



AFRTS STANDARD OPERATING PROCEDURE

80-01

STATION OPERATIONS

Originating Component: American Forces Radio and Television Service (Defense Media Operations, Defense Media Activity)

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Approved by: David W. Honchul, Colonel, USAF, Director, American Forces Radio and Television Service

Purpose: This issuance, in accordance with DoD Instruction 5120.20:

- Provides guidance for the operation of an American Forces Radio and Television Service (AFRTS) affiliate that is not provided in other issuances.
- Establishes the DMA Management Internal Control Program procedures for affiliate operations.

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SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. Applicability

a. This issuance applies to all AFRTS stations, outlets, bureaus and Regional Media Centers (RMC), unless otherwise noted. Certain parts are applicable to the American Forces Network-Broadcast Center (AFN-BC) at DMA-Riverside, California.

b. This issuance is required reading for all leadership and production personnel assigned to AFRTS activities overseas as noted in paragraph 1.1.a. above. It is recommended reading for Technical Services and Resource Management personnel at AFRTS activities overseas.

1.2. Additional Information

a. Digital versions of this issuance shall be posted to an enterprise or regional shared drive and/or an internet-based cloud so that it is accessible to all applicable personal.

b. Questions regarding this issuance should be directed to the AFRTS Plans and Training Manager, Mr. Michael Frank, michael.j.frank20.civ@mail.mil, 301.222.6397, or the AFRTS Broadcast Operations Officer, Mr. Erik Brazones, erik.g.brazones.civ@mail.mil, 301.222.6473.

APPROVED BY :

SECTION 2: PROCEDURES

2.1. Communications

a. Direct communication is authorized between:

(1) The AFN Regional Division staff and AFN-BC on routine program matters (other than spot announcements) such as new programming, program complaints, promotions, satellite transmissions, and program restrictions, with courtesy copy up the Division chain to the appropriate AFN Regional Division Chief. AFRTS outlets afloat shall forward all communications concerning programming to AFN-BC Affiliate Relations. All communications of this nature should be courtesy-copied to AFRTS Operations using the established email distribution list: DMA Ft Meade AFRTS List AFRTS HQ Operations ALL <dma.meade.afrts.list.afrts-hq-operations-all@mail.mil>.

(2) AFN Regional Division staff and AFRTS Operations staff on issues concerning command information (CI) spots that are broadcast worldwide to the DoD audience. AFRTS Operations staff should be courtesy-copied using the Ops email distro list.

(3) AFN affiliates and AFRTS Operations on issues concerning immediate or emergency operational and policy matters, with courtesy copy through the regional Division chain to the appropriate AFN Regional Division Chief.

(4) AFN Regional Division staff and T-ASA concerning routine supply matters, acquisition actions, maintenance data, new equipment training, technical engineering advice, and site engineering assistance visits with courtesy copy up the Division chain to AFRTS Operations.

(5) AFN Regional Division staff and host-country commercial or government broadcasters, coordinated with AFRTS Operations, and with the approval of the Director, AFRTS.

(6) Regional Division staff and AFN-BC, T-ASA and other agencies required to effectively manage and operate their affiliates, with courtesy copy up the Division chain to AFRTS Operations.

(7) AFN-BC managers and U.S./international broadcast industry representatives' program rights holders.

(8) AFN-BC Affiliate Relations and AFN affiliates with courtesy copy to the appropriate AFRTS Regional Division staff and AFRTS Operations.

b. AFN affiliates shall forward communications concerning such matters as broadcast policy, proposed changes in existing program services, outlet staffing, equipment procurement, standard operational procedures, host base-Division problems, manpower standards, and administrative procedure problems, to their appropriate AFN Regional Division staff.

c. AFN affiliates are not permitted to contact U.S. networks, international broadcasters, or program rights holders/material suppliers/distributors without advance authorization from AFN-BC and coordination through the Division chain to AFRTS Operations.

d. Any comments or complaints received by AFN affiliates and/or AFN Regional Division staffs about the content or scheduling of AFRTS-produced spot announcements are to be relayed to the Affiliate Relations division of AFN-BC, who will respond directly to the complainant, and forward them as necessary to AFRTS Operations.

2.2. Commercial Internet and Mobile Telecommunications

a. AFN Regional Divisions and affiliates are authorized to lease commercial Internet service for official use when restrictions on DoD NIPRNET systems prevent or otherwise interfere with accomplishing the AFN mission. Any such leases shall be coordinated with the Defense Information Technology Contracting Organization (DITCO), through the appropriate AFRTS Regional Division and AFRTS Operations.

b. AFN Regional Divisions and affiliates are authorized to lease mobile telecommunications services and devices to support mission requirements. Each AFN station should have no fewer than two mobile phones, for official use only, issued to the Station Manager and the Chief Engineer. Additional FOUO devices are may be approved by Regional Division leadership.

c. Secure mobile devices, or smartphones, are recommended for AFRTS personnel in leadership positions who may need 24/7 access to DoD Enterprise Email (DEE), as determined by the Regional Division Chief.

2.3. Overview Briefings

a. AFN Regional Division Chiefs will have on hand, and be prepared to present, an overview briefing that describes the mission, scope, structure and capabilities of their Division.

b. Each AFN Station Manager should have on hand an overview briefing of their individual station. These briefings should be presented to client commanders and visitors at the Regional Division Chief's and Station Manager's discretion, or upon request.

c. Overview briefings should be presented to AFN personnel upon assignment to the Division or station as part of the on-boarding process. Members of the Division or station senior staff should be familiar with the contents of their briefing.

d. In addition to mission, scope and capabilities, overview briefings at AFN stations will include specific radio, television and social media command information services for their communities, radio frequencies, signal strength and coverage area, and program schedules.

e. Overview briefings will use a template provided by AFRTS Operations to standardize appearance.

f. Briefings will be updated at least annually, and will be provided to AFRTS Operations no later than May 1.

2.4. Standard Operating Procedures and Continuity Books

a. Regional Media Centers and AFN Stations should develop and maintain local SOPs for their operations as required. Stations will forward SOPs to Regional Ops staff for review to determine which procedures are suitable for standardizing and publishing as either a regional SOP or an addition to an Letter of Instruction. SOPS applicable only to localized situations will be added to station continuity books after being reviewed by Regional Ops.

b. Regional Media Centers and AFN Stations will maintain continuity books on key processes (flow charts with "how to" details, production notebooks for each regular program, SOPS, tutorials on equipment, etc.). Continuity books should enable any operations personnel to step in and accomplish key processes when needed. They provide routine and emergency quick reference guidance in TV and radio master control rooms. Include applicable instructions to cover routine and non-routine actions (i.e. step-by-step instructions, emergency phone numbers, equipment checkout procedures, procedures for Red Cross notifications, bomb threats, and off-air conditions). Everything an operator needs to know to perform on-air or emergency duties should be instantly available.

c. Continuity books may be stored electronically, but at least one printed copy will be placed in the on-air radio studio to be available to operators during emergencies.

2.5. Program Material Policies and Procedures

a. AFN-BC establishes procedures for handling, controlling and disposing of program materials. Recommendations for improving or updating program material policies and procedures may be submitted to AFN-BC Affiliate Relations through Regional Division channels and AFRTS Operations.

b. All AFN program materials are under the custodianship of the Department of Defense at all times and are restricted for AFRTS use only.

(1) All program materials distributed by AFN-BC are official U.S. Government property. All AFRTS personnel shall take every precaution possible to guard against damage, loss, theft, unauthorized use or piracy of these materials. AFRTS program materials will not be used for any purpose other than broadcast on AFRTS services. Products that incorporate copyrighted programming materials are restricted to the geographical region where they are produced and will not be posted to internet sites or social media, except as allowed by this SOP or other issuance.

(2) All AFN affiliates and DoD activities, including contract cable providers, must maintain the integrity of the AFN program schedule. As a result, programming will not be

preempted without permission from AFN-BC. The Director, AFRTS, prohibits the use or reproduction of any AFRTS program material, in whole or in part, without specific authorization from AFN-BC, for any purpose other than official AFRTS outlet programming.

(3) Direct-To-Sailor (DTS) staff at AFN-BC may reproduce Television Weekly packages for Navy ships and send them directly to the ships.

c. Short excerpts may be edited out of radio and television programming by AFN-BC's Marketing and Promotion Division for the sole purpose of promoting that show's appearance on the AFN schedule. AFN affiliates are not authorized to excerpt AFN programming for any purpose unless authorized by AFN-BC, except as noted below.

(1) AFN affiliates are encouraged to use production music libraries provided by AFN-BC for spots and other productions broadcast on air and posted to the World Wide Web. Radio news and music provided by AFN-BC may be sampled for local CI-related production for AFRTS use overseas only. Excerpts from shows delivered via satellite may be used, for example, for promotional purposes in a local spot. Excerpts from AFN satellite-delivered music programming or HitDiscs may be used for broadcast or webcast spots or other productions as long as they are heard or available only in the geographical region where they were produced.

(2) AFN affiliates may excerpt commercial network radio news reports in their entirety and use them in local or regional radio newscasts. Reports used in this manner must have a local or regional tie to the intended audience.

d. Stations with a studio-to-transmitter link (STL) will be configured to switch to the DTS feed in the event the AFRTS SATNET signal is lost. In the case of AFN 360, if the local signal fed to AFN-BC is dropped, the AFN The Eagle Jukebox signal automatically covers the channel. Station personnel who note that the Jukebox signal is playing in place of their local signal should contact Regional Operations and Tech Services staff to determine cause and remedy.

e. Stations wanting to dispose of vinyl record or CD libraries may destroy them in place with approval from the AFN Regional Division Chief and AFN-BC. The Station Manager will sign a memorandum certifying exactly what materials were destroyed, and when and how they were destroyed. This memo, along with a digital image of the destroyed materials, will be sent to AFN-BC Affiliate Relations with a copy to AFRTS Operations. The station will maintain a copy of the certificate of destruction for not less than one year from the date of destruction of the materials.

f. Navy duplication facilities are authorized to record programs from AFN SATNET for the expressed, limited use of an afloat AFRTS outlet. These recordings are to be erased locally as soon as operational requirements are met. In this case, there is no requirement to furnish proof of destruction.

2.6. Remote Location Broadcasts

a. Guidance for remote broadcasts can be found in DoDM 5120.20, Section 4. Additional guidance is as follows:

(1) AFN personnel will not use AFRTS equipment or program materials to “D-J” an event, except during live remote broadcasts. AFN stations may broadcast music from the studio or from a remote site if all of the following conditions are met:

(a) AFN support is requested by a commander, public affairs officer or other DoD agency.

(b) There is no cost for admission to the site/event.

(c) The AFN show is not rebroadcast to provide entertainment for the event at the remote site. Use of speakers carrying the AFN signal in the immediate vicinity of an AFN booth is acceptable.

(d) The AFN signal is not rebroadcast by a host nation radio station or unauthorized streaming source.

(2) For remote broadcasts from off-base locations, the event must have a direct tie to the U.S. military or is a host nation cultural event of interest to Americans.

b. Remote broadcasts may be conducted on base at "open house" community relations events at which the majority of the people present are local nationals as long as conditions outlined in paragraph 2.6.a.(1) are met.

2.7. AFN Cloud

a. The AFN Cloud is a web-based environment that gives AFN the ability to communicate and share more easily outside of the traditional methods. See Enclosure 3.1, Using the AFN Cloud, for more information.

b. Overseas Regional Divisions are required to upload any written guidance (SOPs, Letters of Instruction, policy memos, etc.) pertaining to broadcast/production operations to their respective POLICY folder upon publication.

2.8. AFN 360

a. AFN 360 is an online service consisting of local affiliate radio shows and several AFN radio services from AFN-BC. It is provided for the authorized audience only.

b. Defense Media Activity (DMA) has the capability to remove geo-blocks of AFN 360 for authorized users in exercise, deployment or contingency situations in remote areas outside of the U.S. and its territories. Requests should be forwarded to AFRTS Operations for action.

c. Each AFN station should produce spots that advise the local audience of the AFN 360 service, and where and how it can be accessed. Additionally, stations should work with local Exchanges to promote AFN 360 in the Powerzone and at kiosks where Exchange vendors sell mobile phone and internet services.

2.9. Local Publicity and Productions

a. Guidance on types of spot announcements which can and cannot be produced and aired by AFRTS outlets is provided in DoDM 5120.20. Local publicity is provided to groups and organizations authorized and recognized by client agencies. All information must be targeted at the primary authorized audience members: overseas DoD personnel and their family members.

b. Radio and TV spot productions on behalf of local or regional clients shall be presented in messages that appeal only to the local or regional audience. Only productions for DoD-level clients will use messaging that appeals to a worldwide audience.

c. Publicity for off-base or host nation activities should be limited to events of cultural interest to audience members. Private or commercial venues may not be mentioned in the publicity, except as follows:

(1) Promoting off base activities held at commercial venues will only be allowed when the publicity request is channeled through a military agency such as MWR, the USO or a Public Affairs office.

(2) AFN may promote commercial venues when they are part of travel-related news or feature stories, regardless of the source, and are intended to encourage base personnel to explore their host nation.

d. Spots produced by non-AFRTS agencies for local or regional broadcast may be approved by the AFN Regional Division staff. Spots produced by non-AFRTS agencies for worldwide broadcast must be approved by AFRTS Operations.

e. Spots provided by Defense Media Operations (DMO) to stations for local use should have a local tag added to them before broadcast, and should then be managed and tracked like any local spot.

f. AFRTS, as a non-commercial broadcast organization, shall not mention commercial products or profit-making organizations. As such, use of brand names, logos and/or trademarks would constitute implied endorsement of said products and organizations, and shall not be incorporated in any AFRTS spot products. This includes organizations that are contracted by the federal government and non-profit making charities which are solely covered in DoDM 5120.20, under Enclosure 2, paragraph 8.(c).

g. The practice of "boosting," or expanding the reach of, a social media post by paying a fee to a commercial social media provider is considered an endorsement of that provider. AFN personnel are prohibited from this practice when using official AFN social media sites.

h. Stations may mention a commercial product as part of an on-air giveaway if the following conditions are met:

- (1) A military unit or authorized government agency requests the giveaway.
- (2) The giveaway benefits the U.S. military community overseas, not AFN personnel.
- (3) AFN personnel and their families are not eligible to participate in the contest or giveaway.
- (4) Spots or promotions for the contest or giveaway inform the audience of the contest/giveaway but do nothing to “sell” the merits of the prize.
- (5) Any contest or giveaway spot NOT produced by an AFN station must be approved by the AFN Regional Operations staff before it airs.
- (6) Station managers assume responsibility for the security and accountability of contest prizes in their respective stations.

2.10. Emergency, Special and Routine Announcements

a. AFN Regional Divisions will establish processing procedures for local stations’ emergency, special and routine announcements. Refer to Enclosure 3.2, AFN Regional Crawls, for the form and specific guidance regarding regional crawls of emergency public information.

b. Emergency conditions leading to an emergency announcement require immediate processing. The term "emergency conditions" means any extraordinary condition that could present a hazard to DoD personnel. Examples include changes to Force Protection levels, severe weather, changes to road or travel conditions, civil disturbances or demonstrations, etc. School closures are considered an emergency condition due to the safety factor of the children affected and the impact of such closures on military and government employee parents.

(1) The AFN Regional Operations staff will establish procedures for determining what information is used in TV crawls and what is used in radio and/or web broadcasts. When possible, emergency announcements will air on all broadcast services: TV, radio and social media platforms.

(2) AFN affiliates shall broadcast emergency announcements only upon explicit clearance from the competent authority authorized to release the information, and the AFN affiliate manager who is responsible for verifying the emergency requirement. Each station will establish authentication procedures for emergency announcements that must be taken over the telephone.

(3) Stations should break into radio programming for bulletins such as natural disaster instructions, severe weather warnings and real-life military alert conditions or life-threatening situations.

(4) The degree of emergency and the possible effects any AFN emergency announcements might have upon the host country "shadow audience" must be carefully considered before approving announcements for broadcast and/or posting online.

c. Special announcements are short-notice announcements that affect a large portion of the audience but are non-emergency. Examples of non-emergency conditions include facility closures, utility outages, gate or road closures, blood shortages, inclement (versus severe) weather advisories, mil-air schedule changes, etc.

(1) Normally, non-emergency condition situations are to be announced on live radio, and posted on the web and social media sites, but should not be put on TV as a regional crawl. Stations with the capability to run local crawls may do so for special announcements.

(2) Special announcements should be authenticated using the same procedures for emergency announcements. Processing should be expedited and these announcements aired as soon as possible in normal spot breaks.

d. Routine announcements should be received in writing (paper or email) in advance of the requested air date. Establish procedures to ensure announcements are ready to air by the first appropriate air date and discontinued on the "kill" date. Broadcast routine announcements in normal or appropriate spot rotations.

e. The frequency of special and emergency announcements will be dictated by the severity of the emergency conditions and the frequency of changes or updates.

(1) Typically, emergency announcements would be broadcast as often as two to four times per hour, depending on the scope and urgency of the situation, up until the end of primetime (2300) or until the emergency has passed, whichever comes first.

(2) Station management will coordinate with the proper Public Affairs entity to determine if the situation requires continuing an emergency announcement into overnight hours.

(3) Special announcements would normally be broadcast twice per hour until the end of primetime or the non-emergency situation passes, whichever comes first.

f. Regional Operations staffs will establish procedures on how and when they will incorporate AFN-BC originated services (TV, radio, social media) into their emergency messaging plan and update that plan annually. AFN-BC Affiliate Relations will ensure the plans are integrated into AFN-BC operations.

2.11. Event Coverage End-Of-Day Messaging

- a. High-visibility events require an end-of-day (EOD) email from the location of the event through Regional Division channels to the Chief, Regional Media Center, who will forward it IAW paragraph 2.11.c.
- b. An EOD message is appropriate following standard coverage (vice live / special event coverage, addressed elsewhere) of activities involving general officers, distinguished visitors and other VIPs. EOD emails are also required upon completion of standard coverage of major regional military exercises and real-world operations.
- c. EOD emails will be sent to the DMA Joint Operations Center (JOC) (dma-joc@mail.mil) and the AFRTS Operations email distribution list. EOD senders should courtesy-copy any relevant regional AFN personnel and clients appropriate to the event. Depending on the event covered, other recipients may be specified by AFRTS or the JOC.
- d. EOD emails should include the following information:
 - A brief synopsis of the event in paragraph form.
 - Bullets describing the specific who, what, when, where.
 - A list of the expected deliverable products.

Example EOD email:

BLUF: Vice Chairman of the Joints Chiefs of Staff led a USO tour with UFC fighters, 2016 Miss America Betty Cantrell and country singer Craig Morgan. The group conducted a meet-and-greet at the Kadena Community Center. AFN Okinawa produced multi-media products.

Who: Gen Paul Selva, various celebrities
What: USO tour with meet-and-greet with community members
When: 14 Mar
Where: Kadena AB, Okinawa, Japan

Product deliverables:

1. Radio/social media products uploaded to DVIDS and social media on 14 Mar.
2. TV package uploaded to DVIDS, DoD FTP servers and social media on 15 Mar.
3. AFN Pacific Newsbreak/Pacific radio reports

- e. A follow-up email should be sent to the same recipients when products are posted, providing all web links to them.

2.12. Production Content Standards and Critiques

- a. Product content standards are designed to help producers meet the command information expectations and objectives of the host command. Standards used in a quality control (QC) process help producers develop high quality broadcast products that send targeted, compelling and relevant messages to customer audiences. They also provide the basis for training events, and as a screening tool for determining regional media contest entries. AFRTS Operations

provides these standards in the form of checklist-based critique forms in the AFRTS SOP 80-02, Broadcast Product Content Standards .

b. All products (except live radio shows) will be reviewed for QC before being aired or posted online. Producers should be given feedback that includes at least one element that the producer did well. The QC authority may also require the producer to rectify problems with the product before it is allowed to go on air. This informal critique is usually verbal, brief and rarely documented.

c. Formal critiques should occur monthly and are much more detailed. The person performing the critique should be the supervisor, trainer or other QC authority. The checklist from the appropriate standard will be used, either hand-written or electronically, to track all feedback of every item discussed. Any line item from the standard that is scored with a '1' will be accompanied by written comments. Formal critiques will be filed for one year to track trends and document progress. Supervisors may be asked to produce formal critique sheets during an internal staff assistance or inspection program.

2.13. Release Authority

a. Authority for embargoing or holding release of command information products produced by AFN personnel normally is the local installation or command Public Affairs (PA) office or U.S. Embassy.

b. Permission to release and broadcast radio and TV products is assumed unless a competent authority requests and justifies holding it.

c. Unit commanders who wish a product be withheld from release should be referred to the appropriate PA office.

2.14. Requests for Copies of Products

a. In situations where copies of local or regional productions are requested for official internal purposes, the following applies:

(1) AFN producers will make all completed television news products available to internal and external agencies by posting them to the Defense Video & Imagery Distribution System (DVIDS) website.

(2) When requested by a PA office, AFN will make prime b-roll cuts and interviews available by posting them to DVIDS.

(3) Official requests for anything other than finished products, prime cuts or interviews requires the approval of the AFN Regional Division Chief.

(4) Official requests from a PA office for products on CD or DVD should be honored as soon as mission requirements permit.

b. AFN affiliates will not provide copies of products for private use. Unofficial requests for copies should be referred to the appropriate PA office.

(1) Most AFN television news products are posted to at least one web or social media site (regional or station web site, YouTube, Facebook, etc.). Persons requesting unofficial copies of products should be directed to one of these sites.

(2) Providing a link to the product requested is the best response.

2.15. Station and Self-Identification

a. Live radio show hosts at AFN affiliates shall identify themselves at the first available opportunity of every hour of live radio. The host will use rank, full name and "Eagle" brand during the first identification in each program hour.

b. The standard lock-out or self-ID for radio and TV news reports / features is rank-name-location only, without any reference to organization affiliation (examples: "Lance Corporal Alex Hamilton, Kadena Air Base, Japan," or "Petty Officer Frank Pulver, aboard USS George Washington, in the Gulf of Aden.").

2.16. Volunteers and Interns

a. Volunteers and interns are welcome additions to AFN affiliate operations. They provide additional manpower and help the affiliate connect with the audience.

b. A description of the volunteers' duties will be outlined on a DD Form 2793 *Volunteer Agreement* (available at the AFN Cloud), signed by the volunteer and the Station Manager, and kept on file locally for the duration of the volunteer's service. If the volunteer is a minor, their parent or guardian must also complete the *AFRTS Minor Volunteer Permission Form* in addition to DD Form 2793. Include the information in block 8 from the 2793 on the minor volunteer permission form in the block describing their volunteer duties.

(1) Volunteers and interns must be interviewed by the Station Manager, will read and adhere to all applicable regulatory guidance, policies and SOPs, and sign a statement verifying such.

(2) Appropriate activities for volunteers and interns include radio and TV spot production, studio productions such as newscasts and newsbreaks, and assisting with local ENG coverage as grips or camera operators. Approval from the AFN Regional Division Chief is required for volunteers or interns to perform live on-air work, be assigned ENG shoots on their own, or to otherwise work unsupervised.

(3) Volunteers and interns will not be given keys or access codes to any AFN station.

(4) AFN affiliates are encouraged to partner with base agencies who manage volunteers. These agencies will often track volunteers' hours for recognition, and sometimes offer benefits such as child care.

c. AFN affiliates are encouraged to participate in locally managed intern programs such as the Summer Hire program. Local program coordinators will provide guidance, but interns will adhere to the requirements outlined for volunteers in paragraphs 2.16.b.(1-4).

2.17. Compliance with ADA Section 508

a. Federal agencies are required to make their electronic and information technology (EIT) accessible to people with disabilities. Inaccessible technology interferes with an ability to obtain and use information quickly and easily. Under the Americans with Disabilities Act, Section 508 (29 U.S.C. § 794 d), agencies must give disabled employees and members of the public access to information that is comparable to access available to others.

b. All video products for television and web produced by AFN affiliates will be close-captioned in order to comply with ADA Section 508.

2.18. Requirements Processing

a. AFN Regional Divisions and AFN-BC will adhere to AFRTS SOP 80-03, Requirements and Acquisition, for all operational purchases and expenditures.

b. The Division will submit the completed Requirement form IAW the SOP. AFRTS Operations will review the requirement and, if found to be valid, determine the appropriate funding source and prioritize it for funding.

2.19. Equipment Care and Handling

a. All broadcast equipment malfunctions at AFN affiliates will be reported to station or regional Technical Services (TS) as soon as they are recognized. TS will troubleshoot and correct the problem or notify the necessary maintenance support activity. AFN Regional Ops staff must be included on email traffic regarding equipment malfunctions that impact on-air operations.

b. All damage or suspected damage to any AFN equipment will be reported to the station manager and station TS personnel upon discovery. The station manager must report any loss of or damage to equipment outside of normal wear and tear to Regional Supply Management Officer, Regional TS and Ops within one duty day of discovery. Additionally, lost or damaged property shall be reported by the hand receipt-holder to the Regional Supply Management Officer, who prepares and submits a DD Form 200, Financial Liability Investigation of Property Loss (FLIPL), to the regional Property Book Officer (PBO) to determine possible culpability.

The FLIPL Approving Authority determines final adjudication. The AFRTS Director will adjudicate the FLIPL with a dollar threshold of \$49,999 and below. The DMA Director will adjudicate above the \$50,000 threshold.

c. Equipment must be used for its intended purposes as outlined in the AFRTS Concept of Operation (CONOP). CONOPs are in the AFRTS Levels of Service and Systems Guide, posted to the AFN Cloud.

d. Personal production equipment and software will not be used for any official AFRTS broadcast products.

e. Operators must have access to, and are required to be familiar with, the contents of operations manuals for all the broadcast equipment they use. This helps prevent damage due to misuse, and increases productivity by ensuring users are familiar with equipment capabilities. Each affiliate will have an individual appointed in writing to certify operations personnel on proper use and care of broadcast equipment. No one will check out or use equipment unsupervised until they have been certified.

f. Cameras, laptop editors, tripods, teleprompters, lights and radio remote equipment must be transported in appropriate carrying cases.

(1) Cameras and laptop computers will be hand-carried on all commercial aircraft when permitted.

(2) Industry standard "soft" cases are allowable for transporting equipment in government-owned motor vehicles or when hand-carried on commercial transportation.

(3) Hard cases must be used when equipment is transported on aircraft as checked baggage, or stored as baggage on any aircraft, train, bus or commercial automobile. Checked equipment must be in containers clearly labeled as "fragile."

g. Care must be exercised while handling and using equipment.

(1) Rain covers are required for all cameras when shooting outdoors in inclement weather. Rain covers are also required when shooting around water where the potential exists for water damage due to splashes, boat wakes, unexpected waves or other water-related hazards. This applies when shooting in muddy field conditions as well.

(2) Cameras must not be left unattended at any time while mounted on a tripod or placed on any unprotected surface.

(3) At no time will radio remote equipment be left unattended at a broadcast event.

(4) Personnel will not use equipment in a manner that will pose a hazard to themselves or the equipment.

h. Broadcast equipment will not be shipped "on loan" to another AFN station or any other DoD agency or activity without permission from AFN Regional Operations staff, and informing Technical Services and the regional PBO. Regional Ops staff will ensure that there are no excess assets (spares) available, and will evaluate the impact on operational capabilities of the loaning location.

2.20. Standard Facility Equipment Lists

a. All mission-related equipment in an AFN affiliate is annotated in a Standard Facility Equipment List (SFEL), as well as in the AFRTS Levels of Service and Systems Guide.

b. SFELs fall into six functional areas: Production (0-29), Backbone and Infrastructure (30-39), Reception (40-49), Delivery (50-69), Maintenance Support (70-89), and Contingency (100). For specific systems in each functional area, see the AFRTS Levels of Service and Systems Guide, posted to the AFN Cloud.

c. AFN Regional Ops and TS staffs should have access to paper or electronic copies of the specific equipment lists for each SFEL, and be familiar with them.

d. Any desired change to a SFEL must be routed through AFRTS Operations for processing and approval.

2.21. Social Media Activities

a. AFRTS supports social media as a personal and professional tool, but expects service members and employees to bear in mind how their actions might reflect on the organization.

b. Interactive communication or community-generated content tools are useful in a global enterprise as they enable widely dispersed personnel to more effectively collaborate and share information. Only official organizational social media sites will be used by AFRTS personnel as platforms for distributing command information, or in any other capacity that is part of an AFRTS employee's duties.

c. AFRTS stations will incorporate social media interaction into the daily workflow just as they do TV and radio production. Stations will use social media tools in a manner consistent with applicable laws, regulations, user-website agreements and DMA policies. The publication "Defense Media Activity Social Media Strategy (2016)" provides detailed guidance for using authorized social media platforms. "DMA Social Media Guide (2015)" provides 'best practices' for using Facebook, Instagram and Twitter.

d. Stations must adhere to existing information assurance (IA) and privacy policy, guidance, and best practices. Users are responsible for posting and using content in accordance with applicable ethics, privacy, and information assurance laws, regulations, and policies. Regulatory implications of all social media relate primarily to the privacy of members that follow government social media accounts and the appearance of commercial endorsement.

2.22. Restoring Services

a. In the event of an outage of both the radio and the TV signals at an affiliate, service restoration priorities are, in order:

- (1) Restore the primary radio service (live shows).
- (2) Restore the primary TV service with local command information.
- (3) Restore any secondary radio service, and any remaining TV services still out.

b. Any outage that exceeds four hours in duration must immediately be reported to AFRTS Operations staff using the AFRTS Operations email distro list.

SECTION 3: ENCLOSURES

3.1. Using the AFN Cloud

a. The AFN Cloud (<https://cloud.afnbc.net>) improves technology, reliability, collaboration efficiency, mobility and message synchronization. The AFN Cloud consolidates content from four websites (and countless e-mails) to one location. Collaboration in a cloud environment gives AFN the ability to communicate and share more easily outside of the traditional methods.

b. Each AFN station has its own account. A station account on the AFN Cloud allows users to create folders and upload content. It also allows the flexibility to choose what content to share with others. Users have the ability to customize accounts as they see fit. First-time log-in shows default folders for new accounts which can be edited or deleted, a user manual (PDF) and a “Master Folder.”

(1) The Master Folder allows users to download content and is shared with AFRTS personnel, all AFN Station accounts and AFN-BC personnel. Users have full read access to the Master Folder which contains files relevant to all of AFN: policies, SOPs and style guides, STB files, radio materials (show prep, readers, liners, drop-ins, promos, etc.), logos and graphics.

(2) Content from AFN-BC is updated in the Master Folder each day in the appropriate sub-folder.

c. Users can access the AFN Cloud from any computer or mobile device. Users experiencing difficulty accessing the AFN Cloud on a NIPR computer should identify the IP address to be whitelisted and call Taft Maintenance at AFN-BC (available 24/7) at (951) 413-2224 or DSN 312-348-1224.

d. Account passwords lock if not used for 30 days. If an account locks, contact Taft Maintenance to unlock it.

e. Sharing gives full read access to folders and content contained in that folder.

(1) Copy and paste or e-mail the link to your folder to public users. The user can set a password and an expiration date. Only use this when sharing with non-AFN users.

(2) Share with AFN users or groups: start typing a name, station or group and a list will populate. Select the appropriate account(s) and then select the permissions allowed:

(a) “Can Share” – gives a person/account the right to share the folder with others.

(b) “Can Edit” – gives write, edit and delete access.

1. “Create” – can create folders and upload content.

2. “Change” – can edit folder names, edit files, make changes.

3. “Delete” – can delete folders and files.

b. Modify shared permissions at any time by clicking on the share button and deselecting the appropriate box.

(1) Click the trashcan to “unshare” a folder.

(2) To restore a deleted file, click on deleted files on the bottom left of the screen.

c. Multiple users may log in to the same account from different devices at the same time and work independently.

d. There is a 2GB file-size limit on individual files.

e. Media/file management is the responsibility of each individual station as designated by the station manager.

3.2. AFN Regional Crawls

a. AFN-BC has the ability to run character-generated message crawls for a specific region or, if necessary, worldwide, to alert the audience of an imminent threat or hazard to DoD personnel as identified in Section 2, paragraph 2.10.b.

b. AFN regional leaders will authenticate each emergency crawl message and ensure they direct audiences to tune in to their local affiliate and/or check the local or regional command official social media or web site for additional information.

c. Stations receiving an emergency crawl request that only affects their local audience may request a regional crawl and route it through their regional operations staff. Requests should only be considered when conditions in Section 3, paragraph 3.2.a. are met and the size and scope of the issue necessitates a crawl.

d. Regional leaders will identify no fewer than four and no more than six regional staff members authorized to coordinate emergency crawl messages with client commands and the AFN Air Boss. The names and contact information for the identified individuals will be sent to AFN-BC Affiliate Relations and updated as needed.

e. Close coordination between regional leadership and the AFN-BC Air Boss is essential when working emergency crawls. Regional leaders will follow up with the Air Boss via telephone on all crawl requests submitted via email.

f. When requests occur outside of normal duty hours, regional leadership is authorized to forward client command email messages requesting an emergency crawl to the Air Boss following completion of authentication measures identified in Section 3, paragraph 3.2.h. Regional leadership is responsible for rewriting the crawl message to meet the format

requirements identified in Section 3, paragraph 3.2.i. They will also email a completed *Crawl Request Form* (available at the AFN Cloud) to AFN-BC at afncrawl@mail.mil with an information copy to AFRTS Operations at dma.meade.afrts.list.afrts-hq-operations-all@mail.mil for record keeping no later than the first duty day following the emergency announcement.

g. When requests occur during normal duty hours, the AFN representative will use the *Crawl Request Form*.

h. The individuals identified in Section 3, paragraph 3.2.d. will complete the following actions:

(1) Authenticate the message and wording with requesting person or agency representative by using call-back information obtained from a reliable source to prevent fake or erroneous information crawls.

(2) Verify the information in the crawl request email or on the *Crawl Request Form* is correct.

(3) Email the request to the Air Boss with an information copy to AFRTS Operations and follow up the email with a phone call. If using the *Crawl Request Form*, they will digitally sign the request and forward via email to AFN-BC with an information copy to AFRTS Operations.

i. Crawl messages will adhere to the following format guidance:

(1) Messages will not exceed 170 characters to include spaces and punctuation.

(2) Messages will ideally direct the audience to other sources like an official command social media presence or website and/or their local AFN affiliate for detailed information.

(3) If there is a specific time for an action to occur it will be expressed in the applicable audience time zone. European messages will be based upon Central European Time (CET) and messages for the Pacific will be based on Japan-Korea Time (JKT).

j. The AFN-BC is authorized and encouraged to send the request form to other agencies, such as DMA Production, which provide program content of interest to the authorized audience. Requestors outside of AFRTS will digitally sign the request and send the completed form directly to AFN-BC. AFN-BC staff will be responsible for completing the steps in Section 3, paragraphs 3.2.h.(1) and 3.2.h.(2).



(Requestor Name)	(Requestor's Contact)	
(Unit Number)	(Continental Number/Posting/Category Code (if applicable))	
(Work)	(Email Address)	
(Additional Comments)		
(Select Crawl Type)		
Program Upcoming¹	Programming Underway²	Emergency Announcement
¹ Upcoming Program/Event crawls will air on all AFN channels <u>except</u> AFN movie, AFN family and AFN spectrum, and will start one hour prior to program/event start and run approximately every 30 minutes thereafter until program start. ² Underway Programs/Events crawls will air on all AFN channels <u>except</u> AFN movie, AFN family and AFN spectrum, and will start at the beginning of the program/event and run approximately every 30 minutes for one hour.		
Program Upcoming or Underway Crawl Message		
Message is limited to 170 characters and all times <u>must</u> be expressed in AFN viewer time format for the region, Central European Time (CET) for Europe or Japan/Korea Time (JKT) for Japan/Korea. The message should be written concisely stating who is doing what, when and where it can be seen. Example: "CJCS Gen Joe Dunford briefs Pentagon press corps live at 1900CET/0300JKT on defense.gov/live" (Program Upcoming/Underway Crawl Message)		
(Pacific Coast Time & Date)		
Start Time and Date:		
Emergency Announcement Crawl Message		
Message is limited to 170 characters and all times must be expressed in AFN viewer time format as stated above. The message should be written concisely, stating area affected, what is happening and where the audience should go for more information. Example: "EUCOM Commander prohibits unofficial travel to France until further notice. Check with your local AFN station or command website for more information." (Emergency Crawl Message)		
(Pacific Coast Time & Date)		
(Pacific Coast Time & Date)		(Pacific Coast Time & Date)
Start Time & Date:		End Time & Date:
IAW AFRTS Station Operations SOP, para 10.d.(1), crawl frequency is determined by the severity of the situation and frequency of changes or updates. Crawls will run as often as two to four times per hour depending upon the scope and urgency of the situation up until the end of prime time (2300) or until the emergency passed, whichever comes first. The region will work with the requestor to determine severity of the situation. Emergency crawl updates supersede all previous requests.		
Send requests to afncrawl@mail.mil and include "Crawl Request" in the subject line. AFN Broadcast Center Air Boss Confirmation Numbers Commercial (951) 413-2606 or DSN 312-348-1606		
(Requestor Signature)		(AFN Regional or Affiliate Representative Signature)

AFN-BC Crawl Request Form 20160212

SECTION 4: MANAGEMENT INTERNAL CONTROL PROGRAM

Item No.	Item	Yes	No	N/A
01	Are digital versions of the AFRTS SOP 80-01, Station Operations, posted to an enterprise or regional shared drive or internet-based cloud, and made required reading for all leadership and production personnel assigned to AFRTS activities overseas? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 1, paragraphs 1.1.b. and 1.2.a.			
02	Does the station have no fewer than two mobile phones, for the Station and the Chief Engineer? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.2.b.			
03	Does the Division/station/affiliate have a current overview briefing on hand? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraphs 2.3.a. and 2.3.b.			
04	Are products that incorporate copyrighted programming materials restricted to the geographical region where they were produced and not posted to internet sites or social media? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.5.b.(1)			
05	Is the station ensuring all AFN remote broadcasts are not being rebroadcast to provide entertainment for the event at the remote site? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.6.a.(1)(c)			
06	Is all written guidance pertaining to broadcast/production operations uploaded to the AFN Cloud? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.7.b.			
07	Is the station broadcasting spots that advise the local audience of the AFN 360 radio streaming service? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.8.c.			
08	Are radio and TV spots produced for local or regional clients presented in messages that appeal only to a local or regional audience? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.9.b.			
09	Are publicity items for off-base or host nation activities limited to events of cultural interest, or have been channeled through a military agency such as MWR, the USO or a Public Affairs office, or are part of travel-related news or feature stories? Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.9.c.(1)			

10	<p>Has the station established authentication procedures for emergency announcements that must be taken over the telephone?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.10.b.(2)</p>			
11	<p>Are End-of-Day emails being sent to the DMA Joint Operations Center and AFRTS Operations following coverage involving general officers, distinguished visitors and other VIPs?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraphs 2.11.b. and 2.11.c.</p>			
12	<p>Are radio show hosts identifying themselves w/rank, name and station brand at the first available opportunity of every hour of live radio?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.15.a.</p>			
13	<p>Is a DD Form 2793 <i>Volunteer Agreement</i>, signed by volunteer and the Station Manager and outlining a description of the volunteer's duties, kept on file?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.16.b.</p>			
14	<p>Are all products for television and web closed-captioned in compliance with ADA Section 508?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.17.b.</p>			
15	<p>Is all lost or damaged property reported by the hand receipt-holder to the Regional Supply Management Officer?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.19.b.</p>			
16	<p>Are all cameras, laptop editors, tripods, teleprompters, lights and radio remote equipment transported in appropriate protective carrying cases?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.19.f.</p>			
17	<p>Are all outages exceeding four hours in duration being reported to AFRTS Operations?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 2, paragraph 2.22.b.</p>			
18	<p>Have regional leaders identified new fewer than four and no more than six regional staff members authorized to coordinate emergency crawl messages with client commands and the AFN Air Boss?</p> <p>Ref: AFRTS SOP 80-01, Station Operations, December 29, 2016 Section 3, paragraph 3.2.d.</p>			