

## **Correspondence from Producers**

The RFI/C Report states, “DT has received several letters and other communications from producers with concerns about the operations and governance of the facility. Several recent letters are included in Attachment I as samples of this feedback.”

The letters included in the DT report are from three producers and one community organization. Two of the producers had serious disciplinary issues concerning violations of the facilities Code of Conduct and were suspended from entering the facility. The community organization’s letter was prompted by a producer who had a history of conflicts with staff and complained about his treatment. In a fourth letter a former producer complained that one of her shows did not play as scheduled. This was due to a technical error, but she puts forth paranoid conspiracy theories as the reason and that somehow it was willfully prevented from airing because of some political agenda. We did experience a number of playback errors during this time which were ultimately corrected by a significant playback systems upgrade.

The CTC has worked with hundreds of producers without incident and we have received numerous complimentary letters.

The letter from the organization, La Raza Centro Legal, Inc, responded to a complaint they received from a long time producer, Ron Bermudez. A letter in response from the CTC’s Executive Director, Zane Blaney to the organization follows:

September 2, 2008

Renee Saucedo  
Nicky Trasvina  
La Raza Centro Legal, Inc.  
474 Valencia Street, Suite 295  
San Francisco, CA 94103

Dear Renee and Nicky,

I am writing in response to your letter of August 11, 2008 concerning Ron Bermudez. I was rather surprised by its tone and content. As a matter of policy we don’t “check” programs before they are cablecast. For Ron to request or demand that we check his program is contrary to our policies. As a result of your letter I have learned that as a courtesy, and in direct opposition to Access SF’s Policies and Procedures, the Programming Coordinator, Chris Ferejohn, had sometimes checked the audio and video on Ron’s program after he uploaded it to the video depot after editing. Chris made it clear to Ron that this wasn’t something he was always able to do, and in fact it was not something he was supposed to be doing.

When Chris was on vacation, Ron requested that another employee, who was filling in while Chris was on vacation, perform this unauthorized task. This employee was under

considerable workload at the time due to two employees being on vacation and another one being out sick for most of the week. As such he was unable to perform that task, which I stress again was something Chris had been doing as a courtesy, as we absolutely could not provide such a task to our entire producer community and we are prohibited from reviewing any material before it is cablecast.

When the employee filling in for Chris was unable to respond to Ron's call, Ron left a message on the programming answering machine in which he demanded that Mat check his program's audio and video, and did so in a pushy and confrontational manner. Chris heard this message upon returning from vacation.

Chris spoke to Ron, asking him to please not leave demanding and pushy voice mails, and attempting to explain that Ron could not expect Access SF employees to perform this task regularly. Ron became argumentative and said that he was just speaking clearly so he could be understood due to his accent. Chris attempted to explain that this had nothing to do with how Ron was speaking, but Ron would not stop talking long enough to listen to Chris and kept insisting that he was being persecuted because of the tone of his voice, which was simply not true. What began as a conversation where Chris was merely trying to ask Ron to be more considerate when leaving messages and not to expect special treatment ended with Ron, who had still not stopped talking long enough to hear what Chris was trying to say, saying he was going to have a lawyer write a letter. At this point Chris dropped the subject due to his frustration.

We have a long history with Ron and part of that history is unnecessary and harassing phone calls from him. We do return phone calls from our clients and I think it is a bit presumptuous of you to suggest we should do a better job of this since you would have no first hand knowledge of our practices or our client relations. I notice in trying to call your office it was impossible to leave a message for either of you directly or to know how that might be done. I can assure you that Ron did not leave six messages. Ron was not treated in a disrespectful or inappropriate manner by our staff even though Ron has sometimes treated our staff this way.

We are aware of Ron's history with public access and we have never "failed" to recognize it. He is one of many long-time public access producers. He has had access to huge resources at public access and has from time-to-time abused this privilege. Despite this we have continued to work with him even though his own family has called to complain that he was not following the rules and begged us not to mention that they complained in fear that he would abuse them.

Lastly, I have been aware of your organization for many years and have great respect for it. I will continue to hold La Raza Centro Legal, Inc. in high esteem even though I feel Ron used your good organization in an inappropriate way. If you care to discuss this further, please don't hesitate to contact me.

Truly yours,

Zane Blaney  
Executive Director

415-575-4943  
zane@accessf.org

A second letter is from a producer whose access to the building was suspended after a confrontation with staff. Ms. Wilson had a long history of confrontations with staff as well as 38 reservations violations. The letter of suspension as well as the list of some 38 instances of late, late cancelled and no shows for reservations which prevented other users from having access to equipment and facilities follows:

December 19, 2007

Ms. Idell Wilson  
329 Harkness Avenue  
San Francisco, CA 94134

Dear Ms. Wilson:

Effective Wednesday, December 19, 2007, your access privileges to all Access SF facilities and equipment are suspended for two years or until December 19, 2009 at which time your suspension will be reviewed. Until that time you may not enter the building at 1720 Market Street or have access to any Access SF equipment or attend any Access SF sponsored function whether at 1720 Market Street or off-site without an invitation. Any entry to the facilities or events will be considered trespassing.

This does not affect your show as long as it does not violate any Access SF policy or procedure. However, you may not drop off tape or attend time slot selection meetings. You may designate, in writing, a third party to drop off tape and attend time slot selection meetings on your behalf. The third party must be a resident of San Francisco.

The suspension is the result of multiple violations of our Code of Conduct after you entered the facility at 1720 Market Street on Friday, December 14, 2007 at approximately 5:50 PM. Upon arrival you insisted that you had a valid reservation for the studio that evening even though our records indicate you cancelled this reservation many weeks ago. Your cancellation of this reservation had been discussed with you and staff several weeks ago. You were told again on Friday that you did not have a valid reservation.

The pretext for your visit was to inform your cast and crew that the reservation was canceled. However, you had many weeks to inform your cast and crew not to show up. At this point you became disruptive, confrontational and you began videotaping the staff at the front desk and calling people on your cell phone. You were asked to leave the

building and stop videotaping in the building. You refused. It became apparent to the staff that you intended to cause an incident and a public disruption. Shortly after you arrived another producer who is banned from the facility for theft set up a camera outside the front door and began videoing through the glass windows. After being asked several times to leave the building the police were called. After the police arrived you were escorted from the building, but you continued to stand in front of the front door and then the rear door where you and a group of others blocked the flow of pedestrian traffic as other individuals connected with you began showing outside the station. Also, several vehicles showed up and parked outside the rear door blocking the bike lane and blaring loud music. All of this created a public nuisance, and further disruption to our regular operations.

Your activities violated the following Codes of Conduct:

Failure to treat everyone with respect and consideration.

Harassing any person in any way.

Assembling for the purpose of disturbing the peace.

Video or audio recording or photographing, of any individuals by producers, guests, or visitors on Access SF premises, including staff or members of the public, without prior consent.

Failure to follow staff instructions to leave the building and stop video recording.

Forcing the staff to call the police to expel you which results in the lengthening of any suspension.

In addition, you had previously received a written warning concerning your combative and confrontational conduct towards staff, failing to arrive on time for reservations and failure to provide adequate crew for your studio shows.

Our policy also states, "After review of the incident by the Executive Director, depending on the severity of the violation, that person may be suspended from use of the facilities without notice. Any suspension may be appealed to the Program Committee of the Access SF Board of Directors."

If you chose to appeal this decision you must notify me in writing. If the Program Committee determines a hearing is appropriate an appeal hearing will be scheduled. Any further harassment of staff or violations of the Code of Conduct will result in your suspension being lengthened.

Truly yours,

Zane Blaney, Executive Director

cc: Program Committee  
File

**Reservation List**

**Status: Late Arrival, Dates: Up to 9/26/2008, Person: Wilson, Idell**

| Resv #                          | Person   | Project                                 | Status              | Start<br>Cost<br>Staff<br>Date          | End |
|---------------------------------|--|---|---------------------|---|-----|
| <b>Made</b>                     |  |   |                     |   |     |
| 20520                           | <b>Wilson, Idell</b><br>11/30/2006 3:00 p<br>Camcorder "A"<br>Dina | <b>Ghetto TV 07</b><br>12/2/2006 6:00 p | <b>Late Arrival</b> | \$393.13<br>11/29/06 9:50 p             |     |
| 22202                           | <b>Wilson, Idell</b><br>7/20/2007 5:30 p<br>Camcorder "A"<br>Dina  | <b>Ghetto TV 07</b>                     | <b>Late Arrival</b> | 7/18/2007<br>\$326.67<br>7/11/07 7:02 p |     |
| <b>Count of Reservations: 2</b> |  |   | <b>Total</b>        | <b>\$719.80</b>                         |     |

**Status: Cancelled Late, Dates: Up to 9/26/2008, Person: Wilson, Idell**

| Resv #      | Person   | Project                                  | Status                | Start<br>Cost<br>Staff<br>Date           | End |
|-------------|--|--|-----------------------|--|-----|
| <b>Made</b> |  |  |                       |  |     |
| 9084        | <b>Wilson, Idell</b><br>1/27/2004 8:30 p<br>Main Studio<br>Arnel     | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 1/27/2004<br>\$875.00<br>12/18/03 6:02 p |     |
| 12820       | <b>Wilson, Idell</b><br>10/28/2004 3:00 p<br>Edit Suite B<br>Arnel   | <b>Ghetto TV 07</b><br>10/28/2004 6:00 p | <b>Cancelled Late</b> | \$225.00<br>10/21/04 5:21 p              |     |
| 13867       | <b>Wilson, Idell</b><br>2/17/2005 11:00 p<br>Edit Suite B<br>Arnel   | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 2/17/2005<br>\$375.00<br>1/28/05 4:12 p  |     |
| 15885       | <b>Wilson, Idell</b><br>7/20/2005 11:00 p<br>Edit Suite B<br>Arnel   | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 7/20/2005<br>\$150.00<br>7/9/05 2:42 p   |     |
| 16119       | <b>Wilson, Idell</b><br>8/10/2005 11:00 p<br>Edit Suite A<br>Michael | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 8/10/2005<br>\$150.00<br>8/6/05 1:30 p   |     |
| 16730       | <b>Wilson, Idell</b><br>10/5/2005 11:00 p<br>Edit Suite A<br>Tom     | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 10/5/2005<br>\$200.00<br>9/26/05 8:48 p  |     |
| 16827       | <b>Wilson, Idell</b><br>10/11/2005 3:00 p<br>Edit Suite A<br>Arnel   | <b>Ghetto TV 07</b><br>10/11/2005 6:00 p | <b>Cancelled Late</b> | \$300.00<br>10/5/05 8:39 p               |     |
| 18287       | <b>Wilson, Idell</b><br>3/28/2006 6:00 p                             | <b>Ghetto TV 07</b>                      | <b>Cancelled Late</b> | 3/24/2006                                |     |

|                                  |                         |                     |                       |                   |
|----------------------------------|-------------------------|---------------------|-----------------------|-------------------|
|                                  | Camcorder "B"           |                     |                       | \$645.21          |
|                                  | Arnel                   |                     |                       | 3/7/06 3:37 p     |
| 19569                            | <b>Wilson, Idell</b>    | <b>Ghetto TV 07</b> | <b>Cancelled Late</b> | <b>8/1/2006</b>   |
| <b>6:00 p</b>                    | <b>8/1/2006 9:00 p</b>  |                     |                       |                   |
|                                  | Edit Suite A            |                     |                       | \$225.00          |
|                                  | Arnel                   |                     |                       | 7/25/06 4:42 p    |
| 19570                            | <b>Wilson, Idell</b>    | <b>Ghetto TV 07</b> | <b>Cancelled Late</b> | <b>8/1/2006</b>   |
| <b>9:00 p</b>                    | <b>8/1/2006 11:00 p</b> |                     |                       |                   |
|                                  | Edit Suite A            |                     |                       | \$150.00          |
|                                  | Arnel                   |                     |                       | 7/25/06 4:43 p    |
| 19697                            | <b>Wilson, Idell</b>    | <b>Ghetto TV 07</b> | <b>Cancelled Late</b> | <b>9/5/2006</b>   |
| <b>3:00 p</b>                    | <b>9/5/2006 9:00 p</b>  |                     |                       |                   |
|                                  | Edit Suite A            |                     |                       | \$600.00          |
|                                  | Dina                    |                     |                       | 8/15/06 5:00 p    |
| 20501                            | <b>Wilson, Idell</b>    | <b>Ghetto TV 07</b> | <b>Cancelled Late</b> | <b>12/5/2006</b>  |
| <b>3:00 p</b>                    | <b>12/5/2006 6:00 p</b> |                     |                       |                   |
|                                  | Edit Suite B            |                     |                       | \$300.00          |
|                                  | Bobby                   |                     |                       | 11/27/06 7:36 p   |
| <b>Count of Reservations: 12</b> |                         |                     | <b>Total</b>          | <b>\$4,195.21</b> |

**Status: No Show, Dates: Up to 9/26/2008, Person: Wilson, Idell**

| <b>Resv #</b>            | <b>Person</b>            | <b>Project</b>      | <b>Status</b>  | <b>Start<br/>Cost<br/>Staff<br/>Date</b> | <b>End</b> |
|--------------------------|--------------------------|---------------------|----------------|--|------------|
| <b>Made</b>              |                          |                     |                |  |            |
| 11293                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>6/29/2004</b>                         |            |
| <b>3:00 p</b>            | <b>6/29/2004 6:00 p</b>  |                     |                |  |            |
|                          | Edit Suite A             |                     |                | \$300.00                                 |            |
|                          | Tina                     |                     |                | 6/11/04 7:37 p                           |            |
| 11629                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>8/17/2004</b>                         |            |
| <b>3:00 p</b>            | <b>8/17/2004 6:00 p</b>  |                     |                |  |            |
|                          | Edit Suite B             |                     |                | \$225.00                                 |            |
|                          | Arnel                    |                     |                | 7/15/04 4:02 p                           |            |
| 13141                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> |  |            |
| <b>11/27/2004 5:00 p</b> | <b>11/27/2004 7:00 p</b> |                     |                |  |            |
|                          | Edit Suite B             |                     |                | \$200.00                                 |            |
|                          | Arnel                    |                     |                | 11/18/04 10:14 p                         |            |
| 13918                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>2/9/2005</b>                          |            |
| <b>3:00 p</b>            | <b>2/9/2005 6:00 p</b>   |                     |                |  |            |
|                          | Edit Suite A             |                     |                | \$225.00                                 |            |
|                          | Arnel                    |                     |                | 2/1/05 4:27 p                            |            |
| 14290                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>3/15/2005</b>                         |            |
| <b>3:00 p</b>            | <b>3/15/2005 6:00 p</b>  |                     |                |  |            |
|                          | Edit Suite A             |                     |                | \$225.00                                 |            |
|                          | Tom                      |                     |                | 2/28/05 6:38 p                           |            |
| 14293                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>3/15/2005</b>                         |            |
| <b>3:00 p</b>            | <b>3/15/2005 6:00 p</b>  |                     |                |  |            |
|                          | Dub Station              |                     |                | \$75.00                                  |            |
|                          | Tom                      |                     |                | 2/28/05 6:39 p                           |            |
| 14544                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>3/18/2005</b>                         |            |
| <b>6:00 p</b>            | <b>3/18/2005 8:00 p</b>  |                     |                |  |            |
|                          | Dub Station              |                     |                | \$50.00                                  |            |
|                          | Arnel                    |                     |                | 3/17/05 5:34 p                           |            |
| 14545                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>4/5/2005</b>                          |            |
| <b>7:00 p</b>            | <b>4/5/2005 11:00 p</b>  |                     |                |  |            |
|                          | Dub Station              |                     |                | \$100.00                                 |            |
|                          | Arnel                    |                     |                | 3/17/05 5:34 p                           |            |
| 14473                    | <b>Wilson, Idell</b>     | <b>Ghetto TV 07</b> | <b>No Show</b> | <b>4/12/2005</b>                         |            |

|                 |   |   |                |  |
|-----------------|---|---|----------------|--|
| 3:00 p          | 4/12/2005 6:00 p<br>Edit Suite A<br>Arnel                           |   |                | \$300.00<br>3/10/05 7:57 p                     |
| 15669<br>6:00 p | <b>Wilson, Idell</b><br>7/5/2005 9:00 p<br>Edit Suite A<br>Arnel    | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>7/5/2005</b><br>\$300.00<br>6/18/05 1:09 p  |
| 15670<br>9:00 p | <b>Wilson, Idell</b><br>7/5/2005 11:00 p<br>Edit Suite A<br>Arnel   | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>7/5/2005</b><br>\$200.00<br>6/18/05 1:10 p  |
| 15888<br>4:00 p | <b>Wilson, Idell</b><br>7/12/2005 7:00 p<br>Dub Station<br>Arnel    | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>7/12/2005</b><br>\$75.00<br>7/9/05 2:45 p   |
| 15903<br>6:00 p | <b>Wilson, Idell</b><br>7/26/2005 11:00 p<br>Dub Station<br>Arnel   | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>7/26/2005</b><br>\$125.00<br>7/12/05 6:45 p |
| 15886<br>6:00 p | <b>Wilson, Idell</b><br>9/13/2005 9:00 p<br>Edit Suite A<br>Arnel   | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>9/13/2005</b><br>\$225.00<br>7/9/05 2:43 p  |
| 15887<br>9:00 p | <b>Wilson, Idell</b><br>9/13/2005 11:00 p<br>Edit Suite A<br>Arnel  | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>9/13/2005</b><br>\$150.00<br>7/9/05 2:43 p  |
| 17521<br>8:30 p | <b>Wilson, Idell</b><br>3/9/2006 11:00 p<br>Main Studio<br>Arnel    | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>3/9/2006</b><br>\$875.00<br>12/13/05 6:22 p |
| 18455<br>3:00 p | <b>Wilson, Idell</b><br>3/22/2006 6:00 p<br>Edit Suite A<br>Bud     | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>3/22/2006</b><br>\$225.00<br>3/18/06 1:37 p |
| 18454<br>6:00 p | <b>Wilson, Idell</b><br>3/22/2006 9:00 p<br>Dub Station<br>Bud      | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>3/22/2006</b><br>\$75.00<br>3/18/06 1:34 p  |
| 18825<br>3:00 p | <b>Wilson, Idell</b><br>5/11/2006 8:30 p<br>Edit Suite B<br>Dina    | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>5/11/2006</b><br>\$550.00<br>5/4/06 10:09 p |
| 19278<br>6:00 p | <b>Wilson, Idell</b><br>6/27/2006 9:00 p<br>Edit Suite A<br>Arnel   | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>6/27/2006</b><br>\$225.00<br>6/20/06 7:32 p |
| 19388<br>7:00 p | <b>Wilson, Idell</b><br>8/1/2006 7:00 p<br>Camcorder "A"<br>Gaidi   | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>7/28/2006</b><br>\$860.00<br>6/30/06 8:49 p |
| 20356<br>9:00 p | <b>Wilson, Idell</b><br>11/8/2006 11:00 p<br>Edit Suite B<br>Arron  | <b>Ghetto TV 07</b>                     | <b>No Show</b> | <b>11/8/2006</b><br>\$200.00<br>11/3/06 4:12 p |
| 20355           | <b>Wilson, Idell</b><br>11/29/2006 4:00 p<br>Camcorder "A"<br>Arron | <b>Ghetto TV 07</b><br>12/1/2006 4:00 p | <b>No Show</b> | \$376.00<br>11/3/06 4:09 p                     |

A third letter is from another producer whose access to the building was suspended after a long history of confrontation with staff. Mr. Geevargis never requested an appeal of his suspension. The suspension letter for Mr. Geevargis follows:

January 30, 2007

Mr. George Geevargis  
2379 47<sup>th</sup> Avenue  
San Francisco, CA 94116

Dear Mr. Geevargis:

This letter is to inform you that effective January 30, 2007 your privileges to enter the building at 1720 Market Street are suspended for six months or until July 30, 2007. Until that time you may not enter the building at 1720 Market Street unless invited to do so. Any entry to the facilities will be considered trespassing. The suspension is the result of your violation of our Code of Conduct which prohibits verbal harassment against staff, causing a disruption in the facility and failure to treat the staff with respect and consideration.

This does not affect your show as long as it does not violate any Access SF policy or procedure. However, you may not drop off tape or attend time slot selection meetings. You may designate a third party to drop off tape and attend time slot selection meeting on your behalf. The third party must be a resident of San Francisco. You would need to notify Access SF in writing who the designated person is.

On Tuesday, January 2, 2007, you entered the building and went to the office of the Programming Coordinator, Sam Long. In a loud, abusive and harassing manner you began confronting Mr. Long about your allegation that he had not programmed a "special" you submitted for playback. Mr. Long attempted to explain to you that you had the air date confused, and that indeed the "special" did play. You continued to confront Mr. Long in a hostile manner complaining that your shows are not played, that this is being done on purpose, and that we have lost/broken your tapes. Mr. Long then brought you to my office where you continued to speak to me and him in a loud, confrontational and hostile manner.

I attempted to explain to you as I have in the past that if your shows failed to play it was due to technical errors with equipment. The problems with equipment have been addressed and you received my apology for any missed shows which were repeated many times. I have also explained to you on several occasions that errors with your show have never been on purpose. This allegation has been a consistent provocation by you. I have also explained that none of your shows have been lost by us and I am aware of only one occasion where one of your tapes may have been broken some years ago. We have looked through all of our tape libraries and have never found any unreturned tapes. You refused to listen to my explanations and after continuing to be confrontational I asked you to leave the building and escorted you to the door.

Your confrontational conduct has been an on-going issue for many years especially with the front desk and playback staff. The staff has been very patient and assumed your conduct was simply an eccentricity, but this is obviously not the case. It appears to be a long standing attempt to disrupt the operations of the facility and discredit its staff.

Finally, any further confrontations or abusive treatment of our staff may result in your suspension being extended. You may appeal your suspension to the Program Committee of the Board of Directors. I have attached a copy of the Producer/Volunteer Appeal Process and the Request for Appeal form. If you wish to initiate this process it must be done within 14 days from the date of this notice.

Yours truly,

Zane Blaney, Executive Director

cc: Program Committee  
File

A fourth letter from Paula Bradford complains that one of her shows did not run as scheduled. This was due to a technical error, but she puts forth paranoid conspiracy theories as the reason and that somehow it was willfully prevented from airing because of some political agenda. The show in question was rescheduled and played several times. Because of one technical error in the playback of one of her shows and other imaged problems she calls for a change in management. During a phone conversation with Ms. Bradford when this incident occurred she boasted about her "broadcast" experience and complained about everything from the interstitial music to the quality of other producers shows.

We did experience a number of playback errors during this time which were ultimately corrected by a significant playback systems upgrade. This was explained to producers in the following email which was referenced in Ms. Bradford's letter, but was not included in the DT report:

8/28/2006  
Playback Errors  
Automation Upgrade

During the past several months there have been an unusually high number of playback errors. We know how painful this is for producers and we never want this to happen. The majority of these errors have been due to two problems which are tape labels coming off in the playback decks and the fact the decks especially on the VHS, SVHS side have reached their life expectancy and are finally dying.

When tape labels come off in the decks it shuts them down. They won't eject tapes or operate properly. It also takes the rest of the system off line thus preventing further playback until the label is removed. If this happens when staff are not available to remove the label, such as over night or on Sundays, it prevents other tapes from playing.

We have noticed many tapes with multiple, stacked labels; labels that are peeling off and even some labels that have been scotch taped to the cassettes. In order to correct this problem we will no longer accept any tape with more than one label on the spine of the cassette. Labels on the top of the cassette are not needed and should be removed. Also, the labels must be in the indent of the cassette spine and not spilling over the indented surface. The best labels to use are those that are provided with the cassette.

We are in the process of upgrading the automation system. We hoped to have this done many months ago, but the City only recently provided the funding and it is taking the purveyor longer than anticipated to schedule the work. We expect the installation to happen in September. However, last week it became apparent that the tape decks on the VHS, SVHS side were failing almost daily. They have finally reached their life expectancy and the motors are dying. Again, when one deck fails it can take the rest of the VHS, SVHS system off line. Please remember the automation equipment and the decks have been on and operating for over five years 24/7 365 days per year.

We have ordered "new" refurbished VHS, SVHS decks which should correct the deck failure problem in the short term, but it's important to remember that these formats are quickly becoming obsolete. Sony and JVC no longer manufacture broadcast VHS, SVHS decks. Until the refurbished decks are installed, which should be sometime next week, it's very likely there will be more failures with VHS, SVHS decks. If your show does not play this is likely the reason. Let Sam Long (575-4946) know if your show fails to play and he will reschedule it for additional playback times.

When the automation system is upgraded it will greatly improve the reliability and capability of the system and improve the overall look of the channel. The new system will include a robust sever which will reduce tape deck wear and provide the opportunity to consider DVD playback as well as the possibility of allowing producers to submit Mpeg files in the future.

We are all looking forward to upgrade, but in the meantime please be patient and work with the staff to correct any playback problems. Thanks. ZB