

Technical Service Policy

Philosophy of Use

It is our desire that the Technical Service Ministry of the Rancho Bernardo Community Presbyterian Church (RBCPC or “church”), provide seamless, technical support to our church and community.

Purpose

The purpose of Technical Service is to use technology to accomplish the vision, mission and values of the church during services, events and activities. Technical Service primarily provides sound, lighting and video as well as logistics, integrated technology and system design. Additional services range from event planning, producing, recording and execution to equipment planning, installation and maintenance.

Technical Service Rules and Regulations

Tech Booths

Sanctuary and Fellowship Center Tech Booths may only be operated by trained RBCPC employees as designated by the Technical Service Manager. No equipment may be attached to the system without prior approval of the Technical Service Ministry. The Technical Service Manager maintains the responsibility to ensure that the Tech Booth components are operational at all times. Technical Service is available for an additional charge. Charges cover one Tech Service Worker per hour of service (three hour minimum), equipment and supplies. Additional charges apply for lighting, recording and/or presentations that require additional operators.

Tech Service Requests

Ministry Leaders must contact the Technical Service Manager for all Tech Booth requests two weeks prior to the event to ensure adequate time to schedule, plan, staff and operate the ministry’s request. All charges for the event will be provided by the Technical Service Manager to the Ministry Leader for approval, processing and transfers.

Ministry Leaders must communicate to the Technical Service Manager at least 24 hours in advance of any cancellations. The cancellation request is only valid when the Technical Service Manager confirms cancellation of services. The Technical Service Manager will confirm the cancellation, within a reasonable amount of time from receipt, after notification to all operators. Any cancellation made after the 24 hour window will result in a minimum two hour charge to cover staffing costs.

Compliance

Technical Service Ministry must comply with all laws and licensing applicable to copyrights for music, film and media. Technical Service Ministry reserves the right to exclude any requests that may violate any licensing or law.

Safety

Technical Service Ministry must comply with all safety guidelines regarding sound pressure levels and volume. Technical Service Ministry reserves the right to disregard and dismiss any requests that may cause damage or injury.

Equipment and Supplies

All Technical Service equipment and supplies must remain under the administration and control of the Technical Service Manager. All Technical Service equipment and supplies must be locked away when not in use. Ministries may request to borrow equipment at the discretion of the Technical Service Manager. All equipment must remain on church campus. Ministries must return all borrowed equipment to the Technical Service Manager in the same condition in which it was lent. The borrowing ministry will be responsible to pay and/or replace any missing or damaged equipment. Technical Service equipment and supplies are unavailable for personal use.

Ministry Audio/Visual Equipment

The Technical Service Ministry may be sought as a resource for Ministry owned audio and visual equipment. Technical Service may be able to advise, order, setup and/or repair equipment. Technical Service Ministry will address all requests in the time frame the Technical Manager deems available and appropriate. Any and all costs will be covered by the requesting ministry.

Self-Operated Audio/Visual Equipment

All self-operated, audio-visual portable equipment (i.e. TV, DVD Player, Laptop, Portable Video Projector, Screen, Portable Sound System, etc.) must be collected by the user from the Facilities Ministry. All setup and operation of the system is the responsibility of the user. The equipment must be returned to the Facilities Ministry at the end of the event/activity. User will be held responsible for any damage to church equipment associated with the scheduled event/activity. All audio-visual portable equipment and supplies are unavailable for personal use.

The Fellowship Center is equipped with one permanent microphone for presenters that broadcasts to the entire room or specific areas as selected on the wall volume dials. A microphone stand accompanies the microphone and is stored next to the permanent microphone for the convenience of the presenter. Additional handheld or wireless microphones are unavailable for self-operated systems.

The Library is equipped with a flat screen television to display presentations. The user must provide all cables and connectors to self-operate the system.