KGHP -FM

VOLUNTEER HANDBOOK

89.9, 89.3 and 93.7
The Gig Harbor – Key Peninsula Community Radio Station

Peninsula School District 401



Emergency Contacts

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- Letana Simen, 1115 mstractor	330 1330
Pierce County Sheriff's Office Purdy Detachment	798-4940
Pierce County Fire District 5, Gig Harbor	851-3111
Pierce County Fire District 16, Key Center	884-2222
Washington State Patrol	536-6210
Gig Harbor Police	851-2236
Pierce County Emergency Operations Center Housed at Fire Dist. #5, Dave Watson, cell and pager	377-4271
Peninsula Light Company	
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Peninsula School District does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups.

Welcome to KGHP-FM

Introduction

Welcome to KGHP-FM, the Peninsula area's community radio station licensed to the Peninsula School District.

KGHP-FM has two main goals:

- 1) To offer a unique educational training environment for Peninsula School District students.
- 2) To provide the region with local emergency information and news while offering a unique community-based form of entertainment.

Where do you fit in? Perhaps a little of both. This may be your first venture into radio broadcasting. In that case, we'll sprinkle a little bit of goal one over you. You will have an opportunity to learn about radio and how it works all while playing your favorite tunes, conducting hard-hitting interviews or just impressing your family and friends by having your voice coming out of a radio. In the meantime, you will work as a trusted "community voice" in the event of an emergency or disaster in our area. But for the most part you'll offer the south Puget Sound region a unique form of entertainment that can reflect your interests and personality. Have fun.

This book is a practical guide intended to give you the bulk of the information you will need to serve as a KGHP programmer. Pay special attention to the legal aspects of radio. There are severe financial penalties if you violate communications law. Read through the policies section closely. There are severe penalties simply by violating the public's trust. Our motto: Be clever and never crass.

How do I get on the air?

As an adult volunteer, the course you will take toward getting either an air "shift" or "show" is as follows:

- 1) You will attend a 90-minute to two-hour class. The outline for this class is contained in section 2. Go ahead. Skip forward to Section 2 and check out all the stuff you will learn about radio.
- 2) You will serve three "internships" with some of our veteran radio programmers. Basically, you will have an opportunity to look over the shoulders of some very talented radio broadcasters while they perform their magic. Of the three internships, you will be required to sit in with two different programmers.
- 3) You will meet briefly with station staff to review KGHP's broadcast policies and standards. Once you are ready to go on the air, you may go onto KGHP's sub list. There's a chance you'll go right on the air with your own shift or show.

Host responsibilities

Before you start the training process, there are a few things you need to know.

- 1) Once you accept a regular weekly air shift, it is your responsibility to line up a substitute should you not be able to make your shift. Once you accept a shift, be willing to step up and sub for a fellow KGHP jock from time to time. The best arrangements have always been when two fellow KGHP programmers work together: You sub for me and I sub for you. The one thing that will eliminate KGHP from public access will be if station staff routinely get called to sub for shows or to find subs on short notice. Believe it or not, station staff members have lives too. In this technical era, there are alternatives to having live radio broadcasters at the helm.
- 2) You will be responsible for the security of KGHP-FM and for Peninsula High School. You must learn to arm and disarm the school's security system and perform the required security tasks as requested. Failure to do so often results in school administrators getting phone calls in the middle of the night. Not good!
- 3) Since KGHP-FM is the Peninsula area's emergency voice, there's a chance you'll be on the air when the power goes off, when the snowstorm strikes, or when the earthquake hits. In this case, you will have to know how to operate the station and to broadcast vital community information. On several occasions (ice storm of 1996, earthquake of 2001) KGHP has come to the rescue.
- 4) You will have to operate in accordance with all Federal Communications Commission rules and regulations. You will learn about station logs, legal ID's, the public file, meter readings, and the Emergency Alert System (EAS). Mess up here and KGHP could be fined by the FCC. Don't mess up.
- 5) What you say and what you play over the air reflects upon Peninsula High School and the Peninsula School District. Put it this way: When you were in first grade, you put your very best painting on the wall for back to school night. KGHP is like first grade and back to school night.....Always put your best work on the wall. Moms and Dads are listening.
- 6) Listen, watch for, and answer all incoming telephone calls in a business-like manner. Take accurate and complete messages and get those messages to the person intended.
- 7) Do your part to keep the studios neat and clean. Food and drink are never allowed in a studio. If you play music from KGHP's expansive music library, put it back and keep it organized.
- 8) Understand that KGHP is a noncommercial station. We receive no compensation for airtime, however station supporters (underwriters) can be acknowledged over the air. Operators receive no compensation of money, trade or in-kind services.

KGHP-FM

Section 2

Volunteer Training summary

I. Introduction (In classroom)

- A. Overview of the training process.
 - 1) Orientation/training process
 - a) Complete this 90 minute course.
 - b) Complete 3 training sessions with veteran station volunteers.
 - c) Visit with station staff to review policies.
 - d) Filling in for a *shift* as a sub. Getting your own *show*.
 - 2) Obligations of being a volunteer
 - a) Meeting legal requirements of the FCC
 - b) Showing up for a shift or getting a sub.
 - c) "Clever Never crass."
 - d) Fill board operator shifts for live community broadcasts, aside from regular shifts.
 - e) Help with fundraising goals
 - f) Agree to serve up to three hours a month in addition to normal shifts to help with station responsibilities.
 - g) Agree to attend all station meetings; agree to contact station manage in advance if unable to attend.
 - h) Agree to attend 80% of my shows scheduled, or provide station manager one month notice if planning to be absent for an extended period of time.

II. The FCC and legal regulations – "The radio cops."

(In classroom and studio A)

- A. Proper board operation "We don't need any tickets."
 - 1) Signing in and signing out "How to start and stop"
 - a) Military time
 - b) Correcting mistakes
 - c) Blue/black ink
 - d) Precision is important
 - e) Making certain operator times mesh
 - f) Sign in with legal name
 - 2) Taking meter readings "Know the speed limit, check the speedometer."
 - a) Cannot exceed 105 percent, cannot dip below 90 percent
 - b) How to check meter readings
 - c) Cannot allow three hours to lapse.
 - d) Noting power readings on the log.
 - e) What to do if power is not within range.
 - 3) Emergency Alert System "Knowing the emergency signs of the road."
 - a) Understanding the legal requirements of the EAS
 - b) Sending a required weekly test
 - c) Logging a required weekly test

- d) The required monthly test
- e) Requirements of broadcasting EAS messages.
- 4) Operating a mixing board "Getting on the road...driving."
 - a) Channels
 - b) Potentiometer "The gas pedal."
 - c) Key (program/audition) "The clutch."
 - d) VU meter "The tachometer."
 - e) Peak meter on the rack indicates overmodulation.
 - f) Monitor speakers (Keep in EXT. at all times. Legally required)
 - g) How to preview material (audition).
 - h) "On air" lights.
- 5) Microphone technique
 - a) Distance from the mic.
 - b) Keep mic stationary
 - c) Using auxiliary mics
- 6) Answering the telephone
 - a) Why the phone doesn't ring. Look for the light.
 - b) "KGHP, Can I help you."
 - c) Taking quality phone messages.
 - d) Putting calls on the air. Only with staff permission.
 - e) Putting remote broadcasts on the air.
- 7) The legal identification
 - a) Call letters and city of license: **KGHP**, **Gig Harbor** at the top of the hour.
- 8) Avoiding dead air.
 - a) Mixing sound elements.
- 9) The DJ handbook
 - a) Located under the mini discs
 - b) Consult it when in doubt
 - c) Includes emergency phone numbers
- 10) The FCC Inspection and Public File
 - a) FCC can inspect a station at any time during business hours.
 - b) During an inspection: Tell the truth, 24/7 access, logs, power, control point, modulation, EAS
 - c) Operators must be able to demonstrate knowledge of and competence with radio station operation. Emphasis on EAS.
 - d) Public file is open for public inspection at any time during business hours.
 - e) Public file is located in station hallway. Key is in office.

III. Technical Training

(In studios A-B-C)

- A. What are all these buttons and mini discs for?
 - 1) Mixing board
 - a) Shadowing a KGHP volunteer.
 - 2) Operating different devices
 - a) Operating and cueing CD and mini disc players.
 - b) Cassette deck.

- c) Turntables
- d) Phone lines
- e) Auxiliary microphones
- f) Recording your show.
- 3) Types of announcements
 - a) Public Service Announcements (PSAs) Green
 - b) Underwriters (Station supporters) Yellow
 - c) Promotions for other shows, Blue
 - d) Liners (Station Ids, sweepers, etc.) Pink
- B. Creating your own pre-recorded announcements.
 - 1) Recording voice in studio B
 - 2) Using Goldwave to mix audio.
 - a) Individual instruction can be arranged.
 - b) Announcements must be previewed and approved by station staff.
- C. Transmitters/Translators
 - 1) Main transmitter
 - a) 89.9 in Longbranch.
 - b) Phone "talks" with the transmitter.
 - c) Operates with 1.5 kw (1,500 watts)
 - d) Audio goes from studio to transmitter via phone (STL).
 - e) We share 89.9 with KGRG-FM (Auburn)
 - f) Operator can turn on or off if needed.
 - 2) Translators
 - a) 104.5 (80 watts) at Spring Hill near SR-16.
 - b) 89.3 (20 watts) on Fox Island, Nichols Comm. Center.
 - c) Monitors in Studio A for each frequency.

IV. Presenting (reading) live material (upon consent of Station Manager)

- A) Sources for material
 - 1) The PSA folder
 - a) Contribute material on community/non-profit events when you can.
 - b) Read from these often.
 - c) Always pre-read copy
 - d) Be certain the PSA isn't beyond its kill date.
 - 2) Reading from other sources
 - a) Always rewrite information compiled from other sources.
 - b) Always pre-read any copy.
 - c) Always double check any facts in which you are not certain.
 - 3) Writing broadcast copy
 - a) Always double space copy
 - b) Include slug line, kill date and approximate reading time.
 - c) Write in broadcast style: Present tense, short punchy sentences/conversation style.

V. Emergency Operations

- A. Operator obligations
 - 1) Power outages
 - a) Peninsula Light partnership with KGHP
 - b) KGHP is Pen Light's emergency voice. You'll have an audience.
 - c) Operators broadcast all emergency messages at most 15 minutes apart.
 - d) Consult emergency booklet in back drawer of studio A
 - e) Flashlights.
 - f) Generator: Power will go off momentarily, stay on the air.
 - g) Music during these times of operation. Middle of the Road.
 - h) Station staff will arrive and take over within short time.
 - 2) Snow days
 - a) School district personnel may contact you in evening hours.
 - b) Broadcast any messages related to emergency bus routes.
 - c) Emergency booklet has routes.
 - d) When on air and phone rings, lift out of cradle.
 - 3) Other emergencies
 - a) Ice storm of 1996
 - b) Earthquake of 2001
 - c) Cooperate with engineering staff
 - d) Stay on the air
 - e) Bucket in class and large box in studio C have supplies.
 - f) Stay on the air until staff arrives.
 - g) Gather and broadcast information from emergency services.

VI. Music Library

- A) Use of library for shows
 - 1) Never play music you are not familiar with for the first time on air; always check your song selection out first.
 - a) Borrowing is same as stealing
 - b) If you play it, put it back

VII. Sounding Good On The Air

- A. Know your audience
 - 1) Plan out your show
 - a) Pre-read all copy
 - b) Select music in advance
 - c) Be audience centered.
 - d) Plan your show 2-3 months in advance and tease to upcoming shows.
 - 2) Talking on the air
 - a) Develop a conversation style that is comfortable for you
 - b) Throw the mic open often.
- B. Be consistent
 - 1) Follow the clock
 - a) Breaks at quarter hours for announcements
 - b) Frequent weather
 - c) Traffic available
 - d) News items

- e) Develop a musical knowledge.f) Don't be so random you turn your audience away.g) Always introduce the following announcer. "Make a clean break."

KGHP-FM

Section 3 Station policies

Mission Statement

The mission of KGHP-FM is two-fold:

KGHP-FM is an educational/community radio station licensed to the Peninsula School District. KGHP-FM provides students in the Peninsula School District with the unique educational opportunity to explore the broadcast and communications industries. Students will receive hands-on training and gain through an experience that resembles a real-world job in radio broadcasting.

KGHP-FM serves the interests of citizens of the Gig Harbor and Key peninsulas with emergency information and community-oriented programming exploring a widerange of cultural and entertainment programs. KGHP-FM emphasizes information; news and locally relevant programs giving special attention to the interests of people historically ignored by other media.

Commitment to quality

It is important that each member of the KGHP staff have a purpose in mind to guide his or her performance and involvement with the radio station.

KGHP expects all staff to strive for excellence in all aspects of station operation. Excellence is demonstrated by:

- 1) Observing all rules and regulations as mandated the Federal Communications Commission.
- 2) Improving one's abilities in program production.
- 3) Abiding by all rules, regulations and policies as mandated by the licensee, The Peninsula School District.
- 4) Having a respect for the intelligence and understanding of the listener.

Operator responsibilities

All operators at KGHP must first complete a required training program. The duration of this program can be flexible depending previous experience and training. All operators must go through a Washington State Patrol background check. This includes providing a copy of a thumb print on a form provided by station staff. Upon completion of the required training and with passage of the WSP background check, volunteer operators can be assigned regular shows on a weekly basis.

Substitutions

When regularly scheduled programmers cannot perform their usual air shifts, it is the responsibility of the programmer to contact and arrange for substitute personnel. A list of other volunteer programmers (possible substitutes) is posted in Studio A (with phone numbers) and in the hallway outside Studio A (without phone numbers). Every programmer should have a copy of the station roster. These are available from station staff. When the roster is updated, it will be made available in each programmer's mailbox.

- A. Subs must have completed KGHP-FM training and have cleared the Washington State Patrol background check.
- B. The programmer must inform station staff of the planned substitution within 24 hours of the air shift. The name and phone number of the substitute must be provided to station staff.
- C. If the programmer cannot find a substitute within 24 hours before the air shift, the programmer must inform station staff. THIS DOES NOT RELIEVE THE RESPONSIBILITY FOR LOCATING A SUB.
- D. Because continuity is vital for listeners and for station development, substitute programmers are expected to follow the format of the regularly scheduled program, including all required announcements, features and other programs.
- E. Exceptions to these policies are made only in the even t of a legitimate emergency, or with the approval of station staff.
- F. KGHP-FM will have a "three-strikes" policy regarding attendance and substitutes. Failure to follow the substitution procedures will result in loss of all duties and responsibilities at the station, including all broadcasting privileges.

Preemptions

To accommodate special programs such as sports, news, election returns, special features or station repairs, KGHP-Fm needs to preempt regular programming from time to time. In these events, KGHP needs and expects the full cooperation of every programmer.

- A. It is not always possible to provide advance notice for late-breaking news or special broadcasts. When possible, station staff will provide seven days advance written notice to the scheduled programmer, either through the appropriate mailbox, or by posting schedules on the bulletin board.
- B. In the event a regularly scheduled program is preempted for a taped special, sports broadcast, or other program requiring an air studio operator, the regularly scheduled programmer is expected to perform the board operator functions.
- C. The engineering staff may preempt any program at any time for engineering maintenance and repairs. Please cooperate with the engineer's directions.

Security

Station security is everyone's job. Get to know the other staff members and programmers. Keep your eyes open: If you see something that looks suspicious, don't be afraid to tell someone. Be alert: If you see someone hanging around the station that you don't recognize, ask if you can help that person.

A. <u>Sonitrol</u> -- The campus of Peninsula High School is equipped with a Sonitrol security alarm system. Programmers who arrive during the day prior to the school building being in use may be required to disarm the Sonitrol system. Likewise, programmers who leave after all other school employees have left may be required to arm the Sonitrol system. Programmers will receive

instruction on arming and disarming the Sonitrol system during training orientation sessions. Generally speaking, the custodial staff at Peninsula High School works until 11 p.m. on weeknights. KGHP requests that all volunteers be out of the building before 11 p.m. so the onus to set the alarm is on the custodial staff. There may be exceptions to these times. Operators who fail to arm the Sonitrol system when instructed to do so can be immediately terminated.

- B. Phone in advance -- It is highly recommended that an incoming KGHP volunteer programmer telephone the previous operator to let them know of their time of arrival. Should a substitute programmer be coming in for a shift, it is the duty of the regular (absent) programmer to alert the previous programmer about the "new face at the door." Phone numbers of station personnel are not to be given out in person or over the phone. Instead, please take complete messages that include a name, date, person calling and return number.
- C. <u>Guests</u> While we understand that programmers may want to bring friends and family to the station, this isn't encouraged. Guests who are "just visiting" can be a big distraction when you are doing a radio program. Limit guests to one at a time and to persons who are involved in the program such as interview subjects, co-hosts, etc. Programmers are responsible for the actions of their guests, including liability for all broadcast regulations and damages to station equipment and fixtures. Be sure all guests comply with KGHP policies.
- D. <u>Locking up</u> If you are the last scheduled programmer during the broadcast day, you are responsible for locking up the station before you leave. Shut off all lights in the studios, classroom and hallway. Close all doors.
- E. <u>Cleanliness</u> Pick up after yourself. Put away any and all compact discs, mini discs scripts, etc. Work to keep PSA scripts or other materials in their proper folders. A microwave oven and sink is provided in the classroom. Programmers are to provide their own dishes and are responsible to wash their own dishes and discard of any garbage.

Personal responsibility and disciplinary actions

This is a community radio station. We work to resolve problems whenever possible. However, KGHP-FM operates in a manner that demands a high degree of personal responsibility and integrity. In this environment, there are a few situations or infractions that lead to immediate removal from all duties and responsibilities at the station, including all broadcasting privileges:

- A. Removing (stealing) KGHP property: equipment, records, tapes, CDs, paper, office supplies, etc.
- B. Consuming alcoholic beverages or controlled substances on the premises; appearing intoxicated on premises is prohibited.
- C. Smoking in the studios or anywhere on school property.
- D. Physical violence or threatening behavior against another person or station property.
- E. Neglect of FCC-mandated rules and regulations: broadcasting legal Ids, allowing transmitter to operate unattended and/or overmodulated for an

extraordinary period of time, obscenities, slander, or major violations of station policies regarding the broadcast of religious or political materials.

F. Not abiding by district policies and procedures.

Management staff will hold the right to suspend or expel programmers for the following causes.

- A. Consistent failure to correct log errors.
- B. Consistent failure to perform duties required by the F.C.C.
- C. Consistent failure to arrive on time for an assigned shift. (Three strikes and you're out).
- D. Failure to perform an assigned shift.
- E. Failure to secure trained substitute personnel for an assigned shift.
- F. Consistent abuse of equipment.
- G. Violations of the station's policies on political or religious commentary.
- H. Eating or drinking in the studio facilities.
- I. Failure to frequently broadcast messages pertaining to local emergencies.
- J. Representing KGHP-FM to obtaining gifts, event passes, or credentials without staff consent.
- K. Failure to answer the phone during your shift.

Appeal process

Any management staff decision may be appealed. Appeals should first be directed to the Station Manager. If no resolution can be reached, an appeal can be made by contacting the following administrative staff:

- 1) Building Principal
- 2) Technology Director
- 3) CTE Program Coordinator

These three make up the oversight management team whose decision will be final.

Operator guidelines for program content

As a KGHP-FM programmer, what you say, what you play and how you follow the rules reflects no only upon the Peninsula School District, but also upon the station's license from the Federal Communications Commission. Our license is our life. Do your best to keep the station logs clean the programming clean and the studio clean. If so, your future with KGHP will be bright.

Our motto: Clever – Never Crass. While other (commercial) stations push the envelope in regard to obscene or indecent material and language, KGHP-FM will play by a higher set of rules. With the flick of a radio switch, school district patrons (plus thousands elsewhere in the south Puget Sound region) can get a sample of our schools. You should always strive to sound creative, intelligent and competent.

Obscene and indecent language

Under FCC regulations, it is illegal to broadcast obscene program material at any time. The FCC defines "obscene" as material without redeeming social value,

appealing only to prurient (*Obsessively interested in matters of a sexual nature*) interest. The FCC defines as "indecent" any material that depicts or suggests acts of sexual or anal intercourse, or elimination (excrement).

- A. Obscene or indecent material? It starts with George Carlin's seven dirty words: shit, piss, fuck, motherfucker, cock, cocksucker, tits. But KGHP-FM will uphold to a higher standard. Stay away from any references to human waste or material. Arriving at a clear-cut definition for "obscene" is difficult, programmers are asked to review any borderline or questionable material with station staff.
- B. KGHP-FM does not allow disclaimers that allow for "Mature Audience" material.
- C. Programmers are responsible for preventing all material prior to airplay. Ignorance of the content of program material does not constitute a valid excuse for policy violations.
- D. If an album, song titles or artist name contains indecent language, do not announce the title. Titles and names may not be disclaimed.

Religious material

Defining religious material within the boundaries of artistic musical expression is difficult. KGHP-FM's policy is that programmers shall refrain from any content that can be deemed "deliberately religious." Programmers are advised to consult station staff with any questions regarding this policy.

Political material

No person may do political commentary on behalf of KGHP-FM or the Peninsula School District. Individual political commentary or programs reflecting an opinion must be have prior approval from station staff. Programmers are advised to consult station staff with any questions regarding this policy.

Libel

It is illegal to broadcast false statements at any time. Libel is defined as a false broadcast statement which brings a person into public contempt or ridicule; causes a person to be shunned or avoided; or injures a person in their business or profession.

Broadcasting phone calls

Programmers shall refrain from broadcasting phone calls without the prior consent of station staff. Prior to broadcasting a telephone call, the caller must be informed that the call is going on the air, or that it will be recorded.

Unfair advantage

If a KGHP-FM staff member will be paid or compensated for involvement in a public event not associated with KGHP-FM, KGHP Radio may publicize the event as long as the event receives no more coverage than other/similar events.

Personal attack

When program content attacks the honesty, character or integrity of a person or group, in the context of a controversial issue, that person or group must be offered, within seven days, the chance to respond on the air to allegations. A script, tape or summary of the broadcast must be available to the (attacked) person or entity. Public affairs and issues programmers should speak with station staff for more details.

Media credentials

KGHP-FM programmers may not use their involvement with KGHP Radio to obtain media passes or complimentary tickets to events, concerts, sporting events, etc. Should a programmer wish to cover an event for news or public information purposes, prior arrangements must be made through station staff.

Volunteer Acceptance of Agreement

Peninsula School District recognizes and values our team of volunteers that contribute to the success of local community radio. Your time, effort, thoughts and opinions are appreciated and make this station unique.

Peninsula School District also has responsibilities to follow FCC guidelines, to be accountable for responsible management, to maintain a level of professionalism, and to steer the team in a direction that aligns with the mission of the station. The Station Manager is tasked as the first level to oversee these things. It is our hope that volunteers understand and support this role, and realize that broadcasting is a special privilege, not an individual right. From time-to-time the Station Manager may need to instigate changes that affect a volunteer's level of involvement in order to be responsive to these responsibilities.

Thank you for taking into consideration all these aspects of radio operation, and for your interest in joining our team of volunteers!

Directions: Please read through the Volunteer Handbook given to you by the Station

Manager. After	you have done so, pleas	e initial beside each state	ement and sign below.
I have b	een given my own copy	of the Volunteer Handb	oook
I have re	ead and do acknowledge	e the contents of the Vol	unteer Handbook
	stand that, as a volunteer sting on-air	there are strict legal gu	idelines to follow when
participa	• •	s a volunteer includes the ties, and am willing to fu	e responsibility to alfill both duties—being a
	stand that as a presence professional and respec	on public school grounds etful behavior	s I am expected to
I unders	stand that my first point	of contact is the Station	Manager
	stand the appeal process nunication	, if necessary, and agree	to follow the proper steps
I,	(print name)	, have r	read the contents of this packet,
and agree to abide	by the guidelines and practic	es described in it.	
	(signature)		(date)
Your Option:	I am available	I am <u>not</u> available	to be put on the sub list