

**SUBJECT:**  
**Disruption of Telephonic or Internet Service**  
**During Public Meetings**

**POLICY NUMBER: 100-62**  
**ADOPTED: 4-8-26**

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This policy is established pursuant to Government Code section 54953.4 and establishes procedures for responding to disruptions in telephonic or internet services that provide two-way remote public access to City Council meetings.

It is the policy of the City Council to ensure transparency, public participation, and continuity of government in the event of technology disruptions.

For purposes of this policy:

- “Disruption” means any failure, outage, or other interruption that prevents members of the public from attending or observing the City Council meeting via remote access services.
- “Remote access services” means the two-way telephonic service and/or two-way audiovisual platform used to provide real-time remote public attendance and observation of City Council meetings.

Procedures in the Event of a Remote Access Service Disruption

If the Presiding Officer or Clerk becomes aware of a disruption to the City’s remote access services that prevents members of the public from attending or observing a City Council meeting remotely:

1. The Presiding Officer or City Clerk shall immediately announce the remote access services disruption to the public.
2. The Presiding Officer shall then call for a recess of the open session.
3. Staff shall make good faith efforts to diagnose and restore the disrupted remote access services, which may include:
  - Troubleshooting platform or teleconferencing software
  - Resetting or replacing audiovisual equipment
  - Attempting alternative connection methods
  - Contacting necessary support staff or service providers
  - Switching to back-up equipment or platforms, if available

The IT staff person shall document the restoration efforts undertaken.

4. The meeting shall remain in recess while good faith efforts are being made to diagnose and restore the disrupted remote access services.
5. If remote access services are restored, the meeting shall continue in open session.

6. If remote access services have not been restored after one hour, the City Council may:
  - a. Adjourn the meeting; or
  - b. Extend the recess to continue restoration efforts; or
  - c. Continue the meeting in open session by adopting, by roll call vote, the following, or a substantially similar, finding:

“The City has made good faith efforts to restore telephonic or internet service in accordance with its adopted policy, and the public interest in continuing the meeting outweighs the public interest in remote public access.”

Upon adoption of the finding, the legislative body may continue the open session despite the fact that remote access services have not been restored.

7. The Clerk shall enter a brief statement into the meeting minutes, including the following:
  - The nature and time of the disruption; and
  - The restoration efforts undertaken; and
  - The time the meeting was reconvened (if applicable); and
  - Any finding adopted pursuant to paragraph 6(c) above.