



CHARLOTTESVILLE COMMUNITY MEDIA CENTER **POLICIES & PROCEDURES**

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INTRODUCTION

A. Mission Statement

The City of Charlottesville believes that all members of the community should have the opportunity to express themselves and participate in civic and community dialogue.

The Charlottesville Community Media Center supports this belief by providing the public access to the necessary resources to achieve these goals through digital media.

It is our mission to inspire and empower people to “find their voice” and use the media center to create and distribute programming that celebrates and promotes art, education, achievement, cultural exchange, and social awareness within our community.

B. About CCMC

CCMC is a Charlottesville-area community media center located at York Place on the historic Downtown Mall in Charlottesville, Virginia. The hours of operation are 9 a.m. to 5 p.m. Monday through Friday.

Address: 112 West Main Street, Suites 9/10, Charlottesville, VA, 22902

Phone: 434-977-0713

Email: ccmc@charlottesville.org

Web: www.cvillemedia.org

Facebook: @cvillemedia

CCMC is an operation of the City of Charlottesville and is managed by staff of the Office of Communications.

CCMC is a member-driven operation. All CCMC members have access to a variety of training sessions and workshops; a fully equipped 3-camera studio with live-streaming capabilities; electronic field production (EFP) equipment; computer editing workstations; online courses; social media member groups; CCMC publications and materials; and special member events.

CCMC is the home of CPA-TV (Charlottesville’s Public Access television station on Comcast Cable Channel 13) and provides member producers with studio, equipment, training, streaming, and cable programming resources for noncommercial purposes.

II. MEMBERSHIP

A. Membership and Certification

CCMC membership is available to any person who is a resident of, or is employed in, the six localities of the Thomas Jefferson Regional Planning District (**City of Charlottesville, Albemarle County, Fluvanna County, Greene County, Louisa County, and Nelson County**). Membership is also available to any nonprofit group or organization that is operating in the Thomas Jefferson Regional Planning District.

To become a certified CCMC member, you must:

- Register as a CCMC member online at www.cvillemedia.org or in-person.
- Meet with a CCMC staff person and provide a valid photo ID with proof of residency (P.O. boxes are not acceptable validating addresses). Individuals under 18 years of age are required to have a parent/guardian's signed authorization for membership.
- Pay an annual membership fee.
- Read, agree to, and sign the CCMC Membership Agreement form.
- Attend a CCMC orientation.

CCMC provides a wide variety of production tools and imaging devices to its members. Some of this equipment may require additional certification beyond the CCMC certification process (see section IV.C).

B. Member Code of Conduct

As a CCMC member, you agree to:

- Take full responsibility for the content of any programming that you produce, stream, or distribute on the city's cable access channels.
- Take full responsibility for your production, including show content and the behavior of your crew, talent and guests.
- Respect other members that are using CCMC resources.
- Treat CCMC equipment and facilities with respect and care.
- Use CCMC equipment and facilities only in support of productions you intend to stream and distribute on the City's cable access channels.
- Make and cancel reservations in a timely manner.
- Maintain up-to-date contact information.
- Treat CCMC staff with courtesy.
- Comply with all CCMC Policies and Procedures.

Failure to comply with these or any other responsibilities identified in the CCMC Policies and Procedures document may result in suspension or termination of membership.

C. Nondiscrimination

No person or organization will be denied CCMC membership, training, equipment-use, facilities-use, or programming time on the basis of race, sex, age, physical or mental disability, national origin, citizenship status, religious or political belief or affiliation, sexual orientation, gender identity and expression, marital status, status with regard to public assistance, status as a disabled veteran and/or veteran of the Vietnam Era or any other characteristic protected by federal, state or local law.

D. Training, Equipment and Facilities

All training sessions, workshops, equipment and facility use must be reserved in advance through the online scheduling system at www.cvillemedia.org or by contacting a CCMC staff person by email or phone. **Reservations are not considered official until members receive confirmation from CCMC staff.**

Training at CCMC is done through a combination of workshops, tutorials, one-on-one sessions, and individual hands-on work. CCMC strives to customize training efforts to best meet the needs and goals of its members. Additional fees may apply for certain training sessions, workshops, and/or equipment.

E. Cable Access Program Scheduling

All programs created by CCMC Members are broadcast on Charlottesville's public access station (CPA-TV Comcast channel 13) and may be eligible for broadcast on Charlottesville's Government Access station (TV10 Comcast channel 10) or Charlottesville's Educational Access station (CEA-TV Comcast channel 14). Cable broadcast scheduling times are subject to availability (see section V.D)

F. Right to Refuse Service

CCMC staff reserves the right to refuse access to CCMC facilities and/or equipment to any person that does not adhere to these policies and procedures. CCMC staff reserves the right to ask anyone to leave the facility if he/she is behaving in a way that adversely affects facility operation, is aggressive or threatening in nature, or unreasonably interferes with another member's ability to use the facilities.

The CCMC facility is an extension of the City of Charlottesville's offices and any individual barred from entry to Charlottesville City Hall or any other City building is also barred from CCMC and is not eligible to produce content with CCMC facilities and/or equipment or to submit programming for payout on any of the City's cable access channels during their barmnt.

Proof of eligibility and/or basic equipment competency may be required at any time. CCMC reserves the right to refuse to air any program or provide any service if proof of eligibility, satisfactory to CCMC, cannot be provided.

III. CONTENT CREATION/DISTRIBUTION

A. Ownership/Copyright

CCMC Members retain ownership of all video content that they produce with CCMC facilities or equipment. Anyone who uses CCMC facilities or equipment in the production of video content agrees to grant CCMC the non-exclusive right to cablecast the content on City cable access channels, stream the content on City web and social media sites, and to use the content for noncommercial, promotional purposes (see section III.B).

CCMC Members agree to include a CCMC credit in all content that is produced using CCMC facilities or equipment (see section V.C.).

B. Nontraditional Copyright Licenses

CCMC encourages Members to amend the rights to their property under traditional copyright laws in a manner that is consistent with CCMC's mission of public or universal access to content.

CCMC encourages Members to use organizations, such as [Creative Commons](#), which provide, at no cost, public copyright licenses for content produced with CCMC resources. These licenses permit some rights to be reserved by the producer, while allowing greater public access to the content. With a Creative Commons or similar license, CCMC Members retain the rights to their work product, but allow people to copy and distribute their work according to a set of conditions determined by the producer of the work. Since CCMC resources are reserved specifically for noncommercial purposes and primarily for sharing content with the surrounding community, we believe licenses similar to the model created by Creative Commons help promote access to important information through expanded distribution of locally created content.

C. Intention/First Use

Use of CCMC facilities and/or equipment is contingent upon the content being intended for cablecast on a CCMC cable access channel or streamed to a CCMC web or social media site. In general, such programs may not be used for commercial purposes or the solicitation of funds (See section V.A.1-2).

Completed video content produced with City-owned CCMC equipment or facilities must premiere on a City cable access channel before any other distribution. After submitting content for playout on City cable access channels, web and/or social media sites, CCMC Members are free to distribute their own content as they see fit, as long as the content is submitted to CCMC for playout prior to other noncommercial distribution methods (e.g., other PEG channels, social media sites, film festivals, etc.).

IV. USE OF EQUIPMENT AND FACILITIES

A. Orientation

The CCMC orientation is required for certified membership and is a prerequisite for use of any CCMC resource, without exception. The orientation acquaints new members with CCMC's mission, policies, procedures, and the available production equipment, facilities, and training opportunities.

B. Training Seminars/Workshops

CCMC provides additional training seminars and workshops on a regular basis (see CCMC's website at www.cvillemedia.org for a list of available workshops and seminars). Some of these workshops and seminars are offered more frequently than others, based upon member requests. CCMC Members may request specific training at any time. All requests will be considered and determined based on staff availability and expertise and facility availability.

C. Certification

Use of all CCMC equipment and facilities requires certification. The most basic level of certification is established upon completion of the CCMC orientation (with completed paperwork and all eligibility requirements acknowledged). This basic certification acts as a prerequisite for any use of CCMC equipment, facilities or further training. Additional levels of certification may be required for use of other CCMC facilities or equipment. Certification is valid for the duration of the membership period; however, recertification will be required for new equipment, operational upgrades, or after one year of inactivity.

D. Scheduling Equipment and Facilities

Upon completion of orientation, Members may begin using CCMC equipment and facilities for which they are certified (see section IV.C). Equipment and facilities reservations are available to certified CCMC Members on a first-come, first-served basis.

CCMC operates by appointment only. Reservations may be made with a CCMC staff member online, by phone, or in person. CCMC prohibits making reservations by leaving messages via email or voicemail. **No reservation (or change to a reservation) will be considered official until confirmed by a CCMC staff person.** A CCMC Member arriving more than 30 minutes late for a reservation, without notifying CCMC staff of tardiness, automatically forfeits the reservation. Reservations must be made at least 24 hours in advance. Reservations for CCMC equipment and facilities may be made up to three months in advance.

CCMC Members who wish to cancel an equipment or facilities reservation are asked to notify staff as soon as possible so that those resources may be made available to other CCMC Members. Notification of any cancellation is required 24 hours prior to the start of the reservation time. Note that CCMC Members who cancel more than three reservations (of any kind) within a 30-day period without providing at least 24 hours' notice prior to the reservation start-time may be subject to suspension or termination of membership (see section VI.A.2).

1. Reserving Equipment and Facilities

CCMC maintains a production studio facility, training and post-production workstations, and an equipment inventory that are accessible to certified CCMC members upon availability. Equipment and facility use are limited to CCMC operational hours Monday through Friday from 9 a.m. to 9 p.m.

a. EFP Equipment

Electronic Field Production (EFP) equipment (cameras, microphones, lights, etc.) can be used for remote productions and may be reserved for a period not to exceed 48 hours and is limited to once a week upon availability.

i. Sign-Out Procedures

CCMC Members are required to complete an EFP Equipment Sign Out Form before using CCMC equipment for remote shoots. By signing the form, the member agrees to indemnify and reimburse CCMC for all damage to, or loss of, any CCMC equipment caused by neglect, abuse, theft, or other causes that occur while the equipment is assigned to the Member.

CCMC Members who have reserved EFP gear are required to arrive at the appointed checkout time. Because pick-up and return times for EFP equipment are often time-sensitive, it is imperative that Members precisely honor their reservation times regarding EFP equipment. Equipment return times are indicated on the EFP Equipment Sign Out Form.

CCMC Members are responsible for determining that EFP equipment is in good working order at the time of checkout. It is strongly advised that Members set up and test all equipment before leaving the CCMC facility. Members must inform CCMC staff of any malfunctioning or damaged equipment upon the equipment's return.

ii. Equipment Check-In

CCMC Members are required to return all equipment at the check-in time specified on the EFP Equipment Sign Out Form. CCMC Members must also report to staff any equipment malfunction or damage upon returning the gear to CCMC. CCMC staff must sign the EFP Equipment Sign Out Form to complete the equipment check-in process.

Occasionally, equipment pick-ups and returns take place during hours when only one CCMC staff member is present and that person is engaged in something that requires her/his attention (e.g., a studio production). CCMC Members should be aware that they may have to wait until the staff member can take the time to check-in all of the equipment. It is not acceptable to leave gear unattended at CCMC without going through the check-in procedure.

iii. Equipment Malfunctions/Unavailability

If equipment malfunctions or becomes unavailable for any reason, CCMC Members with active reservations for that equipment will be notified as soon as possible. Members should be aware that, despite the best efforts of CCMC staff, sometimes equipment becomes unavailable on short notice. In these instances, staff will strive to meet Members' needs as far as possible under the circumstances.

b. CPA-TV Studio

CCMC maintains a 3-camera production studio for Member programming. Members may schedule one studio session per week, with each session not to exceed three hours for 60-minute programs or two hours for 30-minute programs.

CCMC staff supervise all studio productions and may offer minimal level of basic production support if available. It is the Member's responsibility to contact the appropriate CCMC staff member in a timely manner to schedule any particular production needs that may require additional staff resources.

CCMC Members are encouraged to recruit other certified members as crew for studio shoots. The producer must be present for all studio productions.

c. Live Cable and Streaming Productions

Certified CCMC Members may request a time slot for a "live" program no less than two weeks and no more than three months in advance of the date of the live broadcast. Live shows will be approved only if, in CCMC's sole opinion, it is absolutely necessary for the program to be live (i.e., engaged with the community via social media, etc.). Members must reserve the studio and arrive a minimum of 60 minutes before a live show is scheduled to air or the live program time will be rescheduled.

The live program's producer must provide personnel for chat/social post moderation and screening.

d. Computer Workstations and Media Storage

Upon completion of training, CCMC Members will have access to computer workstations for their post-production needs. Workstations may be reserved no more than twice per week and shall not exceed three hours per editing session unless otherwise authorized by staff. There is a limit of two people at each workstation unless prior permission is granted by staff.

CCMC Member must provide a properly labeled, portable external hard drive for their programming elements (video, audio, graphics, etc.). CCMC maintains media storage drives for copies of completed programs for archive. CCMC is not responsible for lost or damaged content that is stored on CCMC media storage drives and recommends regular and thorough backups of all CCMC media on personally owned storage drives.

e. Online Training Courses

CCMC Members have access to a large library of free online media training courses. Training reservations can be made through CCMC staff or by signing up at www.cvillemedia.org. Online training sessions may be scheduled at a maximum of three times per week and shall not exceed three hours unless otherwise authorized by staff.

2. Eating/Drinking/Smoking in CCMC Facility

Smoking, alcoholic beverages, and controlled substances are prohibited in CCMC facilities. Food and beverages are not allowed at computer workstations and may only be allowed in the production studio with prior approval of staff (generally, only when the food/beverage in question relate to the content being produced, e.g. cooking shows, etc.). CCMC Members who spend many hours at a time in the facility may wish to bring a meal. Eating and drinking in the general common area is permitted, but users must clean up after themselves.

V. PROGRAMMING ON CITY CABLE ACCESS CHANNELS

The City of Charlottesville's cable access channels are open to appropriate noncommercial programming produced by CCMC Members. This section outlines procedures for submitting programming for playout on Comcast cable channels 10, 13 and 14. Here are some basics to keep in mind:

- All noncommercial CCMC Member-produced programs are authorized for cablecast on CPA-TV Channel 13. Some programs may be eligible for cablecast on Charlottesville's TV10 and/or CEA-TV Ch. 14 upon approval of CCMC staff.
- Member-submitted cablecast programs reflect only the views, tastes and standards of the CCMC Members who submitted the programming and do not necessarily reflect the views, tastes or standards of CCMC staff or the City of Charlottesville.
- As a general rule, CCMC staff does not pre-screen programming or make editorial decisions regarding programming that is submitted by Members.
- CCMC Members who submit programming content for cablecast bear all legal responsibility for the content that they submit.
- CCMC staff reserve the right to accept programming content from any local or non-local resource., Nevertheless, CCMC Member-produced content will typically receive scheduling priority.

All CCMC programming must be accompanied by a signed Program Submission Form (minors must have a parent or legal guardian sign). The party signing the Program Submission Form assumes all responsibility for the programming content. The party submitting the content must also have a CCMC Member Agreement form on file with CCMC.

A. Restricted Content

Programs submitted for playout on any of the City's cable access channels may be subject to the following restrictions.

CCMC staff do not prescreen programs. It is the responsibility of the individual submitting programming content to notify CCMC staff in the event that content submitted for playout is restricted by any or all of the sections listed below.

1. Commercial Content

Commercial content, including programming or advertising, is strictly prohibited. Commercial content is defined as material directly promoting the sale of products or services that are offered by any participating member of the given program (including guests). This policy does not prevent producers from recouping production costs through underwriting partnerships (see Section V.F, Underwriting Partnerships).

2. Solicitation of Funds

The City of Charlottesville does not permit its cable access channels to be used for the solicitation of funds.

3. Adult Content

The CCMC defines *adult content* as any legal content (see section V.A.5 below) of a sexually explicit or graphically violent nature. Programming that contains adult content will be scheduled for playout between 11 p.m. and 5

a.m. (when children are less likely to see it). If there is a question about whether a program includes adult content, a determination will be made by CCMC staff. Any program that contains adult content must include a viewer advisory immediately prior to the beginning of the program, stating:

The following program contains material that some viewers may find objectionable, offensive or inappropriate for viewing, particularly by children. The community producer/sponsor who submitted this program for broadcast is solely responsible for its content. The views, opinions and content of this program do not necessarily reflect the views or opinions of CCMC's staff or the City of Charlottesville. For more information about this program or CCMC content policies, call (434) 977-0713.

The viewer advisory must be read aloud and/or displayed on-screen for a minimum of 20 seconds. Responsibility for including the viewer advisory rests with the program's producer.

4. Prohibited Content

CCMC reserves the right not to transmit any content that does not comply with federal, state, or local law, or any of the policies and procedures discussed in this document.

CCMC staff and cable operators (including, but not limited to, Comcast) are prohibited by statute from cablecasting obscene material and CCMC staff reserve the right to refuse to cablecast any program that it reasonably determines may contain obscene or otherwise prohibited content. CCMC staff may consult with the cable operators, law enforcement, or other entities as needed when there is reason to believe a program may contain obscenity.

CCMC staff will not cablecast "indecent" speech, (as defined by applicable federal and state law), unless safe harbor time restrictions, parental advisories, or other methods are utilized to ensure that such programming is not viewed by minors.

CCMC Members are responsible for ensuring that the content of their programming complies with all applicable laws. CCMC staff will not provide advice to CCMC Members regarding their legal obligations.

B. Technical Requirements

Programs submitted to CCMC for cablecast must meet certain minimum technical requirements. If you are unsure whether your program meets these technical requirements, you may ask CCMC staff for assistance.

All programming submitted to CCMC must include a CCMC Episode Submission form that includes the following, legible information (at a minimum):

- Member's Name
- Program Title
- Episode Name/Number (if applicable)
- Total Running Time (accurate to the nearest second)
- Programming Time Requested
- Description of Program's Content

- Indication of Restrictions and/or Disclaimer

C. CCMC Credit

The following statement must be included in the end credits of all Member-produced programming:

This program was produced with resources provided by the Charlottesville Community Media Center in Charlottesville, Virginia.

D. Scheduling

CCMC staff will schedule programming on the City's cable access channels in a fair and equitable manner. Member producers may submit requests for programming time slots with the understanding that not all requests can be accommodated, but a reasonable effort will be made to accommodate all requests. Programming time slots are subject to change and CCMC staff will do their best to notify Members if this should occur.

CCMC Members who have a regular, repeating time slot must submit new content for that time slot by Wednesday at 5 p.m. along with an Episode Submission Form.

When scheduling programs, CCMC staff will make every effort to use the following priority list as a guide. The list is from highest to lowest priority. The particulars of how time slots are distributed may change as demand increases or decreases.

1. Member-Produced Live Programs
2. Member-Produced Non-Live Programs
3. Outsourced Programs

CCMC Members should be aware that this list is only a guide and that situations may occur in which CCMC staff must make a judgment call regarding scheduling. Any Member who feels that he/she has been treated unfairly with respect to a scheduling matter may bring a grievance to the Director of Communications.

E. Live Programs

See section IV.D.1.b.1 for CCMC's policies regarding live programming.

F. Underwriting Partnerships

CCMC member producers may give on-screen credit to an individual or organization that underwrites any of the production costs and/or materials associated with the content's creation so long as said individual or organization consents in writing, a copy of which is provided to CCMC staff in advance of the cablecast. Credit may be given through the use of a title at the beginning and/or end of the program that identifies the contributor and includes the language:

"This program is underwritten in part by.."

Each display shall be no longer than 15 seconds, and may include the contributor's name, address, telephone number and website address. A corporate logo or photo/video of a business may be used as well. **No Call-to-Action may be read or displayed.**

G. Repeating Old Programming

Active CCMC Members who maintain a timeslot for a currently running program may submit "repeat" episodes of that program to run in the program's existing time slot. Repeat episodes are limited to two consecutive months of play out time for active members.

Members who no longer maintain a timeslot or active status may resubmit episodes of an old production that had previously run on the City's cable access channels. Old episodes that are submitted in this way will be given a new time slot and are subject to all the same scheduling and playout policies specified elsewhere in this document.

CCMC staff reserves the right to re-air programming of inactive Members.

H. Media

1. Producer-Provided Media

Members must assure CCMC staff that any video medium provided that is intended for playout on the City's cable access channels is of a quality sufficient to prevent technical issues with media servers (see section V.B, Technical Requirements).

It is the responsibility of CCMC Members to provide thorough content information for all submitted programming (title, producer's name, running time, etc.), regardless of the medium on which the content is submitted. A completed Episode Submission Form must accompany all content submitted to CCMC staff for playout.

2. CCMC-Provided Media

CCMC can provide blank media for production purposes with the expectation that the media will be returned or replaced with identical media upon return of the production equipment. CCMC Members are encouraged to provide their own blank media, whenever possible.

VI. RULE VIOLATIONS/SANCTIONS/LOSS OF PRIVILEGES

To ensure that CCMC equipment and facilities remain available and in good working order, the following rules have been established. Upon verifying that a rule violation has occurred, a written statement will be issued to the Member describing the rule violation (and subsequent sanctions, if applicable). Infractions are divided into major and minor violations. By far, the most common minor violations involve CCMC Members arriving late for appointments or neglecting to cancel reservations. In general, CCMC Members can avoid these minor issues by simply calling the CCMC at 434-977-0713 and speaking to a staff member before the reservation's start time.

A. Rule Violations

1. Major Violations

- Failure to submit a CCMC produced program for initial cablecast on the City's cable access channels
- Abuse, vandalism, or willful neglect of CCMC equipment and/or facilities
- Return of equipment in damaged or unworkable condition, beyond normal wear and tear
- Failure to return equipment through intent, negligence, loss or theft
- Use of equipment and/or facilities for a purpose not related to the production of content intended for CCMC cablecast
- Removal of equipment from the access center without proper checkout procedures and/or without signing an EFP Equipment Sign Out form
- Reserving or checking out equipment or facilities for use by a non-certified CCMC member producer or a producer on suspension
- Repeated breach of any of CCMC's Policies and Procedures
- Attempted equipment maintenance or disassembly
- Rude, abusive, or discourteous treatment of CCMC staff
- Production of, or attempted production of, prohibited content or commercial content
- Submitting a program with *adult content* without a viewer advisory

2. Minor Violations

- Failure to cancel equipment or facilities prior to the reservation time
- Late return of equipment without an extension authorized by a CCMC staff member
- Failure to vacate studio or editing facilities when the next scheduled producer has arrived
- Return of dirty equipment
- Leaving trash or debris in studio or editing facilities
- Operation of equipment or use of facilities in an incorrect, unsafe or inappropriate manner that might result in damage
- Improper packaging of equipment for transport
- Tardiness in excess of 30 minutes in claiming reserved equipment or

- facilities without an extension authorized by a staff member
- Reserving, checking out or returning equipment for another producer, unless specified and approved in advance
- Canceling equipment or facilities reservations three or more times within a 30-day period
- Submitting a program without CCMC's required credit language
- Failure to promptly return or replace recording media provided by CCMC staff
- Any behavior at the CCMC facility that staff deems inappropriate or that unreasonably interferes with another CCMC member's ability to use the facilities
- Failure to properly complete any CCMC form or required paperwork
- Committing two (2) or more minor violations

B. Sanctions

CCMC Member sanctions typically involve a suspension of CCMC privileges for a period of time, the length of which will depend on the nature of the violation. While a CCMC Member is suspended from equipment/facility use, that Member may continue to distribute appropriate, non-commercial content on the City's cable access channels.

1. Major Violations

A "major" violation of CCMC policy results in an immediate suspension of use of CCMC equipment and facilities for a period of one year. If damage to or loss of equipment and/or facilities has occurred, suspension may remain in effect until a full compensation is made for the lost resources or until an installment payment contract or other arrangement is signed with CCMC. There are no written warnings prior to suspension in the case of a major violation.

Notwithstanding the immediately preceding paragraph, CCMC staff reserve the right to evaluate each major violation and determine whether a more severe sanction is reasonably required. Said additional sanctions are at the discretion of CCMC staff and may include suspension from using CCMC equipment or facilities for an indefinite term, repayment for any damage to equipment or facilities, and/or the implementation of legal action against the user.

2. Minor Violations

A Minor Violation will result in the following actions:

- Written warning for the first minor violation
- Suspension from equipment and facilities for the second minor violation that occurs within a 90-day period of the first minor violation

An initial suspension from equipment and facilities (resulting from two minor violations within a 90-day period) will be for 90 days. Any subsequent suspensions will be for a period of one year each. Recertification (including CCMC orientation) is required following any suspension of a year or more. CCMC staff will file a written report on any suspension.

C. Equipment Damage and Loss

If equipment is damaged or lost while under contract to a CCMC Member, the Member will have equipment privileges suspended until full compensation is made or until an installment payment contract or other arrangement is signed with CCMC staff. In the event that a Member fails to meet the terms of repayment (or mutually agreed upon arrangement), the Member shall be suspended from all equipment and facilities privileges and the case will go to CCMC staff for resolution.

D. Appeal of Sanctions

A CCMC Member may appeal any sanctions by submitting a written statement to the Director of Communications. If suspension from equipment and facilities is imposed, the suspension will remain in effect throughout the appeal process. The Director of Communications will investigate the circumstances surrounding the sanction and will provide a written report to the CCMC Member within 10 business days of receiving the appeal. The CCMC Member may then continue the appeal process by submitting a written statement to the City Manager within 30 days of the issuance of the report by the Director of Communications. The City Manager will issue a final decision regarding the appeal within 10 business days.

VII. INDEMNIFICATION

CCMC Members shall defend, indemnify and save the City of Charlottesville and all of its officers, agents and employees harmless from and against any and all liability, loss, claim, suit, damage, charge or expense, including attorney's fees, which the City and any of its officers, agents, or employees may suffer, sustain, incur, or in any way be subjected to, on account of death of, or injury to, any person (including, without limitation, City officers, agents, employees, licensees, and invitees) and for damage to, loss of, and destruction of, any property whatsoever, which arises out of, results from, or is in any way connected with, actions taken by a CCMC Member in connection with CCMC facilities or equipment, including transmission of content over public access television, or which occurs as a consequence of any negligence, omission, or misconduct of the CCMC Member in connection with CCMC facilities or equipment, regardless of whether the loss or expense is caused in part by a party indemnified hereunder. Moreover, CCMC Members shall defend, indemnify, and hold the City and all of its officers, agents, and employees harmless from and against any and all liability, claims, and/or costs, including all reasonable attorney fees, arising out of any claim or cause of action asserting that any programming is libelous, slanderous, obscene, unlawful, or illegal, or infringes on any intellectual property rights, including copyrights and/or trademarks, or is an invasion of privacy. Each CCMC Member shall certify his/her agreement to indemnify in the CCMC Membership Agreement.

VIII. AMENDMENT OF POLICIES AND PROCEDURES

CCMC's Policies and Procedures may be amended from time to time, without prior notice, by the City Manager or his designee.