

BROADCASTING BOARD OF GOVERNORS

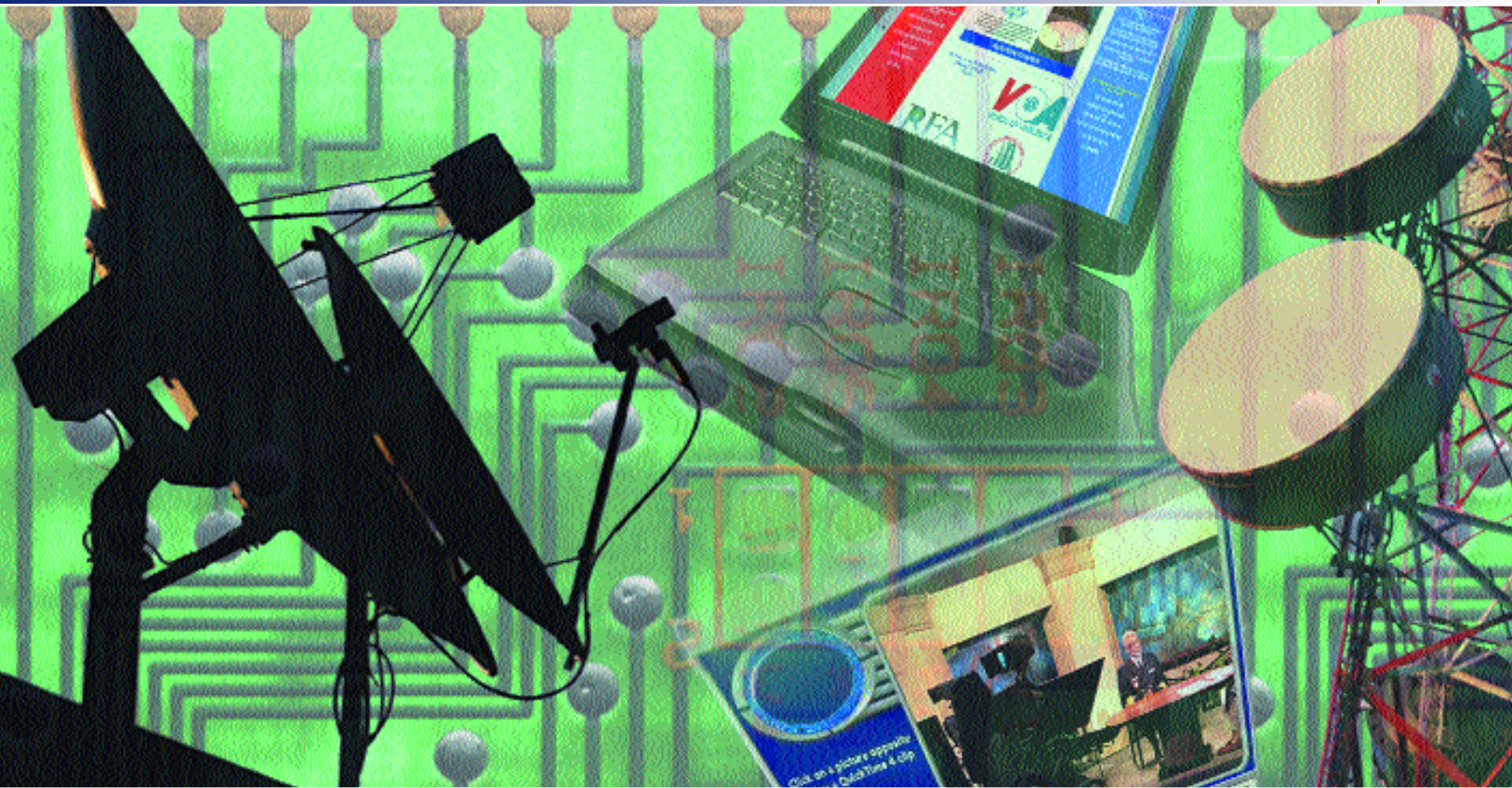
The Voice of America

Office of Cuba Broadcasting

WORLDNET

Radio Free Europe/Radio Liberty

Radio Free Asia



1999 - 2000 ANNUAL REPORT

1999-2000 Broadcasting Board of Governors

Annual Report

12/1/2000

To the President of the United States and the Congress of the United States:

As required by Section 305 (a) of Public Law 103-236, The U.S. International Broadcasting Act of 1994, The Broadcasting Board of Governors respectfully submits its fourth annual report summarizing



the activities of the U.S.-funded International Broadcasting Services of The Voice of America, Radio and TV Martí, WORLDNET Television, Radio Free Europe/Radio Liberty, and Radio Free Asia.

On October 1, 1999, this bipartisan, presidentially appointed Board assumed sole supervision of U.S. International Broadcasting in accordance with the 1998 Foreign Affairs Reform and Restructuring Act (P.L.105-277) which established the supervisory responsibility for all U.S. non-military international broadcasters with the Board.

Now an independent agency of the Federal Government, the Broadcasting Board of Governors will take international broadcasting into the 21st Century with confidence in our mission, intent on using new and innovative technology to carry the message of truth to the most remote corners of the world. Through enhanced delivery systems, our services will be able to reach newer audiences around the world by way of television, satellites, FM affiliates, and the ever-expanding Internet.

We are immensely proud of the 3,400 men and women who work for U.S. international broadcasting around the world. We look with eagerness at the opportunity that we have each day to present the news in a truthful and forthright manner to more than half the world that still, unfortunately does not have full access to a free media. With the full support and encouragement of the President and the Congress, we go forth with the high goal of passing to the world the ideals of freedom, truth and democracy.

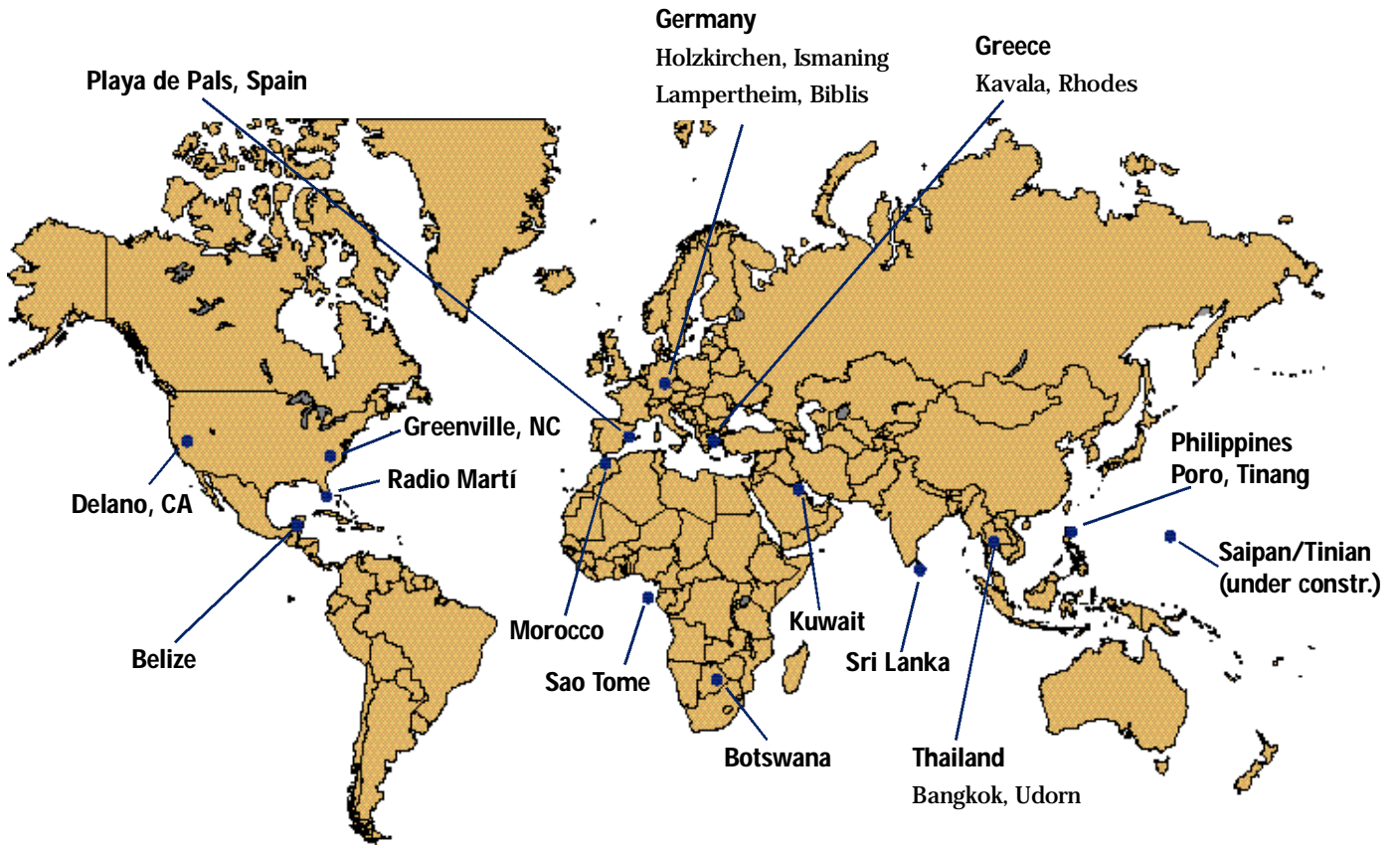
Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Marc B. Nathanson', with a long horizontal flourish extending to the right.

Marc B. Nathanson
Chairman, Broadcasting Board of Governors

International Broadcasting Bureau

RADIO TRANSMITTING STATION LOCATIONS



WHY WE BROADCAST

"Let me call you Voice of a Miracle because your voice enters directly to the heart and interconnects the entire world."

A Lebanese listener of VOA's Special English

"There is a long-standing theory that the war was the product of ancient hatreds. I don't agree with that. I believe that the war was caused by demagogues who gained control of the media"

U.S. United Nations Ambassador Richard Holbrooke on the effect of broadcasting to Serbia during the war there

IN early January 2000, Radio Free Europe/Radio Liberty reporter Andrei Babitsky was captured by Russian forces and imprisoned, accused of cooperating with those Chechens fighting Russia. Thankfully, he was freed, pending the settling of charges against him. His capture, detention, and torture by Russian authorities occurred because they opposed his coverage of the war in Chechnya. His treatment highlights the threat still posed to free speech around the world. As we have entered a new century, we must still recognize that there are parts of the world where freedom of speech is still not guaranteed and journalists face harassment, imprisonment, and even death.

We broadcast because we believe that the truth must be told, despite the obstacles we might face in doing so. As the great newsman and one-time Director of the United

States Information Agency Edward R. Murrow once asserted, about the Voice of America

To be persuasive, we must be believable.

To be believable, we must be credible.

To be credible, we must be truthful.

Our duty as broadcasters is to present the news and to do it without prejudice or slant. Our broadcasts are counted on by so many in the world and it is our responsibility not to let down those listeners who depend upon us daily for the news.

"As a young boy," declared Slovak Prime Minister Mikulas Dzurinda in November 1999, "I was growing up with my ear pressed to a radio listening to the jammed

Andrei Babitsky, reporting from the war-torn capital of Chechnya, Grozny



broadcasting of the Voice of America or Radio Free Europe.” To all those who still wait by their radios patiently to hear the news U.S. International broadcasters send out to the world, we owe them our gratitude for their loyalty and courage in their quest for the truth.

As one Iranian listener of RFE/RL recently stated, “In all the days of the protests, the only news agency I could trust was you. ... I hope someday all the work we do will lead Iran to freedom.”

This is why we broadcast.

Strategic Goal:

The strategic goal of U.S. International Broadcasting is to promote the free flow of information around the world.

U.S. International Broadcasting supports U.S. foreign policy by:

- Providing audiences comprehensive, accurate, and objective news and information.
- Representing American society and culture in a balanced and comprehensive way.
- Presenting the policies of the United States clearly and effectively, along with responsible discussion and opinion of those policies.

- Reaching audiences in the languages, media, and program formats that are most appropriate.
- Encouraging development of free and independent media.
- Utilizing comprehensive and accurate research to understand audiences.

Progress in Meeting the Broadcasting Board of Governors' Strategic Goal:

Three independent sources aid the Broadcasting Board of Governors in assessing progress towards meeting its mission. These sources are Freedom House's annual reports on Press Freedom, its Comparative Survey of Freedom and the Heritage Foundation's annual Index of Economic Freedom.

The three reports present a mixed picture. The good news is that Freedom House reports that more people live in free societies today than ever before. As of January 1999, 2.34 billion people (40% of the world's population)

A VOA-TV journalist tests out the latest in digital audio and video equipment.

MISSION AND STRATEGIC GOALS

Mission Statement:

According to Section 302 of the United States International Broadcasting Act of 1994 (Public Law 103-236), the reorganization and consolidation of the overseas networks are designed to achieve important economies and to support freedom and democracy in a rapidly changing world. The Act cites two principal purposes of U. S. civilian international broadcasting:

- It is the policy of the United States to promote the right of freedom of expression, including the freedom “to seek, receive, and impart information and ideas through any media regardless of frontiers,” in accordance with Article 19 of the Universal Declaration of Human Rights.
- To open communication of information and ideas among the peoples of the world which contributes to international peace and stability and the promotion of such communication is in the interests of the United States.





Satellite dishes abound in Kosovo, among other places.

live in free societies. Obviously the bad news is that 60% live in closed societies.

Further bad news is that at the same time, global press freedom suffered a minor setback as well. Freedom House's study of 186 nations rates only 36% of them (with a total population of 1.2 billion people) as having free print and broadcast media and 36 % of them (with 2.4 billion people) having news media that are not free. The others have only a partially free media.

The Heritage Foundation reports in the 1999 Index of Economic Freedom: "Of the 156 countries graded in both the 1998 and the 1999 editions of the Index, 27 received better scores while 29 others regressed." This was the first year since the Index began its assessments that there had been a decrease in global economic freedom.

The following list is not all-inclusive, but presents a sampling of achievements contributing to meeting the Objectives.

Unfortunately, even [Belarusian opposition leader Viktor] Gonchar's disappearance has not garnered the outrage that many Belarusian activists say it should. Following Gonchar's disappearance on 16 September, it took several days for the story to slowly wend its way through the main Western media organizations covering Belarus (with the notable exception of RFE/RL)...

*-The NIS Observed: An Analytical Review
(Boston University), Volume IV Number 15, 09/27/99*

FY 1999 RESULTS IN MEETING OBJECTIVES

Expand programming to repressive nations

- BBG elements blanketed the Balkans with increased programming through a variety of media during the crisis in Yugoslavia. VOA added programming in Serbian and Albanian and launched a new Macedonian language service in January 1999. Medium-wave leases supplemented the expansions in transmissions of all VOA and RFE/RL Serbian and Albanian broadcasts. IBB audience surveys conducted in FY 99 in Albania and Serbia revealed that VOA is having an impact in these countries. VOA registered an 83% regular audience listening rate in a May 1999 survey of Kosovars in Albanian refugee camps. Anticipating renewed ethnic tension, in early March 1999, RFE/RL's South Slavic Service began daily 30-minute broadcasts in Albanian to the people of Kosovo and increased total original RFE/RL programming in Serbian/Croatian/Bosnian/Albanian from 8 _ hours daily to 14 hours daily. A poll of Serbian radio listeners reported in the July 16, 1999 issue of the Belgrade newspaper Vecernje Novosti, found that RFE/RL was the most listened-to international broadcaster during the NATO bombing campaign, and on May 20, 1999, NATO spokesperson Jamie Shea credited RFE/RL broadcasts with facilitating the defection of two Serbian Army battalions.

- To counter Belarussian leader Aleksander Lukashenka's control of mass media, RFE/RL concluded agreements with medium-wave broadcasters in Latvia and Lithuania to rebroadcast RFE/RL Belarussian Service programs into Belarus.
- The Office of Cuba Broadcasting introduced 14 new programs in FY 99. Radio Martí increased short-wave transmissions to Cuba in April 1999 from two or three simultaneous transmissions per hour to a continuous level of four transmissions per hour
- VOA increased the number of frequencies of morning programming to reach the Persian Gulf and the Middle East during the air strikes against Iraq.
- VOA expanded daily morning programs in Dari and Pashto by 15-minutes each, after the U.S. air strikes against Afghanistan.
- VOA expanded programming in Mandarin, Cantonese and Tibetan as part of its China Enhancement program.

"A lot of times, people do not have access to information without the filter of the propoganda mechanism of Fidel Castro. Thanks to Radio Martí that information of the truth of what is happening in the world gets to the oppressed people of Cuba. Thanks to Radio Martí the people know about the opposition and dissident movement that is growing in Cuba...we congratulate all of the professionals at Radio Martí. We congratulate that the signal of democracy, those transmissions of truth, are reaching all corners of the island."

Rep. Ileana Ros Lehtinen (FL), May, 1999

Enhance the relevance of programming to audiences.

around the clock. Radio Martí also increased its daytime transmitting operating power from 50 to 100 kW. In addition, equipment to provide a more powerful audio signal was installed. Reports from listeners in Cuba suggest these measures have improved the signal strength and reach of Radio Martí to Cuba, despite constant jamming by the Cuban Government.

- RFE/RL established a Persian Service and Radio Free Iraq.
- Radio Free Asia doubled its broadcast hours in Tibetan from four to eight hours daily, also adding two Tibetan dialects.
- Radio Free Asia launched a new Uyghur Service to China.
- VOA's Russian service reprogrammed its schedule to provide fresh programs and news to each of the 11 time zones in Russia and the NIS. This has increased the appeal of VOA programs to 0affiliates across the region.
- VOA created television newsfeeds in a number of languages to enhance the programming available on radio. This included feeds to Romanian, Polish, Brazilian, Korean, and Cambodian TV, among others.
- VOA initiated daily newsfeeds to affiliate stations in Hungary, replacing the less popular shortwave broadcasts.

Right, Cambodian Opposition Leader, Sam Rainsy, gives an interview in a studio at Radio Free Asia.





Kunsang Rigzin and Tseten Dolkar, hosts of the Tibetan call-in program Telephone Talk, answer calls from China and Tibet.

- The Uyghur Service provided coverage of anti-Chinese unrest in Xinjiang Province.
- The Vietnamese Service increased its coverage of official corruption and religious repression.

I am a Uyghur listener. I think RFA is the only station where we Uyghurs can express our political views freely. So, on behalf of 25 million Uyghurs, I am very thankful for you. THANK YOU VERY MUCH!

E-mail to RFA's Web site, November 12, 1999

- The Burmese Service began programs about health, education and popular science.
- The Cambodian Service launched a program about prices of goods throughout Cambodia.

• RFA program changes to enhance relevance include the following:

- The Mandarin Service launched an Asian Financial Weekly Review and programs on Chinese labor unrest, health issues and the Internet.
- The Tibetan Service added broadcasts in two dialects (of the Kham and Amdo regions).

"I am one of those people who have benefited a lot from your family reunification program at VOA. I would like to inform you that on July 31, I was able to know the whereabouts of my family who lives in Rwanda in the prefecture of Gikongoro. I take this opportunity to thank you journalists of VOA for your efforts, and your contribution to the reunification and reconciliation process of Rwandans and Burundians."

*Letter from Jean de Dieu Mukeshimana
Congo-Brazzaville
12/06/1999*



Both of Latvia's Presidents, outgoing chief of state Guntis Ulmanis and incoming leader Vaira Vike-Freiberga (pictured at right), spoke at RFE/RL's Prague and Washington offices, respectively.





Yelena Bonner spoke at RFE/RL's Washington office.

As countries struggle with democracy, human rights and freedom, the importance of independent media sources cannot be underestimated. Governments are less likely to commit abuses if Radio Free Asia is shining light on their injustices.

*Rep. John Porter (IL),
July 21, 1999*

- The Laotian Service nearly doubled its local news coverage of Laos
- The Korean Service, guided by audience research, increased the program's human interest content.
- RFE/RL programming changes to enhance relevance include the following:

- The Ukrainian Service increased the number of live broadcasts on the Dovira, Ukraine FM Network.
- The Lithuanian Service provided more cross-reporting on developments in the other Baltic states.
- The Bulgarian Service increased coverage of social issues.

I am grateful for everything which you have done, and which you are still doing. Not only to give free information, to serve free speech, and to spread freedom, but also to remind all of us that it is not enough to fight for freedom, but also to prove that freedom and responsibility-whenver we have achieved freedom-is quite inseparable. And that is why I am impressed with your work, and I do wish you all the best, and I think that there are so many listeners in the world who are grateful for your work, that we should think of all those who wait for your next message.

*– Richard von Weizsacker,
former President of Germany, 2/26/99*

- The Georgian service added a new Tbilisi report on culture and one Prague- originated feature, “On the Eve of the 21st Century,” dealing with challenges in the fields of science, medicine and technology.
- The Latvian service made international and domestic stories more relevant to Latvians by assigning a staffer in the Riga Bureau to coordinate coverage of the domestic block.
- The Russian service made editorial, production and technical improvements.

Ensure audible and viewable programming through broadcasting affiliates, direct radio broadcasts and direct satellite transmissions.

- The Tinian Island (Pacific Ocean) Transmitting Station began transmitting on January 15, 1999, greatly improving shortwave transmission capability for vast audiences throughout the East and Southeast Asia. That these were effective is witnessed by the swift reaction by the target countries. Jamming of RFA Vietnamese was observed as early as January 23, and interference of VOA Mandarin by China Radio International was observed on January 29.

- A new transmitter was added to the Saipan relay station to serve critical audiences in the East and Southeast Asia.
- The BBG teamed with other international broadcasters to establish a ring of transmitters capable of reaching into Serbia after the private radio stations were closed by the Milosevic regime. The BBG also increased transmissions on owned and leased medium-wave and shortwave stations to serve this region. These transmissions supported RFE/RL broadcasts in Serbian, Croatian, Bosnian, and Kosovar Albanian as well as VOA broadcasts in Serbian, Bosnian, Albanian, Macedonian, and English. The BBG satellite distribution systems were the sole provider of White House and State Department satellite video transmissions for special TV broadcasts at the onset of the crisis.
- The number of RFE/RL affiliates continued to expand in 1999. By year's end RFE/RL had 130 affiliated radio partner organizations with 256 transmission sites. Rebroadcasting agreements were reached with local radio stations in all Russian cities with at least a million population. Nationwide coverage was achieved with affiliations with private radio networks in Ukraine (Dovira) and Romania (Radio Mix FM). Political denial of rebroadcasting in Serbia and Belarus was overcome by cross border middle-wave transmitting from neighboring countries.
- In FY 1999 a new regional satellite distribution service was established to serve Central and South America. More than 200 radio, TV, and cable head-ends are known to receive VOA programming from this system. The satellite provides a high power beam easily receivable by small dish antennas and provides some coverage of Europe.
- The BBG launched satellite distribution services using AsiaSat 2 during FY 1999 to put programs within reach of two-thirds of the world's population. More than 30 TV stations and 12 radio stations receive programming through the analog portion of AsiaSat 2. In addition, more than 100 affiliate locations are already receiving VOA radio programming from the digital portion of the system.
- A satellite uplink and an FM transmitter were installed in Kinshasa as the first step of a joint venture among VOA, BBC, and local broadcaster RAGA-FM to establish an FM broadcasting network throughout the Democratic Republic of Congo.

Chairman of the Broadcasting Board of Governors, Marc Nathanson, at the controls during a visit to one of Radio Free Asia's studios.



Unfortunately, this was later taken off the air by the local government. The BBG also installed an FM distribution service for VOA in Tanzania.

- A new Internet broadcasting service was established to enable VOA to provide live streaming and on-demand access Internet capability to global audiences. Between August and October 1999, the number of on-demand files requested per month increased from 75,000 to more than 88,000. The number of files requested from the 24 hour live streaming service increased from 44,000 to more than 67,000. Over a five-month period extending into FY 00, the number of on-demand files accessed increased by a factor of more than four and the number of live streaming files accessed more than doubled.
- RFA added Real Audio to its web site to complement the original MP3 format. Since this addition, RFA's Web site has seen a steady increase in successful hits and in the length of user sessions on the site. In February, the site recorded 3.1 million successful hits and the average user session length was approximately 7.5 minutes. Over the past six months the number of successful hits has grown an average of 41% each month.

Develop television programming as warranted by conditions in selected countries.

- The VOA Albanian Service inaugurated a daily, 30-minute radio and TV simulcast program. This program provides international, regional and local news, and round table discussions for viewers in Albania, Macedonia, and Kosovo.

Enhance the effectiveness of program reviews.

- Methodology to incorporate peer review and focus groups was developed and incorporated within the IBB program review process.
- Offices of the BBG conducted a full review of Radio Martí, using VOA methodology. The analysis was based upon peer review and also used two outside consultants. A follow-up review occurred in FY 2000.
- RFA launched a comprehensive evaluation process covering content and production quality. The process incorporates in-depth audience studies, detailed assessments by outside experts and internal reviews. So far, four services have been evaluated, and all other services are scheduled for evaluation sessions. Each service undergoes a follow-up review several months after the formal review.

An Independent Agency: The Broadcasting Board of Governors

ON October 1, 1999, the Broadcasting Board of Governors (BBG) became the independent, autonomous entity responsible for all U.S. government and government sponsored, non-military, international broadcasting. This was the result of the 1998 Foreign Affairs Reform and Restructuring Act (Public Law 105-277), the single most important legislation affecting U.S. international broadcasting since the early 1950s.

This landmark reorganization reaffirms the independence of U.S. international broadcasting and sets us on a clear course to pursue excellence in news programming and public service information in an increasingly unpredictable world. Mindful of the journalistic integrity essential to credibility, we look forward to continuing to provide accurate and reliable information to listeners and viewers around the globe.

Independence is an embrace of the idea that all of our broadcasters are journalists who are accurate, objective, and comprehensive in their approach to the delivery of news and information. The creation of this new entity also reaffirms the role of international broadcast-

ing in the new century as a voice of human rights and democratic freedoms with new global challenges and priorities to address.

The creation of an independent BBG also belies statements that we are a Cold War institution whose work is done. International broadcasting will continue to be vital as long as segments of the world's population are denied access to a free press and hunger for alternative sources

"It is our responsibility to serve as a firewall between the international broadcasters and the policy-making institutions in the foreign affairs community, both here in Washington and overseas. This is a responsibility we take very seriously. Because at the end of the day, it is precisely by providing accurate news and information - sought and trusted by people around the world - that we earn and keep our credibility."

- BBG Chairman, Marc B. Nathanson

of news and information about their own countries and the rest of the world. The end of the Cold War was not the end of history; nor did it end the role of repressive regimes. Our mission is growing as are our methods of delivering news and information to people around the globe.

From left to right: Governors Kaufman and Korologos; Evelyn Lieberman, Under Secretary of State for Public Diplomacy and Public Affairs; and Senator Joseph Biden (D-DE) welcome Lennart Meri, President of Estonia, at independence ceremony held in October 1999.



Every week, more than 100 million listeners, viewers, and Internet users around the world turn-on, tune-in, and log-on to our programs broadcast by the five individual BBG international broadcasters: the Voice of America (VOA), Radio Free Europe/Radio Liberty (RFE/RL), Radio and TV Martí, WORLDNET Television, and Radio Free Asia (RFA), with the assistance of the International Broadcasting Bureau (IBB).

The BBG is also charged with evaluating the mission and operation of U.S. international broadcasters in order to ensure compliance with statutory broadcasting standards; to assess quality and effectiveness, as well as priorities for the language services; and to submit annual reports to the President and Congress.

The Board and Its Members

THE Board is composed of nine bipartisan members with expertise in the fields of journalism, broadcasting, and public and international affairs. Eight members are appointed by the President of the United States and confirmed by the U.S. Senate. The ninth, an ex-officio member, is the Secretary of State.* The current members of the

Board are: Marc B. Nathanson, Chairman, Tom C. Korologos, Edward E. Kaufman, Alberto Mora, Cheryl Halpern, Norman J. Pattiz, Robert M. Ledbetter, and Secretary of State Madeleine K. Albright. The Broadcasting Board of Governors also serves as the Board of Directors for Radio Free Europe/Radio Liberty and Radio Free Asia.

Marc B. Nathanson, Chairman

Mr. Nathanson is Vice Chairman of Charter Communications, which is the nation's fourth largest cable television operator and serves more than six million subscribers throughout the United States. Mr. Nathanson is a 30-year veteran of the cable TV industry and was elected a member of "Cable Pioneers" in 1982. He also serves on the boards of the Annenberg School of Communications at the University of Southern California and UCLA's Anderson School of Management and is Chairman of UCLA's Center for Communications Policy. He is also Chairman of Mapleton Investments LLC and Mapleton Capital



Management LLC. Mr. Nathanson is a former member of the Albanian-American Enterprise Fund and is a member of the Council on Foreign Relations.

Tom C. Korologos

Mr. Korologos is the President of Timmons & Company, a government relations consulting firm. A former journalist in Salt Lake City and New York City, he previously served as the Chairman of the United States Advisory Commission on Public Diplomacy and as a member of the Board of Directors of the International Media Fund. He is the former Chief of Staff to U.S. Senator Wallace F. Bennett and a



White House Assistant to Presidents Nixon and Ford.

Edward E. Kaufman

Mr. Kaufman is President of Public Strategies, a political and management consulting firm in Wilmington, Delaware. In addition, he is a Senior Lecturing Fellow at Duke University School of Law and the Fuqua School of Business. Mr. Kaufman was formerly the Chief of Staff to U.S. Senator Joseph Biden.



Alberto Mora

Mr. Mora is an attorney in private practice with the law firm of



Greenberg Traurig in Washington, D.C., where his focus is international law. A former State Department Foreign Service

officer, Mr. Mora served as General Counsel for the United States Information Agency from 1989 to 1993.

Cheryl Halpern

Ms. Halpern has participated extensively in community activities



on the national, state, and local levels. She serves on the Boards of the International Republican Institute and the Washington

Institute for Near East Policy. She also serves as the Chairperson of the B'nai B'rith International United Nations Committee. From 1990 to 1995, Ms. Halpern served as a member of the Board for International Broadcasting, the predecessor to the Broadcasting Board of Governors.

Robert M. Ledbetter, Jr.

Mr. Ledbetter is the Vice President & General Manager of WTVA TV in Tupelo, Mississippi. He is also on the Board of Directors of Blue Cross Blue Shield of Mississippi. He



began his career as an announcer on WAMY Radio in Amory, Mississippi. He later moved to TV where he was first a news anchor, then the News Director/Anchor at WTVA TV.

Norman J. Pattiz

Mr. Pattiz is founder and Chairman of Westwood One, America's largest radio network which provides programming to over 7,000 radio stations in the U.S., including those of the Mutual Broadcasting System, NBC Radio Networks, and CBS Radio Networks. Westwood One also has distribution rights to CNN Radio News. Mr. Pattiz has received an Honorary Doctorate in Fine Arts from Southern Illinois University. He is a member of the executive board and the past president of the Broadcast Education Association, a trustee of the Museum of Television & Radio and the Hollywood Radio and Television Society. He is the primary benefactor of the Hamilton High Academy of Music and the Norman J. Pattiz Concert Hall. He also serves



on the Communications Board of UCLA, the Dean's Advisory Board of Cal State Fullerton, and on California's 21st Century Infrastructure Commission.

Madeleine K. Albright

Secretary of State Madeleine Korbelt Albright serves as an ex-officio member of the bipartisan Board. Prior to her appointment as Secretary of State, Secretary Albright served as the United



States Permanent Representative to the United Nations. Secretary Albright formerly was the President of the Center for National Policy. She was a Research Professor of International Affairs and Director of Women in Foreign Service Program at Georgetown University's School of Foreign Service. From 1981 to 1982, Secretary Albright was a fellow at the Woodrow Wilson International Center for Scholars. She also served as a Senior Fellow in Soviet and Eastern European Affairs at the Center for Strategic and International Studies. From 1978-1981, Secretary Albright was a staff member on the National Security Council, as well as a White House staff member, responsible for foreign policy legislation. From 1976-1978, she served as Chief Legislative Assistant to Senator Edmund S. Muskie.

* One seat on the Board is currently vacant.

The Hartman Case

A Commitment to Equal Employment Opportunity

At several junctures in the last year the Board reaffirmed its unequivocal commitment to equal employment opportunity throughout the broadcasting services. Importantly, a longstanding sex discrimination class action lawsuit, referred to as Hartman v. Albright, was settled in the spring of 2000. The U.S. Department of Justice, U.S. Department of State, and the Broadcasting Board of Governors announced a settlement agreement that provides for the class members, approximately 1,100 women, to receive \$508 million to resolve claims against the now defunct USIA and its successors. The suit, originally filed in 1977, charged that USIA rejected employment applications from women based on their sex during the period 1974 through 1984. Some 60% of the claims were related to applications for broadcasting positions.

The money for the settlement will come from the Judgment Fund, which was created and funded by Congress and is administered by the Department of the Treasury.

The case is a powerful reminder of the need to maintain constant vigilance against any form of discrimination in the work place. It underscores the continuing need for effective mechanisms and procedures to ensure that discrimination does not occur, that equal opportunity does exist, and that a case such as Hartman can never happen again. The Board attaches the highest priority to the promulgation and enforcement of its EEO policies, and the achievement of an equitable workplace.

OUR BROADCAST SERVICES

The Voice of America

Office of Cuba Broadcasting

WORLDNET

Radio Free Europe/Radio Liberty

Radio Free Asia



RFE/RL South Slavic Service Albanian language broadcaster Gjeraqina Tuhina, interviewing children in front of UN Mission in Kosovo (UNMIK) headquarters in Pristina, Kosovo.



Secretary of Transportation Rodney Slater, appeared on WORLDNET broadcast.



Soprano Charlotte Church appeared on VOA's "Border Crossing" in 1999.



Radio Marti's Aerodrome in Florida.



During their March board meeting the Broadcasting Board of Governors observe a demonstration of a state-of-the-art digital multi-track audio recorder in an RFA workstation.

BROADCASTING BOARD OF GOVERNORS



Voice of America



Director: Sanford J. Ungar
Listenership: 91 million
Weekly Broadcast Hours: 1,059 in 53 languages

VOA Languages	Weekly Hours Radio	Weekly Hours TV
AFRICA		
Amharic	6.00	
French	22.50	
Hausa	9.50	
Kirundi/Kinyarwanda		7.00
Afan Oromo		1.25
Portuguese		13.00
Swahili	6.00	
Tigrigna	1.25	
English-to-Africa	28.50	
AMERICAN REPUBLICS		
Creole	9.5	
Spanish	32.50	
Portuguese (Satellite Only)	8.50	
EAST ASIA AND PACIFIC		
Burmese	10.50	
Cantonese	14.00	
Indonesian	17.50	
Khmer	14.00	
Korean	10.50	
Mandarin	84.00	5.00
Lao	7.00	
Thai (Satellite Only)	6.00	
Tibetan	21.00	
Vietnamese	21.00	

VOA Languages	Weekly Hours Radio	Weekly Hours TV
SOUTH AND CENTRAL ASIA		
Vietnamese	21.00	
Bangla	10.50	
Dari	8.75	
Hindi	10.50	
Pashto	8.75	
Urdu	10.50	
Uzbek	4.00	
EURASIA		
Armenian (Satellite Only)	9.00	
Georgian	3.50	
Russian	42.00	
Ukrainian	14.00	
Uzbek	4.00	
EUROPE		
Albanian	12.25	2.50
Bosnian	6.00	2.50
Bulgarian	3.50	
Croatian	14.00	
Czech	12.00	
Estonian (Satellite Only)	3.75	
Greek (Satellite Only)	5.25	
Hungarian (Satellite Only)	9.00	
Latvian (Satellite Only)	5.00	
Lithuanian (Satellite Only)	5.00	
Macedonian (Satellite Only)	1.25	
Polish	15.00	0.50
Romanian	3.50	0.50
Serbian	17.50	2.50

VOA Languages	Weekly Hours Radio	Weekly Hours TV
Slovak	7.00	
Slovene (Satellite Only)	3.75	

NEAR EAST AND NORTH AFRICA

Arabic	49.00	
Azerbaijani	3.50	
Farsi	24.50	7.00
Kurdish	7.00	
Turkish	8.25	

ENGLISH

VOA News Now	169.00	5.00
Special English/English Teaching	34.00	
VOA Music Mix	168.00	

FY2000 Annual Budget	\$105,528,759
Number of Employees	1,106
Headquarters	Washington, D.C.

Highlights and Achievements from 1999

- **East Asia and Pacific**

In 1999, China celebrated 50 years of communism and it was also the 10th anniversary of the Tiananmen Square demonstrations and massacre. These stories along with the reunification of Macao were among the highlights of the year. Through video and radio coverage given to Chinese audiences, VOA provided Chinese audiences with a much clearer picture of what was at stake in the Kosovo crisis. Broadcasting in Bahasa Indonesian, VOA's East Asia and Pacific Division also provided on-the-scene coverage of the crises in East Timor and Aceh provinces, and the political turmoil in Jakarta itself.

"Pol Pot committed suicide after hearing on a Voice of America radio broadcast that Ta Mok planned to turn him over to U.S. authorities for an international trial on genocide charges."

*Nate Thayer,
Far Eastern Economic Review,
January 21, 1999*

[Ta Mok is the man who replaced Pol Pot in a bloody power struggle in 1997, and was later arrested in 1999.]

- **Africa**

Nearly 40% of VOA's audience is in Sub-Saharan Africa, listening in 10 languages including English. With a regular audience approaching 25% in English and Hausa (the dominant language in Northern Nigeria), VOA programs were a key source of news throughout the transition and into the early stages of President Olosegun Obasanjo's administration. The highlight of 1999 was VOA's coverage of Nigeria's transition from military to democratically elected rule. VOA also extended its reach into Central Africa by opening up reporting centers in Rwanda and Burundi and adding powerful affiliates in the Great Lakes region.

"I thank everybody concerned with the polio eradication context. (...) I thank you people for the efforts you are putting in a bid to eradicate polio in Africa. In Nigeria people are beginning to see the importance of the oral vaccines and a lot of parents are bringing their babies for immunization against polio and other deadly diseases like TB, difteria, tetanus, measles etc."

*Paschal Onyeagolu,
Department of Medicine and Surgery,
Nnendi Azikiwe University Teaching Hospital,
Nigeria, December 1999*



Ambassador of Brazil to the United States, Rubens Antonio Barbosa, during visit to VOA headquarters.

- **Eurasia Division**

In 1999, the Eurasia Division covered stories from the trenches in Chechnya to political assassinations in Armenia. A series of bombings in Moscow preceded the Russian army's offensive in Chechnya, and VOA reporters were on the scene to report on the destruction of Grozny and the refugee crisis in Ingushetia. Balanced coverage of the war in Kosovo was also of particular importance, given the distorted view presented by the indigenous media in Russia and the NIS. Elections for the Duma, the deteriorating power of President Yeltsin and the continued economic and financial instability of Russia were among the stories also given close attention in 1999.

- **Europe**

Even before NATO bombs began falling on Serbia and Kosovo, VOA expanded its broadcasts to the Balkans and joined with sister broadcasters RFE/RL, BBC, Deutsche Welle, and Radio France International to develop a 24-hour Balkan network of news and information. With help from the International Committee of the Red Cross, VOA developed an Albanian language family reunification program, helping those separated by war, genocide and exodus to find each other in the refugee camps. In these camps in Albania and Macedonia, VOA was an indispensable source of information with up to 83% of the population listening on a regular basis. At the beginning of 1999, VOA launched its 53rd language service by initiating broadcasts in Macedonian. Later in 1999, VOA launched a radio/TV simulcast program in Albanian, which has become an instant hit. It joins VOA's radio/TV simulcast programs in Bosnian and Serbian to the Balkans as important and popular sources of information in a region where news is often suppressed or distorted for political reasons.

VOA's Greek and Turkish services have joined together for a series of special bilingual broadcasts that have provided a forum for increased dialogue between Greece and Turkey. Teaming up with radio affiliates in Istanbul, Athens and elsewhere, the two VOA services have been a catalyst for interaction from the common man in the street to the highest ministers of government. For their efforts, the chiefs of the VOA Greek and Turkish services were awarded the prestigious 'Abdi Ipekci Award for Greek-Turkish Peace and Friendship,' named for a prominent Turkish editor who was an advocate for peace between Turks and Greeks until he was killed by terrorists in 1979.

- **Latin America**

The Latin America Division broadcasts in Creole, Portuguese and Spanish and has tracked the political and economic turmoil in Haiti, in particular, in 1999. In Cuba, we provided coverage of 'baseball diplomacy' and the beginnings of the Elian Gonzalez saga. Colombia, struggling towards democracy and stability amidst rebellion and narco-crime, was also dealt with prominently by the Latin America Division.

- **Near East and North Africa**

VOA tracked the Middle East peace process, the election of Ehud Barak as Prime Minister of Israel, and the movement towards Palestinian self-governance. The Arabic, Kurdish, Farsi and Azerbaijani services provide much-needed balance to the restrictive information available locally in Iran and Iraq. VOA's Farsi radio/TV simulcast, Round Table with You, is widely watched throughout Iran, despite a government ban on satellite dishes.

"Our nearest ratings equivalent is by how many satellite dishes are taken down by repressive regimes."

Former BBG Chairman, David Burke

- **South and Central Asia**

VOA is having a tremendous impact in certain parts of South and Central Asia. Research in Afghanistan indicates that almost two-thirds of the male population listens daily to VOA, eclipsing the audience of the official radio of the ruling Taliban. The Taliban leaders themselves have admitted that they gather their news and information by listening to VOA broadcasts. In Bangladesh, VOA has 10 million regular listeners and a network of over 1,000 fan clubs which have joined VOA in campaigns to eradicate polio and to promote national immunization efforts, and have recently branched out to sponsor blood donation and reforestation drives.

- **North America**

Domestic politics were given a great deal of attention at VOA. President Clinton's impeachment and trial and the beginnings of the 2000 election campaign were among the lead stories. The NATO 50th Anniversary Summit in Washington received special live coverage from the 24-hour VOA News Now service. VOA reporters around the country contributed regular reports on developments in U.S. business, technology, medicine, and tourism.

- **Television and the Internet**

VOA continues to provide high quality radio programs to its audience, but increasingly, VOA may also be found on TV and computer screens as it converts to a digital broadcasting platform. In the fall, VOA launched the half-hour television newsmagazine *This Week*, providing features and back grounders on the week's top news stories. This pro-

gram, now distributed worldwide, will be versioned into several other languages in 2000 for distribution via satellite. *Talk to America*, VOA's daily worldwide English call-in radio program, is now streamed live on the Internet and broadcast live on TV. Similar call-in simulcasts and news programs are now available in Mandarin, Farsi, Spanish, and Indonesian. News programs in Albanian, Serbian and Bosnian are also simulcast each weekday. Magazine, news and call-in programs will be launched in Russian, Ukrainian, Arabic, Hindi, and English to Africa in 2000.

By the end of 1999, much of the programming in each of VOA's 53 languages was available on the web. Program information, news and RealAudio and RealVideo files not only help reach audiences in VOA's target countries, but also reach expatriate and dissident communities in the diaspora. By the end of 2000, all of VOA's radio and TV programs will be available on the Internet.

A multi-year project is upgrading VOA's equipment to support digital broadcasting across all media. This will help reporters around the world to send their materials to VOA in Washington more efficiently and to allow more direct video links between news bureaus and headquarters. This will increase VOA's productivity, improve sound and video quality and extend VOA's global reach even farther.

Below, logo designed for VOA sponsored polio eradication campaign.

Let's Make Polio a thing of the Past





BBG Chairman Marc B. Nathanson, VOA Director Sanford J. Ungar, Board Member Tom C. Korologos, and VOA Program Director Myrna Whitworth celebrate the anniversary of VOA Special English.

In 1999, VOA launched a 24-hour satellite music service for affiliate stations called VOA Music Mix. This allows affiliates to fill the holes in their schedules with a fresh and contemporary mix of American music and the latest news headlines at the top of the hour. Using computer-assisted programming techniques, VOA is able to expand its appeal to affiliates at a minimal cost.

• **Special English**

In September 1999, VOA Special English celebrated 40 years of broadcast service to those learning or practicing English. Started as an experiment, Special English is a slowly delivered and simplified version of VOA's news and information programming. A limited vocabulary of 1,500 words, sentences that contain only one main idea, and a slow and enunciated style of delivery have made Special English a popular feature for people interested in learning or practicing American English across the globe. Every day, the news of the world is presented clearly and completely by specially trained broadcasters, while features on the environment, development, science, health and the history of the United States round out a program that grabs the attention of individuals and classrooms in the farthest corners of the world.

• **Editorials**

VOA continues to broadcast daily editorials giving the official views of the United States Government. These editorials are written by the IBB Office of Policy and cleared by the U.S. State Department as a part of fulfillment of the VOA Charter that requires it to “present the policies of the United States clearly and effectively.” These editorials, on a wide range of foreign policy issues, are translated into all of VOA’s languages for broadcast worldwide. VOA language services broadcast editorials a certain number of times per day, depending on the total hours broadcast by that service each week. VOA is careful to distinguish these editorials from its news coverage by clearly identifying them as editorials and having them voiced by a different announcer than the announcer presenting the news.

Internet

VOA Website: <http://www.voanews.com>





Office of Cuba Broadcasting



Director: Herminio San Roman

Listenership: Two surveys conducted in major Cuban cities in 1998 and 1999 showed 9% of adults (15 or older) interviewed listening to Radio Martí at least once a week, despite jamming attempts by the Cuban government. These results would project to an estimated 750,000 adult listeners throughout Cuba. IBB Research purchased data from studies conducted by a European market research firm in Havana, Santa Clara, Holguín, and Santiago in 1998, as well as Matanzas in 1999. Because of the closed nature of Cuban society, fear possibly leads to under reporting. As such, interviews were conducted in multiple public places by random intercepts of persons matching age and gender quotas, and depended on unaided recall of stations (Cuban and foreign) that respondents were aware of and listened to.

Other more recent surveys have shown higher listenership statistics. For example, in a survey of 235 adults conducted in the waiting room at the U.S. Interests Section in Havana from February 7 - 11, 2000, 61% of the people (143) indicated that they listened to Radio Martí. A total of 53 people (over 22%) indicated that they were “regular” listeners of Radio Martí.

Number of Employees: 181

Weekly Broadcast Hours: Radio Martí: 162
TV Martí: 31

FY 2000 Annual Budget: \$22,011,000

Headquarters: Miami, Florida

Highlights and Achievements from 1999

- Radio Martí News began coverage of the Elian Gonzalez case the day the child arrived in the U.S. on November 1999. Radio Martí News interviewed Elian’s father, Juan Miguel Gonzalez, in December of 1999, and Juan Miguel participated live in the program Las Noticias Como Son, giving his side of the

story. In the same program, the great uncle in Miami, Delfin Gonzalez, gave the point of view of the Florida family. Since that time, Radio Martí News has attempted without success, to get reactions from Juan Miguel Gonzalez and members of his family in Cuba but has been unable to do so. Furthermore, coverage has centered on news developments giving all angles of the issue, as well as legal experts explaining how the court system works in the U.S., specifically why the government could not unilaterally allow Juan Miguel Gonzalez to return with the child to Cuba. Radio Martí also covered with two reporters all events pertaining to the day when INS officials took Elian from the Miami home to Washington to be reunited with his father. Also, experts have delved into why the Cuba government has taken a custody case and made it a priority in the national agenda. In addition to local coverage, Radio Martí attempted, whenever possible, to attend press conferences by senior U.S. officials. Coverage included announcements by the President, U.S. Attorney General, and the INS Commissioner, as well as differing opinions expressed by members of Congress.

At the same time, we are taking steps to increase the flow of information to the Cuban people and others around the world, by strengthening Radio and TV Martí and launching new public diplomacy programs in Latin America and Europe to keep international attention focused on the need for change in Cuba."

– President Bill Clinton, Jan. 5, 1999

- A major story followed this year has been the trial of the four leading human rights activists in Cuba, the members of the Working Task Force on Cuban Dissidence.
- In the Radio Martí News Department, a special program has been introduced to explore the experience of economies in transition, identifying



Office of Cuba Broadcasting Director Herminio San Roman with Secretary of State Madeleine Albright at Radio Martí headquarters in Miami.

approaches that work and those which do not. "Transition," as the program is called, has analyzed topics such as legal reform, social security, property rights and educational reforms. Additionally, leading thinkers and historical events are the topic of discussion in "Tertulia," a biweekly effort to familiarize the Cuban people with the work of Czech President Vaclav Havel and the emergence of social democracies in Europe.

- TV Martí introduced *Entre Mujeres* (Between Women) which is the first program of its type targeted to women in Cuba. This program features in-depth analysis and discussion of issues of concern to women such as political changes on the island that affect women, health and medicine in Cuba, prostitution, etc.
- Among the special programs developed and produced by TV Martí in FY 99: was a program about baseball featuring the Orioles vs. Cuba series played in Baltimore and Havana, and a series of cultural programs spotlighting well-known Cuban authors, playwrights, artists and their work.
- Coverage of the Ibero-American Summit in Lisbon, Portugal, including interviews with 17 presidents.

- Live coverage of the visit to Nicaragua and Honduras by First Lady Hillary Clinton and French President Jacques Chirac.
- Special coverage issues: the Presidential elections in El Salvador and the Central American Summit in Guatemala; the Rio Group Meeting on Cuba and the future summit in Havana; a series of special programs on the annual meeting of the Inter-American Press Association (I.A.P.A.), and the Cuban independent press; coverage of the U.N. Human Rights Commission, on Cuba issues; coverage of the Caribbean Summit in the Dominican Republic, in which Fidel Castro participated, including interviews with several presidents.

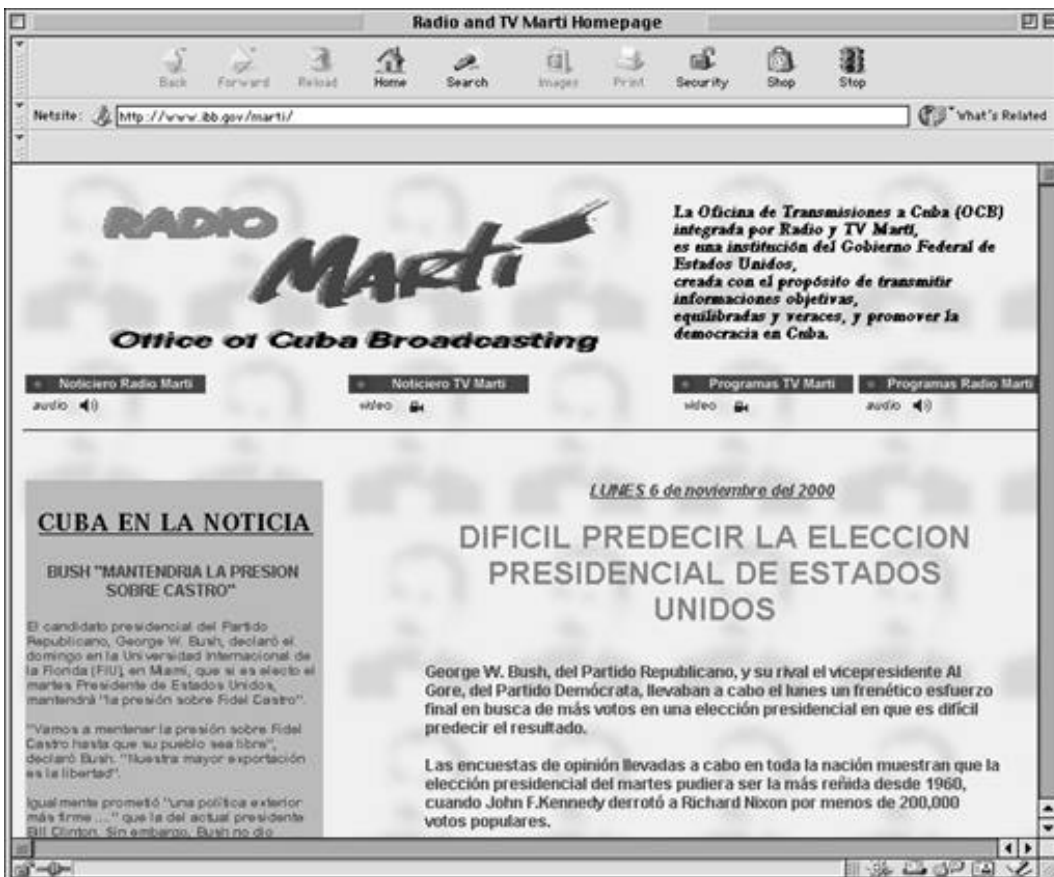
"I believe that Radio and Television Martí carry forward a fundamental mission, not only to inform the People of Cuba, but to contribute to Cuba's democratization, towards a transition to democracy. What the men and women at Radio and TV Martí do is really incredible...fundamental, and for that we congratulate them."

Rep. Lincoln Diaz-Balart (Fla.)
May 1

Internet

Monitoring of Radio and TV Martí's Web Site has revealed an average of about 300 hits per day (for example: total hits for May 18, 2000 were 471). As of May 18, 2000, the total number of hits since April 23, 1999 is approximately 110,000.

Radio Martí Website: <http://www.ibb.gov/marti/>





WORLDNET



Acting Director:	Marie Skiba
Weekly broadcast hours:	445
FY 2000 Annual Budget:	\$20,564,000
Number of Employees:	205
Headquarters:	Washington, D.C.

Highlights and Achievements from 1999

- In accordance with the Foreign Affairs Reform and Restructuring Act of 1998, on October 1, 1999, WORLDNET transferred its principal public diplomacy support function to the Department of State. Interactive Dialogues between American officials in Washington and U.S. Information Service posts abroad are now being produced by former WORLDNET staff members transferred to State, with continuing technical and delivery-system support from the BBG.
- WORLDNET has been working closely with VOA on the VOA-TV pilot project. The purpose of the project was to test the feasibility of expanding the use of television in strategically selected languages.

Former *New York Times* Television President Michael Rosenblum was retained by the Broadcasting Board of Governors to assist in the design of possible models for infrastructure for VOA-TV, and to train VOA and WORLDNET staff in the use of low-cost, high-volume digital cameras and production equipment.

Material produced during the pilot project is designed to be consistent with VOA program standards and practices. VOA currently simulcasts radio-TV programs in Albanian, Bosnian, English, Farsi, Mandarin, Russian, Serbian, and Spanish.

- The NATO military action against Serbia in response to the humanitarian crisis in Kosovo generated substantial programming activity by WORLDNET. Programming, in a variety of formats, was sent via satellite to the Balkans, the rest of Europe including Russia west of the Urals, and the world. In the earliest days of the crisis, WORLDNET initiated a daily interactive program series with Tirana TV, bringing high-level American officials in touch with journalists in Albania and Kosovo. Prominent guests included Secretary Albright,

Surgeon General David Satcher is interviewed in WORLDNET Studio 47.



Deputy Secretary Talbott and former Senator Dole (principal negotiator with the KLA). The NATO briefings in Brussels were programmed daily in English, with simultaneous interpretation in Bosnian, and broadcast in their entirety on OBN in Bosnia-Herzegovina. NewsFile, a Monday thru Friday feed of reports combining VOA news and AP and Reuters video, gave regular accounts of the air campaign, refugee aid and resettlement efforts, statements by President Clinton, Secretary Albright, and other USG officials on war crimes issues and demonstrations against Milosevic. NewsFile reports were fed daily in Albanian, Bosnian, Serbian, Macedonian, Russian, Bulgarian, Romanian, and English, and occasionally in Croatian, Mandarin, Montenegrin, and Turkish.

- WORLDNET regularly streams 15 hours of programming a week to the Internet. Our current Internet selections include Washington Window (for audiences in Europe and Russia); Foro Interamericano, a Spanish-language public affairs program, invites high level guests and Washington-based Latin journalists to discuss most relevant topics each week highlighting those of bilateral interest; and *Washington Monthly*, a journalist round table hosted by journalist Ken Bode, explored the major events of Washington through the eyes of America's most respected journalists. WORLDNET stepped up its streaming efforts during the crisis in Kosovo by sending out special messages by the President and the Secretary of State, as well as a special series of daily programs on the crisis. The programs and messages were often streamed in multiple languages. The President's Message to the Serbian people generated 450,000 hits over a two-day period to the WORLD-



Energy Secretary Bill Richardson is interviewed on WORLDNET.

NET Homepage. In addition, CNN wrote a lengthy article on its Internet site about the government's public diplomacy effort. The article included references to the President's message, a picture of the WORLDNET Homepage, and several places in the article where people could go to the WORLDNET Homepage to see the message and get other information.

Internet

WORLDNET Website: <http://www.ibb.gov/worldnet/>





Radio Free Europe/Radio Liberty



President: Thomas A. Dine

Listenership: According to audience research commissioned by RFE/RL and other international broadcasters and conducted by the InterMedia Survey Institute, well over half of all regular listeners to international radio in RFE/RL's 24-country broadcast region are listeners to RFE/RL. This translates to between 13 and 18 million regular listeners, the largest audience of any international broadcaster. Of the total audience to international radio reached in the course of 12 months (combining regular and occasional listeners), almost two-thirds, or between 34 and 46 million listeners, hear RFE/RL.

Weekly broadcast hours per language (rounded)

Total weekly broadcast hours 860

Arabic		Lithuanian	16
(Radio Free Iraq)	42	Persian	42
Armenian	21	Romanian/Moldovan	42
Azerbaijani	21	Russian	168
Belarusian	28	South Slavic	
Bulgarian	45	(Albanian, Bosnian,	
Czech		Croatian, Serbian)	75
(w/Czech Radio)	70	Slovak	28
Estonian	9	Tajik	21
Georgian	21	Tatar-Bashkir	28
Kazakh	42	Turkmen	28
Kyrgyz	28	Ukrainian	42
Latvian	14	Uzbek	28

FY2000 annual budget: \$67,794,000

Number of employees: 476

Headquarters: Prague, Czech Republic

Highlights and Achievements from 1999

- When NATO air strikes began on 24 March 1999, RFE/RL dramatically expanded its multi-ethnic and multi-lingual South Slavic broadcasts to provide all of the peoples of the former Yugoslavia (on March 8, 1999) a reliable and regular source of accurate news and analysis - on FM, AM, short-wave, satellite, and the Internet. A survey conducted by USIA found that “one third of the Serb public said they listened to Radio Free Europe broadcasts at least once per week during the NATO air strikes,” the most of any international broadcaster.
- From first broadcasts of 30 minutes of original programming each per day in October 1998, RFE/RL’s Persian Service and Radio Free Iraq broadcasts have expanded to 3 hours of original programming per day (followed by 3 hours of repeat programming per day). These broadcasts have been very well received by listeners. In the case of the Persian Service, broadcast items are frequently picked up in the local Iranian press. Another indicator of the impact of Persian Service broadcasts is the fact that their broadcasts were jammed by the Iranian government on the eve of parliamentary elections there.
- Andrei Babitsky, a veteran RFE/RL correspondent, was detained by Russian forces while reporting on the war in Chechnya in mid-January 2000. Accused by Russian authorities of participating in “an illegal armed formation.” Kremlin officials claimed on February 3 that he had been handed over to Chechen rebels in exchange for three Russian soldiers. This action, along with Russia’s contradictory and covert handling of the entire affair, resulted in an international outcry from politicians, governments, non-governmental and media organizations.

Eventually his captors released Babitsky just outside of the Dagestani capital, Machachkala, where he was detained by local law enforcement authorities and charged with traveling with a false identity documents-documents given to him by his captors. On February 28 Babitsky was transported by plane to Moscow and released on his own recognizance, without the right to leave Moscow. Babitsky is only one of several RFE/RL reporters and stringers to be harassed and mistreated by local authorities while carrying out their journalistic missions, in countries such as: Azerbaijan, Belarus, Iran, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, Turkmenistan and Uzbekistan.

- Four new studios were constructed in 1999 in the RFE/RL Operations Center in Prague, to support our Persian Service and Radio Free Iraq broadcasts.

“As one of the constant listeners of Radio Liberty, I want to thank you, the American Congress and the American people for the enormous contribution you have made to the dissemination of the ideas of democracy, justice and freedom through the entire world. It would not be an exaggeration to say that Radio Liberty is one of the few tribunes for those struggling for the establishment of democracy and a just society in those countries where even up to now rule dictatorship and authoritarianism.

*– Khazratkul Khudoiberdi, a former Uzbek political prisoner now living in Sweden
12/23/99*

- RFE/RL continued its efforts to take advantage of the Internet in its activities, doubling Internet access bandwidth in support of its operations in Prague during 1999.
- Hosted world leaders such as Presidents Vaclav Havel of the Czech Republic, Milo Djukanovic of Montenegro, Valdas Adamkus of Lithuania, Guntis Ulmanis of Latvia and former President Richard von Weizsacker of Germany at RFE/RL’s Prague operations center, where each reaffirmed their support for and faith in the work of RFE/RL.

I want to thank you because of the great service you provide, especially the Persian radio. In all the days of the protests, the only news agency I could trust was you.... I hope someday all the work we do will lead Iran to freedom.

– a listener in Iran

- RFE/RL introduced seven new periodical publications in 1999/2000, which are disseminated by fax, E-mail and posted to RFE/RL's Website, <http://www.rferl.org>. They are: East European Perspectives; Poland, Belarus, and Ukraine Report; South Slavic Report; Russian Federation Report; Kosovo Report (for and during the crisis); Russian Election Report; and Baltic States Report. Joining the daily RFE/RL Newline and weekly publications Caucasus Report, Balkans Report, Iran Report, Iraq Report and Watchlist, these publications provide a comprehensive review and analysis of events in RFE/RL's broadcast region and are recognized as standard sources of record for the areas they cover. These publications reach at least 60,000 persons each week.
- The Hoover Institution on War, Revolution and Peace at Stanford University will house the broadcast archives and corporate records of Radio Free Europe/Radio Liberty under an agreement approved by the U.S. Broadcasting Board of Governors. The RFE/RL records and archives to be housed at Hoover cover the period from the cre-

ation of both Radios in the early 1950's until June 1995, when the corporation moved its broadcast headquarters from Munich, Germany to Prague. RFE/RL's agreement with Hoover does not cover the archives of the RFE/RL Research Institute, which are housed in the custody of the Open Society Archives at the Central European University in Budapest, Hungary. The broadcast archives consist of some 61,000 reels of broadcast tapes, 7.5 million pages of broadcast transcripts, and thousands of additional documents generated by the various broadcast services of RFE and RL.

For decades, Radio Free Europe has been giving hope to those who were keeping the fire of freedom alive on the other side of the Iron Curtain. And once again we can today thank RFE that this hope has found its fulfillment.

– President Guntis Ulmanis of Latvia, 5/11/99

Internet

RFE/RL's Website offers regular news updates in 10 languages. Websites for Bulgarian, Lithuanian, Tatar-Bashkir and Ukrainian were introduced in 1999. Other RFE/RL language sites are available in Russian, Bosnian-Croatian-Serbian (as one language), Belarusian, Slovak, and English.

All 860 hours a week of RFE/RL's broadcasts are streamed live on the Internet in RealAudio format 24 hours a day. Persian and Radio Free Iraq broadcasts are also recorded and made available as on-demand RealAudio files on the web.

RFE/RL Websites:

<http://www.rferl.org/>

RFE/RL Audio:

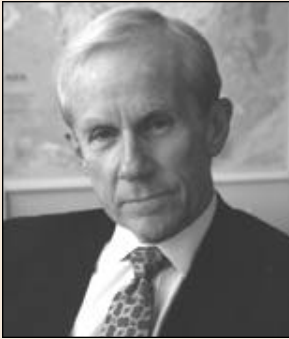
<http://www.rferl.org/realaudio/>

RFE/RL Reports:

<http://reports.rferl.org/>

RFE/RL Search (multi-language):

<http://search.rferl.org>



Radio Free Asia



President: Richard Richter

Listenership While formal audience research remains extremely risky in all of the countries to which RFA broadcasts and impossible in some of them, RFA's Department of Audience Research continued aggressively to pursue numerous options to gauge the size of its listenership and in 1999 met with some success. RFA has begun the process of gathering baseline audience numbers for several of its services by imbedding radio listening questions in larger surveys on other topics or by conducting travelers' surveys similar to those carried out for Radio Free Europe during the Cold War.

Mandarin and Cantonese

RFA's pilot survey of 2,693 Chinese respondents inside China in November of 1998 revealed that awareness of RFA and the audience for RFA in a thriving coastal city, a rust-belt interior city, and a rural Southwestern county was larger than all international broadcast stations except VOA and BBC. After only 26 months of Mandarin broadcasting, RFA's share of international radio listenership was projected to be 16.7 percent in coastal Qingdao, 10.8 percent in industrial Wuhan and 21.4 percent in the small county.

Tibetan

In the last quarter of 1999, RFA redoubled its efforts to gather more systematic information on its Tibetan listenership. In addition to getting periodic reports from Westerners inside Tibet, RFA commissioned a London-based research firm to coordinate efforts to survey adult Tibetan refugees passing through the UNHCR Reception Center in Kathmandu, Nepal. Preliminary reports from this ongoing study suggest that RFA's listenership among recent arrivals from Tibet is significant, though exact numbers will not be available until later this year. The research team reports that a significant portion of those who listened to RFA broadcasts while inside Tibet listened to RFA's dialect programming. Kham speakers tended to listen in both Kham and standard Tibetan, while Amdo speakers listened almost exclusively in Amdo. No actual audience numbers are available however.

Cambodia

A survey conducted in Cambodia's three largest cities in February 1999 found that RFA has quickly built a short-wave audience, surpassing a number of entrenched international services. Of those respondents surveyed, 34 percent had heard of RFA and 6.7 percent had listened to the station in the previous year. In FY1999, RFA also began tracking calls to its Phnom Penh-based call-in program. This database tracks the demographics and interests of callers to the show.

Vietnamese

In FY99, an IBB survey of 1,559 adults in six cities revealed that 15 percent were aware of RFA. Qualitative work conducted with recent arrivals from Vietnam in the Washington D.C. metropolitan area and in Bangkok found that listeners especially valued RFA's coverage of Vietnamese domestic politics. Jamming and poor reception continued to present problems for those who wanted to tune in to the service.

Laos

To learn about Lao listenership, RFA participated in the IBB's unprecedented media survey of more than 1,000 respondents in the Laotian cities of Vientiane and Luang Prabang and a small town in Savannakhet province. Though RFA had no previous baseline figures for listenership in Laos, the findings do suggest that-after two years of

broadcasting-RFA's Lao Service had a regular audience larger than any other international broadcast station except Voice of America. In fact, in the capital of Vientiane, RFA's regular and occasional audience was even larger than VOA's. Among those surveyed, RFA's audience was 4.2% with a one-month listenership of 3.9%. Significantly, 17.6 percent of RFA listeners said that they first tuned to RFA in the past year, with nearly 5 percent saying they first listened to RFA in the last six months. Asked what were the most important programs among RFA's Lao broadcasts, listeners overwhelmingly picked two topics: News about Laos (88%) and News about other Asian Countries (83%).

Burmese

In 1999, RFA was able to commission a series of in-depth interviews with international radio listeners conducted in four sites inside Burma as well as with refugees in a Thai border camp. Research found that listeners turn to BBC and VOA for international news, but tune in to RFA for more extensive coverage of Burmese politics. An independent research company found that "RFA's surrogate format fills an important niche in Burma. It is the only consistent and reliable source of information on domestic political developments available to most Burmese."

No actual audience numbers for Burma.

Uyghur

No audience numbers available.

Korean

No research available for North Korea.



William Zhang, host of the Mandarin call-in program "Listener Hotline," takes a call in the studio from China.

Weekly broadcast hours per language	238
Mandarin) (1 hour of Wu on weekends)	84
Tibetan	56
Cantonese	21
Burmese	14
Vietnamese	14
Korean	14
Lao	14
Khmer	14
Uyghur	7

FY 2000 Annual Budget: \$21,978,349

Number of employees: 249

Headquarters: Washington, D.C.

Highlights and Achievements from 1999

- RFA launched the only international Uyghur service in July, targeting listeners in the Uyghur Autonomous Region of China and in Central Asia. The region is under extraordinary security pressure from the Chinese government which, it is feared, is attempting to blot out Uyghur culture and identity.

RFA broadcasts, like an educator, has brightened our hearts....They have opened our eyes. China always wants to keep the Uyghurs ignorant of the world. But now we understand democracy, human rights and freedom. RFA broadcast means more than food, drink and air to us because it gives us hope and inspiration. We hope RFA increases the broadcast time in the Uyghur language."

A letter to RFA Uyghur service from a listener in Ghulja City, China, July 11, 1999

- RFA launched a highly successful daily Tibetan call-in show in October. Most of the callers so far have been Chinese listeners from throughout China who have an interest in Tibet.

RFA's Vice President of Programming, Dan Souterland, with Lu Lay Sreng, Cambodia's Minister of Information in Phnom Penh (2/99).



Although I could not understand why some callers support the CCP, we have at least one thing in common-we all love to listen to RFA. I think the CCP is afraid of people listening to RFA because they do not want people to know more about freedom and democracy.

*A caller from Hefei, Anhui Province, China
June 8, 1999*

- The Lao service conducted an exclusive interview with the lead student organizer of a major demonstration in Vientiane on October 26. This demonstration was unprecedented in a country known for strict government controls. This interview was picked up by wire services and newspapers.
- In December, a seven-part series on the Vietnam People's Army (VPA) was broadcast. Based almost entirely on new documents originating from Vietnam, the series revealed details of infighting in the top ranks of the military.
- The Burmese service launched two new long-term features-one analyzing the connection between the Burmese economy, money laundering, and drug trafficking and the other focusing on the AIDS problem in Burma.
- Special programs and features in Mandarin were devoted to the 50th anniversary of the founding of the People's Republic. Centerpieces included two five-part series, one consisting of individual reports on each of the past five decades under communist rule and the other was a collection of interviews with Chinese people born in 1949, the same age as the Republic.

You are ordinary Chinese, but the work you do is extraordinary. Your work is to wake up millions of Chinese who have been cheated, numbed, fooled and persecuted and learn their situation. Thanks to you, RFA. You have opened a window for China and introduced space for democracy and freedom. You are a real promising sunshine. I wish all of the RFA staff good health and ask you to work hard so Chinese people can break away from the hardship of life sooner and live happily and freely. This will be RFA's achievement that will be remembered forever.

*A listener from China's Guangdong Province
December 8, 1999*

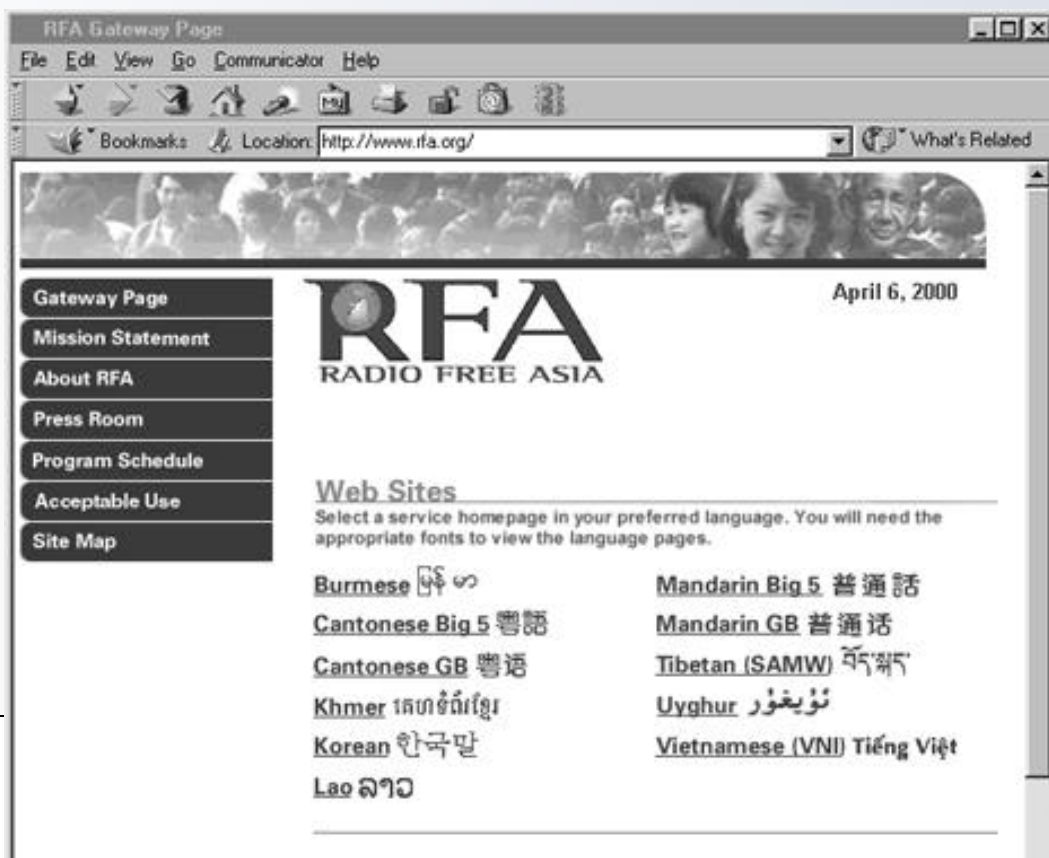
- Hong Kong commentator Han Dong Fang exposed a series of strikes, demonstrations and worker unrest throughout China on his program Labor Corner. These events had never been reported by mainland Chinese or foreign media.

- RFA designed and built out a production office in Phnom Penh including two digital editing stations and a production studio. The new facility is used heavily by the Khmer, Lao and Vietnamese services.

Internet

Since the RFA Internet Website redesign, RFA has experienced steady gains in visitor traffic. There were 2,235,616 hits in December 1999, an average of 72,116 hits per day. This translates into 119,348 user sessions for December alone (3,350 per day), 25% of which were from international visitors.

RFA Website: <http://www.rfa.org/>



Voice of America

330 Independence Avenue, S.W.
Washington, DC 20237
Telephone: (202) 619-2538
Fax: (202) 619-1241

Radio Free Europe/Radio Liberty

1201 Connecticut Avenue, N.W.
Washington, DC 20036
Telephone: 202-457-6900
Fax: 202-457-6992
Headquarters: Prague, the Czech Republic
Telephone: 420-2-2112-1111
Fax: 420-2-2112-3013

Radio Free Asia

2025 M Street, N.W.
Washington, DC 20036
Telephone: (202) 530-4900
Fax: (202) 530-7794

WORLDNET Television

330 Independence Ave., S.W.
Washington, D.C. 20237
Telephone: (202) 619-2538
Fax: (202) 619-1241

Office of Cuba Broadcasting

(Radio and TV Martí)
4201 N.W. 77th Avenue
Miami, FL 33166
Telephone: (305) 437-7000
Fax: (305) 437-7016

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Kristopher Mosby, *Cover Design*
Magda Hishmeh, Lynn Lindberg, and various photographers, *Photography*



Broadcasting Board of Governors

330 Independence Avenue, S.W.

Washington, DC 20237

Telephone: (202) 401-3736

Fax: (202) 401-6605