

September 27, 2007

Follow Up to Meeting of September 19, 2007

John Neff, Wayne Pederson, Doug Hastings (copies to all three involved in the meeting)

John,

Just as a follow up to our meeting, I wanted to articulate what we talked about and keep the lines of communication clear and open as we move forward.

Defining the direction of the On-Line Audio Department:

- Implement the additional two streams, using RCS systems, with the intent that these would “choices” from which our stations could choose as possible HD2 formats. There are many ways to delivering the streams for HD2. RCS does not own a patent on this technology. It has been sounding like management is saying that we have to use RCS because it is the only way to have an internet stream and an HD2 feed.
 - Immediate goal is to load music for the Sacred Classic Channel (now named Majesty Radio), with the goal to have a test signal up and running by October 8. Have been working with Phil on this and we are getting close.
 - Top priority is to get the straight forward “streams” running first, and then as resources permit, there won't be any resources when we are spending \$7000 for just the automation systems. explore additional “service” these channels can provide to the listener for a more tailored experience.
 - At some point, the Conference Channel will undergo some adjustments, taking the direction of the Broadcasting Lead Team and the On-Line Matrix group and capitalizing on the programming experience and input of Denny Nugent. What adjustments are we talking about here? It has been designed so that if we would like to schedule via RCS, Denny can do that. This was the intention of all the streams to begin with.
1. Phil Shappard has been chosen to lead this Department, and we expect the support of you and others as we move forward and accomplish the goals. Understood. My issue is that I see better ways of accomplishing those goals. I have been doing my best to support the decisions made, but again do not feel that I can go “above and beyond” what is asked of me because what I perceive as supporting is considered to be “anti-rs” by others.
 2. Since Phil is managing the resources of the new Department, any expenditure issues should be discussed with Phil prior to investigation and/or any commitments (equipment needs, software needs, bandwidth issues/allocations/ etc)
 3. Doug Hastings will convene and chair an “On-Line Matrix” group consisting of Denny Nugent, Chris Segard, Phil Shappard, and yourself to collaborate on setting goals and integrating the services and contributions of the Matrix team members and their respective staffs. You should bring issues related to your work directly to Phil

or this group as a whole, but not to individual members outside the regular meetings together.

4. While you still have strong feelings that the RCS system is less efficient than the SAM Broadcaster to accomplish these goals, Broadcasting Leadership has made the decision to use RCS for these feeds and further debate is not appropriate on this topic. I understand that RCS is to be used for these feeds. The issue is that any other ideas to do things that are not a part of the RCS Master Control program are considered by management as me being not supportive. RCS is an automation system. There are many aspects of internet radio that have nothing to do with automation systems. SAM Broadcaster is designed as an Internet Radio Automation Software. RCS is designed for terrestrial radio.

There are 5 main things that SAM broadcaster does that would be beneficial to broadcasting and are currently being used in The Conference Center.

1. Automated Song Requests
 2. Independent Level Control over EACH song.
 3. Ability to play and repeat scheduled hours.
 4. Individual Fade settings for each cut. (This is levels and lengths of fade, not a global setting with a NTP (Next to Play) flag)
 5. Built-in Encoder (The *same* one purchased separately for use with RCS)
5. It is recognized that much of your work on the SAM broadcaster over the last year is work that will go by the wayside, and while unfortunate, change sometimes brings those kinds of results. You still bring knowledge to the process that you have acquired over the last year, and you should offer that as one part of the discussion as the appropriate topics arise. I bring knowledge to the process which is I feel is ignored. I understand this may be because I am very passionate about my work and that my feelings towards RCS have come across intensely.
 6. You need to display an attitude of support and enthusiasm for the goals and work of the On-Line Audio Department, and cannot be a “reluctant” member of the team. I have no problem supporting the department. It is the “enthusiasm” part that is an issue. I do not see, especially in a Christian environment, how management can ask individuals to fake emotions. I understand asking to suppress “reluctance” and negativity, but to force someone to show exuberance for something they don’t see as a wise direction is, I believe, pushing some boundaries.

Passive acceptance/participation will not be enough or win the day. I don’t want to “win” the day, I just want to get the job done.

Communication should be carefully handled and no emails or memos with blind copies should be used at anytime. Communication intended to undermine the validity of the RCS system or the direction we are headed with the On-Line Audio Department is not appropriate and will not be tolerated. Issues that pertain to multiple areas represented on the Matrix team (Programming, technical, on-line presentation) can be brought to that group by you, but should first be brought to Phil Shappard and Doug Hastings. All other

items should be brought directly to Phil as the leader of this Department. I have no issue with this except the “Communication intended to undermine the validity of the RCS system”. There is no need for me to communicate this. If you talk to anyone that works DIRECTLY with the RCS System, you will find that the validity of RCS is questioned. We don’t need to press this matter, but you keep bringing it up. Again, I am not communicating anything to undermine the validity of the system. I am approached by individuals who *tell me* how the system is frustrating and wish someone one would listen to their needs. If you would like me to not listen to people express there concerns, then I would like that in writing so I can say that I can not discuss such issues under detriment to my employment.”

7. If at any time you is not able to “pull with the team” toward the goals set, you will need to find another place for God to use your gifts and abilities. Because of the multiple moves within Broadcasting over the last year, another move within Broadcasting is not considered an option for the foreseeable future. I checked with Human Resources and they do not have a problem with me moving within the department after November as it will have been one year, which is what they prefer. The choice ultimately comes down to you.