causing a disruption either to the staff person or to other producers, the staff person can ask the producer in question to leave the access center. If the producer fails to leave, the staff person has the option of calling the local police to have that producer removed.

INFORMAL GRIEVANCE POLICY AND PROCEDURE

Whenever a member of the public presents, in whatever form, a complaint that can be easily resolved within the standing policies of PATV, corrective action shall be taken immediately by the staff who receives this complaint and the complainant shall be asked if this action resolves their complaint; if not, a written record of the complaint shall be made and presented to the Director for resolution within 5 business days, as currently stated below. Upon request by a member of the Executive Board, the Director shall present both the original written record of complaint, if not immediately resolved, along with a concise written statement outlining the action taken to address the issue forming the basis of complaint to the Board of Directors. Any person may present an informal grievance orally to any member of the PATV staff, either in person or by telephone. If a staff person receives an oral grievance, he or she should make a written notation of the receipt. The notation should include the date and a concise summary of the grievance. PATV staff members will make every effort to resolve an informal grievance immediately. On receiving an informal grievance the staff member may select one of three options:

1. Respond immediately.
2. Ask for five (5) working days (working days being defined in this document as those days that PATV is open to the public) to research or investigate the grievance before responding either orally or in writing.
3. Require that the grievance be presented formally to the director.

FORMAL GRIEVANCE POLICY AND PROCEDURE

Any person may present a formal written grievance to any member of the PATV staff, in person or by mail. All formal written grievances require the following information in order to be processed:

1. Names of all persons participating in the filing of the grievance, or identification of a single contact person to whom the response should be directed. A grievance will be considered as being presented by an individual in the event that a person claims to represent a group or organization.
2. The current address of all persons participating in the filing of the grievance or of the designated contact person.
3. Current home and work telephone numbers of all persons participating in the filing of the grievance or of the designated contact person.
4. An indication of the time of day and location at which persons filing the grievance and/or the designated contact person can most likely be reached.
5. The nature of the grievance clearly stated with relevant details as follows:

- If the grievance is based on a policy or procedure, it should include:
 - a. an explanation of which policy or procedure is in question;
 - b. the nature of the grievance against the policy or procedure; and
 - c. a recommendation(s) for change in the policy or procedure.

- If the grievance is based on an incident, it should include:
 - a. the name of, or a description of, the staff person(s) involved in the grievance incident;
 - b. the name of, or a description of, any other person(s) involved in the grievance incident;
 - c. the date and the time of day of the grievance incident;
 - d. the location where the grievance incident occurred; and
 - e. a clear and complete explanation of what occurred and of the response and/or behavior of the staff person(s) and/or other person(s) involved in the incident.

-If the grievance is based on a conflict of interest that potentially damages the structure or function of PATV, it should include:

- a. the full name and position(s) of the individual with suspected conflict of interest;
- b. an explanation of the position, relationship or financial stake, which constitutes a conflict of interest with the individual's position in the PATV community;
- c. a concise explanation of the scope or range of effect(s) on PATV's structure or function; and
- d. a recommended remedy for resolving the conflict of interest for approval by the PATV Board of Directors.

6. Once the grievance is received, the director will attempt to make an initial contact with the person(s) filing the grievance, or with the designated contact person, within five (5) working days. A final, written response can be expected no later than 14 working days from the date that the grievance was received, with appropriate allowance given for postal delay.

Failure to follow the grievance policies and procedures as stated above may result in a delayed response to any grievance. A continued failure to follow grievance policies and procedures will relieve PATV from any responsibility to respond to the grievance.

GUIDELINES ENFORCEMENT PROCEDURE

When any staff member determines that there has been an apparent violation of any of the guidelines that have been previously mentioned in this document that staff...

1. With regard to alleged violations of any of these guidelines and procedures, staff will send the user written notification of the alleged violation and advise the user of his/her right to meet with the director before a final determination, including possible sanctions, is made. The user shall be advised that his/her request for a meeting must be made to the director orally or in writing within two weeks of the date of the letter of notification.

2. A staff member may suspend cablecast of a program, provided that the program contains alleged violations of procedures previously stated in these guidelines, or provided that continued cablecast of the program would create clear and substantial risk of legal liability for PATV. In the event of suspension of cablecast, the user shall be sent written notification of the alleged violation within 48 hours of the suspension. Copies of that notice shall be sent at the same time to all members of the PATV Board of Directors Executive Committee comprised of PATV Board officers. All other procedures for processing alleged violations, indicated in the following section, shall also apply.

3. After meeting with the user, or, if no meeting is requested, after two weeks from the date the user was notified of the infraction, the director must take one or more of the following actions:

- a. Determine that no further action is required.
- b. Require the user to re-take, free of charge, the appropriate workshop prior to further use of PATV facilities.
- c. Suspend for a period of time, or revoke, in whole or in part, the user's right to use PATV facilities.
- d. Take such other action as is fair, reasonable and equitable.

4. No person shall have user rights suspended or revoked unless the director determines that the user's conduct is an aggravated infraction of PATV's rules and regulations. In determining whether an infraction is aggravated, the director shall consider whether:

- a. the user has been involved in previous infractions;
- b. the infraction reflects a serious disregard by the user of the personal or property rights of others;
- c. the infraction reflects a serious disregard by the user of the proper care, use, treatment or protection of PATV facilities; or
- d. the infraction was intentional or demonstrated a willful disregard for these rules and procedures.

5. The director shall notify the user in writing of a decision to impose sanctions as soon as possible. If the director suspends or revokes user rights and if the director determines that the user's conduct seriously endangered PATV facilities or the person or property of others, the notice shall so state, and the revocation or suspension shall take effect immediately. Otherwise, sanctions shall not take

effect until 20 days after the user is notified of the director's decision. The Executive Committee shall be sent a copy of any executive notice required by this section.

Exceptions' or Special Circumstances

The formal grievance policy and procedure appearing above is in place primarily for PATV Staff and Producer or Provider members of the PATV community. The exceptions to this general policy are as follows: First, if a grievance or complaint is to be levied against the Director by a Staff employee of PATV, such grievances shall be routed through the Executive Secretary of the Board of Directors for consideration by the Executive Committee of the Board of Directors; Secondly, if a grievance or complaint is to be levied against a PATV Board member by another Board member, these shall also be routed through the Executive Secretary, unless the Secretary is the subject of grievance, in which case it will be routed through the Treasurer of the Board of Directors for consideration by the full voting Board of Directors of PATV. These are the only two exceptions to the formal grievance policy, which will bypass the Director, the first, which puts the Director into a conflict of interest, and the second, which is an internal Board of Directors matter. In both cases, complaints and actions will be kept as permanent records to be maintained for future reference, unless a 2/3 majority of the Board of Directors, in addition to the Director of PATV and the original complainant agree to remove them from the permanent record. The individual against whom the grievance was filed has full rights to view the complaint and have their response heard and also entered into the permanent record if they disagree with the action taken by either the Director of PATV or the voting members of the PATV Board of Directors to resolve the grievance, and shall be informed of these rights before the matter is finalized and entered into the permanent record.

Upon receipt of a written appeal from a user, the Executive Committee shall include the matter on its agenda, granting priority over all the other agenda matters except for the appeals made under this section. That portion of an Executive Committee meeting at which an appeal is heard shall be open to the public and shall be recorded. At the meeting the director shall describe any sanctions imposed and the basis for alleging a violation of PATV rules. The user shall then be entitled to testify regarding the alleged violation and any sanctions. Both user and the director may present witnesses or evidence related to the alleged violation. Public comment will be taken at the discretion of the committee.

1. If the Executive Committee determines that there is sufficient basis to justify the director's determination of a violation of PATV rules, then that determination shall be affirmed. The committee may modify the director's determination or any sanctions imposed or may make a new determination or impose new sanctions. If the committee determines that there was not sufficient basis for the director's determination of a violation of PATV rules, the committee shall remove any sanctions that were based upon the determination.

2. Any decision by the Executive Committee shall be final and conclusive.

3. Any PATV employee may cause any person to be removed from the access center and may require any person to return any PATV equipment in his/her possession when the person is interfering with other PATV users or employees in the performance of PATV business or activities, or when the person is placing in immediate danger any PATV facilities or person or the person or property of others.

Any PATV employee who takes such action shall make a written report to the director of the actions taken, and the circumstances that caused them to take such action.

Public Access Television, Inc. will be closed on the following days: New Year's Eve Day, New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Saturday after Thanksgiving, the day before Christmas, and Christmas Day.

Meetings of the PATV Board of Directors are the third Thursday of each month at 7pm. The PATV Annual Meeting is the third Thursday of November. Everyone is welcome to attend these events.

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-Hours-
Monday-Thursday 12pm - 9pm, 9-11pm by appointment
Saturday: 9am - 6pm
Friday & Sunday: CLOSED

Guidelines Revised 4-15-12