



FAQ

Frequently asked questions about RTN

1. What is RTN? And, what do you do?

Answer: RTN is a division of the Communications Department. RTN staff is dedicated to producing television programs that fulfill the mission of Communications Department and the city administration to keep residents well informed about the activities of your government. For more details, please refer to Section 1.3 in the policies and procedures handbook.

2. How long does it take to get one show complete and in the can to run on RTN10 or RTN22?

Answer: Getting a show completed to run on RTN10 or RTN22 varies based on your availability to receive training and certification to use the equipment to produce complete the required three (3) shows need for a series time slot. Training is offered quarterly and it takes about three (3) to six (6) months depending on how well you develop your show idea and studio team (if needed). Shows that are produced on location require editing which may take longer to produce; however, it really depends on the independent producer.

3. How much does it cost to use the equipment? **Answer:**

The cost varies based on membership status. Fees are required for training workshops and classes. For a complete explanation of the fees, call (919) 831-6278 or log on to www.raleighnc.gov/rtn.

4. When does the paperwork have to be submitted?

Answer: The paperwork must be submitted by posted deadlines for each quarter which is every thirteen (13) weeks. Please refer to page 14 in the policies and procedures handbook in the section Submitting Content. Equipment checkout forms are submitted by the individual based on when he/she needs to use the equipment. Field equipment is reserved for checkout on a first come first serve basis.

5. How long is the wait period after certification before a person can check out equipment, schedule to use the studio or to use Final Cut Pro?

Answer: The wait period after certification depends on when the certified user pays all applicable fees to schedule and check out equipment.

6. Can you skip taking classes and just take the test for certification?

Answer: No one is allowed to skip a class and just take a test for certification. In the classes you will learn how to operate the equipment according to the standards and system design that requires specific training by RTN staff.

7. What is the maximum length of time to reserve field production equipment for checkouts?

Answer: Field production equipment is reserved on a first come first serve basis for daily checkouts according to equipment availability and reservation requests on file. Weekend checkouts are allowed Friday through Sunday and must be returned on Monday. Staff reserves the right to refuse or cancel a reservation. Equipment not returned on time will result in a written warning.

8. What is the number days prior to a scheduled episode should shows be in the can to air one time without penalty?

Answer: An episode should be ready-to-air one week prior to its scheduled playout. Schedules are generated once a week and episodes ingested later than the one week requirement may not be aired if the deadline is missed.

9. Who should I call to schedule a repeat, cancel a production or equipment reservation?

Answer: To schedule a repeat, cancel a production or equipment reservation you should call the main number at 831-6378 or call 831-6264 or 831-6266 for technical assistance.

10. What are your hours of operation during the week? On the weekends?

Answer: For operating hours, please refer to page 6, Section 1.5 in the RTN policies and procedures handbook for details.

11. Can I advertise on RTN? Are there PSAs available to use?

Answer: Commercial advertising on RTN public access channels is not allowed and constitutes a violation. Public Service Announcements (PSAs) are available for us. You may also produce your own PSAs or show promos and IDs.

12. What is the age limit for someone who can help to produce shows on RTN?

Answer: The eligibility criteria for minors can be found in Section 2.1 on page 8 in the policies and procedures handbook.