

Policies and Procedures Manual

HUDSON COMMUNITY TELEVISION

TOWN OF HUDSON, NH

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PREFACE

The Board of Selectman (“The Board”) for the Town of Hudson, acting in their capacity as the Town’s Franchising Authority, has secured three access channels for the use and benefit of the resident subscribers of Hudson. The Director of Community Media and the Community Media Department manage these access television channels to be known as Hudson Community Television (“HCTV”). The purpose of HCTV is to facilitate a free exchange of ideas, encourage community dialogue and provide a means of artistic expression for the citizens of Hudson, New Hampshire (“Hudson”). As a public forum for free expression, HCTV will uphold the First Amendment to the United States Constitution and in accordance with applicable laws and regulations.

MISSION AND PURPOSE STATEMENTS

HCTV has been established to foster the use of electronic media by providing residents and organizations of Hudson access to cable television for the purpose of non-commercial communications within the community.

HCTV will:

- Make available channel time on the cable system.
- Provide opportunities for a wide range of programming that expresses a diversity of perspectives.
- Establish a broad base of community support for, understanding of, and involvement in public access television.
- Assess community response to programming, make suggestions and recommendations to help improve current programming, and to aid in the development of additional programming.
- Ensure continued community access to and use of these resources through sound management.
- Participate in the development of additional community uses of communications technology.
- Provide access to and future training in the use of HCTV production resources.
- Adhere to community standards as defined by the Federal Communications Commission (FCC).

DEFINITION OF TERMS

Access- The Town of Hudson defines access as “air time” on the public, education, and government access channels, and it is available at no charge for use by residents, organizations, schools, and the municipality of Hudson, New Hampshire.

Educational Access Programming - produced by members, faculty, students, and/or the administration of the Hudson School District.

Eligibility - Any resident of the Town of Hudson over the age of eighteen (18), under the age of eighteen (18) with written permission from a parent or legal guardian, or any person who has a relationship with the Town of Hudson (e.g. an employee of the town, school district employee, or a local business owner).

Government Access Programs - produced by employees or elected officials of the Town of Hudson, New Hampshire, which may include the cablecasting of any public meeting, as that term is defined by RSA 91-A, profiles of Town services, and discussion of safety issues as well as other programming which serves the mission of the various departments of Town government.

Public Access - Non-commercial programs produced by eligible members (see eligibility) as producers having editorial control. Ownership of individual programs belongs to the producer.

EQUIPMENT USAGE

Individuals who borrow HCTV equipment must complete and sign an HCTV Equipment Release Form (see Appendix F). Forms are available at HCTV Access Center, 19 Kimball Hill Rd. The use of HCTV equipment will require that the user produce and share program (s) for HCTV. Users are liable for any damage occurring during the time the user has responsibility for the equipment, and are required to compensate the Town of Hudson for such damages. The user will have 30 days to work out satisfactory agreements with the Town for the payment of costs of repair or replacement of any equipment loss and/or damage. All payments must be made within 30 days from the date of damage or loss. All equipment privileges will be suspended until satisfactory agreements for payment are made. Equipment is to be returned to HCTV within four (4) days. Longer periods of usage may be permitted only with the prior written approval of HCTV.

ORIENTATION

Individuals requesting to use HCTV equipment must demonstrate their competency to HCTV personnel before signing out any equipment. Equipment borrowers may be required to attend an orientation session in which the HCTV Policies and Procedures are reviewed. During the orientation session, all borrowers/users will be informed that prior to requesting airing of a production, they will be required to complete and sign a Producer Liability and Indemnity Agreement form. Appointments for orientation sessions, and for picking up equipment, may be set up by contacting:

Hudson Community Television (HCTV)

19 Kimball Hill Rd (Lower Level)

Hudson, NH 03051

Or call: (603)578-5939

Or email: hctv@hudsonctv.com

PROGRAMMING POLICY AND PROCEDURES

Requests for the scheduling of any program on Hudson Community Television must be made to HCTV in writing at least TWO (2) weeks in advance of the earliest requested airing date(s) by completing and signing a Cablecast Request Form. The completed program must adhere to all program requirements in compliance with HCTV Policies and Procedures. Such forms must accompany the video being requested to air.

The procedures for handling HCTV Cablecast Liability and Indemnification Agreement forms and Cablecast Request forms are outlined in Appendix A.

HCTV reserves the right to reject any program or media that does not meet minimum technical requirements (see HCTV TECHNICAL STANDARDS on page 7).

The producer shall make all appropriate arrangements with and obtain all clearances from broadcast stations, networks, sponsors, music licensing organizations, performers, and without limitations from the foregoing, any and all persons as may be necessary to cablecast his/her program. The producer upon request will provide such releases, waivers, and clearances to representatives of HCTV.

PROGRAM CONTENT

Each producer must complete a Producer Liability & Indemnification Agreement form stating that he/she shall bear sole responsibility for the content and materials used in all his/her programs (live or pre-recorded). The producer must agree that in the event any claim or action stemming from cablecast of his/her program is brought against Hudson Community Television, the Town of Hudson, and any of its employees and officers, to indemnify and hold them harmless including all legal fees and expenses involved in defending such claim or action.

Each producer must notify HCTV if the program has an adult theme. All programs with an adult theme must carry this disclaimer:

“This program contains (ex. violence, nudity, ... or {anything which may be considered inappropriate or offensive by some}). Viewer discretion is advised.”

HCTV reserves the right to cablecast programming with adult content only between the hours of 12:00 midnight and 5:00 am.

Contact information for the producer of all programs shall be kept on file and furnished upon request.

UNACCEPTABLE PROGRAMMING

The following material is prohibited on HCTV:

- Advertising material designed to promote the sale of commercial products or services.
- Displaying, demonstrating, or verbally mentioning any product, service, or trademark that is designed to enhance a profit-making enterprise; Soliciting funds or other things of value for anything other than a non-profit organization;
- Using copyrighted material without permission;
- Making libelous or slanderous statements;
- Using material which could reasonably be expected to obstruct law enforcement or other governmental functions; and
- Using any material, which may violate any applicable local, state, or federal law.

PROCESS FOR HANDLING ACCESS REQUESTS

All requests for air time on HCTV will be processed on a fair, equitable and non-discriminatory basis with considerations given to scheduling, live feeds, and special events. A completed Cablecast Request Form will be used for scheduling and publicity purposes. Efforts will be made to grant the producer's requested air date(s); however, HCTV retains the right to schedule programming at its discretion.

If a program fails to be cablecast due to technical difficulties (assuming the problem is not with the media submitted), HCTV will, upon request from the program's producer, cablecast the program at the next available time slot(s).

Submissions on transfer media must be picked up within two (2) weeks after the "Do Not Air After" date noted on the Cablecast Request Form. Reasonable attempts will be made to contact the producer after this period. Transfer media not retrieved within thirty (30) days of the "Do Not Air After" date will become the property of HCTV.

PROCESS FOR HANDLING COMPLAINTS

All complaints regarding HCTV programming must be in writing and directed to the Director of Community Media. The complainant should specify the name of the program, date of airing, and the nature of the complaint. All complaints will be reviewed by the Director of Community Media and the complainant will be notified in writing of the outcome.

DISCIPLINARY PROCEDURES

Hudson Community Television reserves the right to rescind access privileges for violation of any rules outlined and/or referenced in the HCTV Policies and Procedures Manual.

COPIES OF PROGRAMMING

Copyright of the programs cablecast on HCTV are owned exclusively by the program's producer. A producer grants specific use of his or her material for cablecast and Internet streaming purposes to HCTV through the Cablecast Request Form. No other use of the program is authorized without the proper written consent of the program's producer. Anyone requesting a copy of a program cablecast on HCTV must contact the program's producer. Producers are responsible for making their own copies.

Anyone requesting a copy of a program produced by HCTV must complete a HCTV Request for Program Copy form available on the town web site or at the HCTV Access Center.

POLITICAL AND ISSUE-ORIENTED PROGRAMS

The following definitions apply:

Candidate – Any person publicly declared as such, filed with the appropriate agency or office, and for whom votes are sought in an election for public office.

Election – means any general or special election and/or political party primary.

Political & Issue-Oriented Programs – A communication, which expressly or implicitly, advocates the success or defeat of any party, measure, or person at any election.

HCTV will abide by the FCC Equal Opportunities Rule and the FCC Fairness Doctrine. The Equal Opportunity, or, "Equal Time" Rule, which applies to political candidates, and the Fairness Doctrine, state that broadcast programmers must give time, not necessarily equal, to diverse sides of controversial issues of public importance.

1. Political Candidates and Access

FCC regulations concerning equal time for political candidates do not apply to public access programming, and access users can avoid any appearance of favoritism if they abide by the Equal Opportunity rules.

2. Coverage of Issue-Oriented Programs and Access

Public access users are under no legal obligations to show any viewpoint other than their own. Residents with diverse viewpoints are encouraged to use public access to express those ideas.

3. Political Programming Options

A resident candidate, or resident supporters, may produce, and have aired on HCTV, an access program. HCTV does not accept spot video advertising (e.g. 30-60 seconds) for cablecast on public access channels.

In the 30 days preceding the Town election HCTV shall open the studio for the 4th and 3rd week prior to the election in order to allow candidates to make an appointment and come in to the HCTV Access Center studio to record a personal announcement under the following conditions:

- A) Candidates must only present themselves and their beliefs and goals for serving the Town of Hudson and its residents.
- B) Candidates will not be allowed to disparage other candidates.
- C) Candidates will be permitted one announcement each during the pre-election period, said announcement to be not more than 25 minutes.
- D) HCTV will not edit the candidate sessions except to:
 - i. provide opening and closing disclaimers with the opening title to be presented to HCTV (as needed) no less than 48 hours before the scheduled recording session
 - ii. insert a closing graphic statement from the candidate, said statement to be presented to HCTV no less than 48 hours before the recording session to allow for a proper graphic to be created

(cont.)

E) Candidates must request an appointment to utilize the studio and crew as early as possible and not less than 48 hours before they can be available for recording.

*Studio use is subject to availability. *

F) All video submissions must be submitted along with a completed PRODUCER LIABILITY & INDEMNIFICATION AGREEMENT (Appendix A of this manual).

It is understood and agreed that HCTV will work with the candidate to set a time and date for the announcement and HCTV retains the authority to establish the finalization of the appointment. HCTV staff will do their best to accommodate appointment requests during the hours of 10 am to 4 pm Monday through Friday. No requests for appointment outside these hours will be accepted.

HCTV will do its best to find and establish mutually acceptable appointment recording times.

Any other politically oriented postings, show or shows referencing issues to be voted on must be done and submitted at least 2 weeks prior to the Town Election. HCTV does not guarantee air time or scheduling of such shows.

Please refer to the HCTV Technical Standards for Submissions for standards for including a video short/graphic /picture/ slides for inclusion during candidate recordings

HCTV TECHNICAL STANDARDS FOR SUBMISSIONS

1. Programming must meet minimum quality standards for cablecasting.
2. Transfer media that do not carry a continuous and stable audio or video signal track, or that might damage HCTV equipment, will not be cablecast.
3. All video/audio media should be submitted in NTSC digital format
4. All media supplied for cablecasting must be presented on/in the following formats:
USB drive, external HDD, or downloadable digital media unless prior arrangements have been approved by HCTV.
5. All programs must be accurately timed and labeled on the media submitted accompanied by paperwork specifying the following:
 - the producer's name and contact information
 - the program name or title
 - the total video running time
 - any additional relevant information, such as dated material, or queuing instructions.
6. No more than one program per submitted media or download.

HCTV Policies for Show Media Submissions

Producers desiring to utilize images, videos, or a teleprompter during the recording of a program are solely responsible for submitting digital copies to HCTV staff at 19 Kimball Hill Road a minimum of 48 working Hours ahead of time.

*****HCTV WILL NOT ACCEPT IMAGES, VIDEOS OR SCRIPTS FOR INCLUSION INTO A SHOW***

ON THE DAY THAT SHOW IS SCHEDULED TO BE RECORDED**

It is the duty of the Producer to confirm that all IMAGES, VIDEOS OR SCRIPTS FOR INCLUSION INTO A SHOW have been received by HCTV staff.

Image and Video Formats:

JPG

PNG

MP4

QUICKTIME

PowerPoint – If PowerPoint is used, the producer may choose to either control it via Remote or have the staff control the slide show via cues given by the host and or guests.

Teleprompter Format: Microsoft Word file

COMMUNITY BULLETIN BOARD

HCTV provides individuals and organizations with the opportunity to inform the public of non-commercial and non-personal messages.

HCTV prohibits political advertising through the HCTV Bulletin Board.

Any eligible person or organization wishing to communicate with Hudson cable subscribers and streaming viewers through the HCTV Bulletin Board must submit a written public service announcement to HCTV, using the HCTV Community Bulletin Board Request Form. (Appendix C)

Announcements from the public will only be shown on the Public Access channel and must be received not later than two (2) weeks in advance of the message start date. No announcement will run longer than one month. Special requests for longer airings may be accepted at the discretion of HCTV.

HCTV reserves the right to reject any announcement that does not comply with the preceding requirements, and also reserves the right to edit and re-format announcements to fit. HCTV is not responsible for errors and omissions made by the individual or organization submitting the announcement.

APPENDIX A

PRODUCER LIABILITY & INDEMNIFICATION AGREEMENT

- A) Producer assumes all responsibility as producer, originator, author, or distributor of any of producer's programming carried on the access channels of HCTV. Producer agrees to indemnify and hold harmless, HCTV, the Town of Hudson, Comcast Communications, and their directors, officers, employees, successors and assigns (hereinafter "releasees"). The producer agrees to indemnify, hold harmless and defend the releasees, and each of them, from any liability, loss or damage, including reasonable attorney's fees and court costs arising out of any material supplied by producer in connection with utilization of HCTV channels, cablecasting equipment, or producing equipment.
- B) Producer individually and if applicable on behalf of all members of the organization of which producer is a member hereby releases the releasees and their successors and assigns from any legal action, claims, and demands whatsoever which the producer or its organization ever had, has, and may have, against the releasees, including and without limiting the generality of the foregoing any mistakes, omissions or interruptions in the cablecast. Producer releases the releasees from all liability if the program is lost or stolen in their custody.
- C) Producer agrees to comply with the requirements applicable to access channels set forth in the Franchise Agreement between the Town of Hudson and Comcast Communications.
- D) Producer warrants and represents the program does not contain:
1. any solicitation of funds or advertising of material designed to promote the sale of commercial products or services.
 2. any material that is obscene, indecent or an invasion of privacy.
 3. any material concerning lottery information, gift enterprise, or similar scheme.
 4. any material requiring union residual, or the payment including but not limited to talent and crew unless those payments have been executed or waived.
 5. any material that is slanderous, libelous or made unlawful by any law instituted by a governmental body.
 6. any material that is copyrighted or subject to ownership or royalty rights without necessary releases, license, or other permission.
- E) If any material included in the program is copyrighted or subject to ownership or royalty rights, union residual, or other payment, producer will obtain all necessary permission, release license and make all necessary payments to authorize cablecasting of any such material.
- F) This liability and indemnification extends to programs and program material which producer submits to HCTV for cablecast whether or not such material is produced in whole or part by the use of HCTV facilities.

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PRODUCER LIABILITY & INDEMNIFICATION AGREEMENT

Producer agrees with all terms stated on this form and has read and understood the requirements of the HCTV Policies and Procedures Manual. Producers under 18 years of age must include the signature of a parent or legal guardian.

Printed Name: _____

Address: _____

Town, State & Zip Code _____

Home Phone: _____ Business Phone: _____

Date: _____

Signature: _____

(Signature of parent or legal guardian, if under 18 years of age)

Identification (for verification only): Drivers License: ____ Other: _____

Registered Name of Non-Profit (if applicable) _____

EIN (If applicable) _____

HCTV requests that the following disclaimer be added to the beginning and end of a program:

“The ideas and opinions expressed in the following/preceding production do not necessarily reflect those of HCTV, the Town of Hudson, the Hudson School District, the Hudson Board of Selectmen, or the Hudson Cable Utility Committee.”

For HCTV Use Only

The above program has been received, contains the required disclaimers, and meets appropriate HCTV technical requirements.

HCTV representative: _____

Date: _____

The Producer Liability Agreement and Indemnification form and Cablecast Request Form have been completed, signed by the producer, and received by HCTV.

HCTV Representative: _____

Date: _____

APPENDIX C

HCTV CABLECAST REQUEST FORM

Title: _____

Date: _____

Description: _____

Program Length: _____

Requested Play Dates/Times: _____

Contact Information

Producer: _____ Phone: _____

Address _____ Email: _____

City: _____ State: _____ Zip: _____

Person submitting program: _____

(if other than producer)

Phone: _____ Email: _____

Has this program been previously cablecast on HCTV? No: Yes:

If yes, when? _____

Does this program contain subject material that may offend some viewers and/or may not be appropriate for children?

No: Yes:

If yes, see section on Program Content of the HCTV Policy and Procedures Manual. The producer must include the required disclaimer.

Will the producer permit the use of this programming on the HCTV Internet Web Site at [www. hudsonctv.com](http://www.hudsonctv.com)?

Yes: No:

HCTV requires all individuals to submit a Cablecast Request Form and signed Producer Liability & Indemnification Form prior to airing any program or announcement.

APPENDIX C

HCTV COMMUNITY BULLETIN REQUEST FORM

FOR CHANNEL 6

Contact Information

Name: _____

Organization: _____

Address: _____ Email: _____

City: _____ State: _____ Zip: _____

Phone: _____

Requested Play Dates/Time: _____

All bulletin submissions should be in landscape format (wide left to right) and not standard flyer (portrait format as for a wall)

Bulletin Board Message:

To get a copy of the bulletin to be aired to HCTV:

Email a Powerpoint slide (.ppt), jpeg (.jpg), png or PDF file to HCTV@hudsonctv.com , OR

Bring a copy of it to us on portable media (USB stick or portable HDD drive), OR

(HCTV reserves the right to edit this message and/or reformat to fit.)

APPENDIX D

HCTV EQUIPMENT RELEASE FORM

This form must be completed by a representative of HCTV, and signed by the borrower before any equipment can be released. Borrower agrees to submit a fully edited and ready to air video copy of material recorded with this borrowed equipment for airing on HCTV.

Print Name: _____

Address _____

Telephone: _____ Email: _____

Signature of Borrower: _____

EQUIPMENT

Camera: Make, Model and Serial Number: _____

Camera Accessories: _____

(Make, model, serial number as applicable)

Other ACCESSORIES

Cables: _____

Microphone: _____

Make/Model Number: _____

Miscellaneous: _____

Date Borrowed: _____

Date to Be Returned: _____

(The loan period for all HCTV equipment is four (4) days.)

I certify that all of the equipment listed above has been returned to HCTV it is in good working order and satisfactory condition and programming from the use of the equipment has been properly submitted to HCTV.

HCTV representative: _____

Date: _____

***All equipment must be returned within 4 days of borrowing and during normal business hours, Monday thru Friday 9am to 5pm to:
HCTV Access Center, 19 Kimball Hill Rd., Hudson, NH (603) 578-3959***

APPENDIX E

HCTV REQUEST FOR PROGRAM COPY

Please complete this form to order a copy of an HCTV program. Only programs produced by HCTV can be copied for distribution. Requester must provide a USB stick or SD Card of appropriate size for HCTV to load requested media to.

Name: _____

(please print)

Address: _____

Telephone: _____ Email: _____

Signature: _____

PROGRAM REQUESTED

Title: _____

Cablecast Date: _____

Date Copy Received: _____

NUMBER OF COPIES _____

Date Requested: _____

Amount Due with Order Form: \$15.00 per video requested

(Checks only—payable to the Town of Hudson)

Account # 5045

HCTV representative: _____

Date: _____

All Copies Must Be Picked Up By appointment during normal open hours, Monday thru Friday 9am to 5 pm

At the HCTV Access Center

19 Kimball Hill Road, Hudson, NH 03051

APPENDIX F

Procedures for Handling HCTV Cablecast Liability and Indemnification Agreement Forms and Cablecast Request Forms

1. No submission will be aired until the Producer Liability and Indemnification Agreement form and the Cablecast Request form have been completed and returned to Hudson Community Television.
2. Forms are also available online via the town's website at

<https://www.hudsonnh.gov/community-media/page/hctv-policy-and-procedures-manual>
3. The Director of Community Media, or a designated backup, will review and sign all forms.
4. After the paperwork has been completed, and signed by both the producer and a HCTV representative, the media, along with a copy of the required forms, are forwarded together to HCTV for airing.
5. The original Producer Liability and Indemnification Agreement form will be kept on file at the HCTV Access Center.

APPENDIX G

Policy Standards for Presentations

HCTV will accept Microsoft PowerPoint® presentation for use in public meetings or studio shows subject to the following guidelines:

- Deliver the presentation on acceptable media (USB stick, SDHC card) or send via email to HCTV@Hudsonctv.com) to at least 72 hours prior to the event or to the Director of Community Media.
- Printed copies of all slides to be shown or used in a show, either in presentation format or handout format shall accompany the transfer media. This is necessary so that the system operator can monitor the presentation in the event that slides do not change automatically.
- The equipment of HCTV works best with currently supported versions of Microsoft Office. The use of earlier unsupported versions of PowerPoint® may result in inserted objects, pictures, tables and text boxes not being displayed properly by the program.
- Physical transfer media used for submissions will be available for return at the request of the presenter, within 72 hours of the presentation
- Recommendations for Presentations:
 - Font Size on slides should be greater than 24 points and preferably in bold print (This is necessary for the audience to be able to read the screen at a distance.)
 - Limit the use of animations in your slides such as sliding lines, sounds, or any factor that requires the use of the enter key to complete the slide presentation.
 - Contrasting colors make a better presentation for audiences. It is suggested that colors listed below may improve the readability of the presentation:
 - Black on White
 - White on Blue
 - White on Red
 - Minimal use of slide design is suggested and the use of embedded objects is discouraged.