

**DATE:** 1/14/2025

**TO:** COUNCILMEMBERS

**FROM:** CITY MANAGER'S OFFICE

**SUBJECT:** COUNCIL Q&A FOR JANUARY 14, 2025 CITY COUNCIL REGULAR MEETING

**Agenda Item 3 (Agreement with LASD to Administer Jr. High Sports Programs):**

- Why is this program only available to students from Blach and Egan? Why isn't it open to all Los Altos middle school students?  
**Answer: The Los Altos School District coordinates the game and practice aspects of the program. The two schools, Blach and Egan, are the two middle schools that have set up a structure to coordinate game schedules and teams for the program. The Parks & Recreation Department is being contracted to handle the administrative aspect of the program in registration, Athletic Director's and coach's payment and background checks. The two schools in this agreement designate the ADs and coaches as well as coordinating competition aspects such as game schedules and practice schedules. It is conceivable that if other schools created the same structure to be involved in a middle school sports league, the City P&R Department could provide the same service for registration and coaches payment that we do for the LASD middle schools. No other schools have requested this.**
- Is a resolution needed for this item?  
**Answer: As the funds for this item were previously budgeted, council direction/approval for the item on the agenda is sufficient.**
- Are these sports programs limited only to students enrolled in Blach and Egan? If the city Recreation department runs the programs, why not open them to any city resident (including private, and parochial, and home school children) of the appropriate ages?  
**Answer: The registration, coaches background checks and coaches payment is coordinated by the City Parks & Recreation Department. The two schools designated in this agreement work with other schools to coordinate game schedules, practices, coach recruiting and other aspects of competition.**
- If the user fees meet the cost of administration to make this a cost neutral program, what is the purpose of the \$139,223 appropriation? Is that like a "cash advance" that is paid back by fees during the course of the year?

**Answer: The operating budget for this program is needed for coach's payments and some equipment purchases. The registration fees that are taken in during the school year cover those costs by fiscal year end.**

**Agenda Item 4 (Amendment #1 to BAE Urban Economics, Inc. Contract):**

- First Resolution: the terms "CITY" and "CONSULTANT" are not defined in the resolution.

**Answer: Noted. This will be updated in the final resolution for the mayor's signature.**

**Agenda Items 5 (Additional Funding for CF-01034):**

- As approved last June, CF-01034 had \$500,000 remaining from FY '24 with another \$400,000 approved for the current fiscal year. Is the \$570,000 staff seeks to appropriate from PIL funds new funds or do these mostly replace the \$500,000 approved last fiscal year?

**Answer: The funding staff is requesting is additional as a result of higher than estimated costs from PG&E and construction.**

- Once the project is finally completed, with this CIMMP come off future budgets?

**Answer: The project for electrical expansion and HVAC/hot water at Grant will come off future budgets.**

- Will the new electrical grid be able to provide power for bands during summer concerts at Grant Park?

**Answer: Yes**

- Will the electrical work in Grant Park include making power available for outdoor events (e.g. concerts), so that gasoline powered generators will no longer be needed?

**Answer: Yes**

**Agenda Item 7 (Common lot at 4896 El Camino Real):**

- The form of Exhibit A seems confusing. It lists a number of findings, then states that This finding cannot be made. What is the legal reason for making a list of apparently moot findings?

**Answer: The subdivision map requires the legislative body to attest that these specific findings can or cannot be made. In this case, not making the findings means the project adheres to the local regulations.**

- A high voltage power pole is midway along the Jordan Avenue side of the project. Will the sidewalk clear it and any associated guywires to allow safe and convenient pedestrian passage?

**Answer: the pedestrian sidewalk area will be maintained or improved along the length of the subject site. The sidewalk must comply with the Americans with Disabilities Act which requires a “free and clear” path of travel.**

**Agenda Item 8 (Lot Split at 1485 Fremont Avenue):**

- Why wasn't this lot split brought under SB 9? Is it the owner's intent to split the lots again pursuant to SB9?

**Answer: the property is historic, and provisions of SB9 are not allowed.**

- Is the owner aware that Lot 2 will be a flag lot and is therefore subject to our rules regarding development on a flag lot?

**Answer: Yes, the property owner is aware of development standards for the subsequent design review of a new dwelling on the resulting flag lot.**

- The relocated garage has a second story. Is the applicant required to install screening or other privacy protections for the lots adjacent to where the garage is proposed to be moved?

**Answer: the relocated garage will adhere to the development standards of the lot it is being relocated to.**

**Agenda Item 10 (Crossing Guard Services):**

- Are there intentions/plans to recruit existing crossing guards to transition from ACMS?

**Answer: Yes. We are hoping to recruit current crossing guards, as well as recruiting residents local to the neighborhoods surrounding the schools.**

- Are details of the proposed cost-sharing arrangement with the school district available?

**Answer: If this is approved through Council, we will work on putting together a Memorandum of Understanding (MOU) with the school districts. We have discussed a potential 10% from the school districts.**

- Will the city require any new liability insurance as part of the crossing-guard program? If so, at what additional cost?

**Answer: No, the City will not require new liability insurance. The crossing guards will be City employees and covered through existing workers compensation insurance.**

**Agenda Item 11 (Norms and Procedures):**

- Norm 6.2 references the City's Electronic Use Policy. Please provide a copy of that policy.

**Answer: See Attached.**

- Norm 8.1 includes the following: “All meetings of the City Council, with the exception of Closed Sessions, shall be held in a hybrid manner in which members of the public may participate in person or via videoconference?” What does “participate” mean? Doesn’t this language contradict the last council’s policy of requiring members of the public to appear in person if they want to “participate?”  
**Answer: This is a remnant from the pandemic when members of the public were allowed to comment over Zoom. It should read “members of the public may participate in person or observe via videoconference.”**
- Norm 11.13: the font for this norm is not the same as the rest of the document.  
**Answer: Staff will ensure the font is corrected.**
- Confirming that the removal of the Open Government Committee is to align the Council Norms with the action ending this committee in February 2023 (I believe). In other words, is this updating the document to align with the previous policy decision, rather than a new policy decision?  
**Answer: This is correct. This action simply aligns the Norms with previous Council direction.**

#### **Agenda Item 12 (Funding Options for Public Safety Infrastructure):**

- What, specifically, does staff anticipate \$50 mm will buy? Size of the new police station? How will it be different from what the City currently has?  
**Answer: The \$50 million is an estimate based on similar buildings in nearby communities. Should the Council move forward specific costs will be calculated.**
- When is the last time that the Property Tax Transfer Rates were raised for General Law cities? Do we have any indication that the State legislature might raise the Property Transfer Tax Rates for General Law Cities in the near future?  
**Answer: It appears the last time this rate was set by the State was 1967. Staff is unaware of any plans by the State Legislature to raise this amount.**
- If the city were to use a conventional loan (rather than a bond) to fund public safety infrastructure, how does a bank secure the debt?  
**Answer: If the City were to use a conventional loan, the bank would secure the debt through the City’s pledge of specific revenues or assets, such as a General Fund revenue pledge, collateral, a debt service reserve or covenants.**

#### **Agenda Item 13 (Charter City and City Council Term Limit):**

- Do charter cities incur additional expenses when they take on the additional administration involved? If so, is there some way to quantify the added expense, at least order of magnitude?

**Answer: general administration of a charter city is the same as a general law city; no additional expenses are known specific to the administration of a charter city. The only known additional cost to a charter city is when the local charter requires an amendment which must be included as a ballot measure for voter approval.**

- It would be useful to clarify the interplay of the existing term limit provision with the newly created districts. Some (hypothetical) questions for clarification:
  - Consider a future council member representing one of the recently created districts. They complete two terms of elected service, but nobody else steps forward to run in that district. Does the existing term limit provision prevent City Council from appointing them to serve another (third) term?

**Answer: Yes. The current term limits require Councilmembers to have a break of at least 2 years after serving 2 terms.**

- Consider a future council member representing one of the recently created districts. They complete two terms of elected service, but nobody else steps forward to run in that district. Does the existing term limit provision prevent City Council from appointing them to serve another (third) term?

**Answer: Yes.**

- Consider a council member elected at large. The end of their term does not coincide with the schedule for the election of the council district in which they reside, so they decide to run two years “early.” If they win, they resign the at large seat and assume the district seat. Does the existing term limit provision prevent them from running for a second term representing that district, limiting them to six years of consecutive service? Or are the at large and district seats somehow distinct?

**Answer: This scenario requires more research. The City Attorney will provide Council with an answer after conferring with outside counsel.**

#### **Questions on items not included on the agenda:**

- When might council revisit the question of parking around Los Altos High School? Considering the high degree of public input regarding the recent changes, it could make sense to provide interested residents in a timeline for input and possible changes.

**Answer: The City Council will consider this item again in the first quarter of this year. When Council gave direction to install the no parking signs, they also asked staff to review alternative options, such as neighborhood parking permits. If further changes are directed, Staff will plan to implement them over the summer when school is not in session.**

- What plans for wildfire prevention, preparation, and response have already been made? What steps can Los Altos take, in collaboration with Los Altos Hills and perhaps Mountain View, to learn from the ongoing wildfires in Los Angeles and better prepare our communities?

**Answer: The City undergoes efforts to maintain vegetation throughout the City to mitigate and prevent fire risks. We work with various stakeholders, including Resilient Los Altos as well as neighboring jurisdictions to prepare for emergencies such as wildfires. In addition, the City has undertaken internal steps such as hiring an Emergency Response Coordinator and constructing an Emergency Operations Center at the Community Center to ensure the City is prepared for an emergency. We continue to work with Resilient Los Altos to ensure they have additional resources to prepare themselves and the community. We are also collaborating with Santa Clara County Fire to ensure proper response in the event of a fire and have requested a presentation from County Fire to the City Council on this topic.**



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***ADMINISTRATIVE POLICY - CITY OF LOS ALTOS ELECTRONIC SYSTEMS AND MEDIA: COMPUTERS, PASSWORDS, INTERNET, INTRANET, E-MAIL, VOICEMAIL, CELLULAR PHONES, WIRELESS, AND INFORMATION RESOURCES***

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**INTRODUCTION**

The City of Los Altos (City) provides access to various electronic systems and media for use by employees performing municipal business. Systems and media include wireless connections, computers, e-mail accounts, voicemail accounts, Internet & Intranet sites, and cellular phones (list not inclusive). The intent of this Administrative Policy is to ensure the responsible and acceptable use of all City-provided electronic systems and media, consistent with municipal policies, all applicable laws and job responsibilities; and to establish basic guidelines for the appropriate use. Use of wireless, media, phone or electronic systems for personal gain, inappropriate activity, and disruption of services or business practices is prohibited and will be enforced by disciplinary action up to and including termination.

This policy applies to all employees, contractors, volunteers and other individuals who have wireless and computer access through the City of Los Altos. Each individual user is responsible for knowing the requirements of this guideline and complying with the appropriate use of systems and electronic media as described herein.

The City retains the right to control access, search and/or monitor any and all data, data devices, information or computer files stored in or sent to or from systems and computers it owns or supplies, sent to or from City e-mail accounts, contained on City voicemail, or sent to and from City-owned cellular phones. This includes any type of wireless, Internet, Intranet, e-mail, text-message, voicemail, or subscription service. All information stored on City-owned electronic media is the property of the City of Los Altos, including but not limited to data files, e-mail messages, text messages, and voicemails. Individuals who store or access inappropriate materials using City-owned systems and electronic media, may be subject to disciplinary action.

The City has no control over the content of the Internet and, therefore, is not responsible for the validity of the information available on the Internet or the use of offensive material. The City has no control and assumes no responsibility for content placed on individual computers, personal hard drives, and peripheral electronic media devices.

The City Manager, or his designee, has the right to change this policy at any time. Any questions about the Electronic Media Administrative Policy should be directed to the Human Resources Department. The IT Division (IT) of the Finance and Technology Department is available to answer your technical questions.

## **I. CITY OWNED COMPUTERS**

### **A. Eligibility**

Department Heads may recommend computer access for employees. This capability will be provided on an “as needed” basis and is a revocable privilege.

### **B. Passwords**

The use of passwords is required to enhance the security of City computer systems. City employees and other individuals using computers and accounts controlled by the City of Los Altos are required to abide by the following password procedures when using City computer systems. Compliance with these procedures shall be the responsibility of every individual using computers, systems, and applications within the City of Los Altos.

1. Confidentiality  
Passwords shall be private information and shall not be shared. All use of the user ID (or file associated with it) is assumed to be performed by the person assigned to that user ID. Each individual is responsible for safeguarding his/her user ID. Should access be required on an emergency basis, the approval of the Department Head and IT shall be obtained.
2. Passwords Shall:
  - A. Consist of minimum of 6 characters
  - B. Vary from previously used passwords
3. Passwords Shall Not:
  - A. Be the same as the user ID
  - B. Be the employee’s date of birth
  - C. Include the first, middle, or last name of the person issued the user ID
  - D. Include information easily obtainable about the person using the password. This includes license plate, social security, telephone numbers, or street address
4. Password Changes Shall Occur When:
  - A. This policy is activated
  - B. A newly activated user ID is first used
  - C. There is a belief that the password is compromised
  - D. Every six months when all passwords shall be renewed
5. Failure to Conform  
Failure to conform to these restrictions may lead to suspension of a user ID (loss of computer access privileges) or other action as determined by the City Manager or designee.



### **C. General Computer Usage**

1. Individuals must use computer information resources responsibly, ethically, and considerately
2. Computer information resources should be used to facilitate the exchange of information in the furtherance of City business
3. Individuals shall protect confidential and proprietary information entrusted to the City. Examples of confidential information include but are not limited to: employee address, unlisted telephone numbers, payroll information
4. Only the City's Internet provider may be used to access the Internet at City facilities unless otherwise authorized in writing by the City Manager or his designee
5. Internet resources are to be used primarily to conduct City of Los Altos business. Incidental personal use is secondary, should not interfere or conflict with business use or job performance, and is subject to regulation for cost controls
6. Users must abide by copyright, contract, and any local, state and federal laws, and City of Los Altos administrative policies. Individuals may only use legal, licensed software applications approved by the City on City-owned computers
7. Appropriate anti-virus software must be installed and operational before any Internet use is authorized. If a virus is detected, the Network Administrator and the user's immediate supervisor should be notified immediately. In the event of a serious virus outbreak, any infected equipment may be disconnected from the Internet until the problem is resolved
8. Although personal contact is always available, use of the city provided web and voicemail based "HelpDesk" support services is highly encouraged. Doing so provides effective tracking and monitoring of incidents helping us to improve systems citywide. The IT "HelpDesk" can be accessed via email @ [helpdesk@losaltosca.gov](mailto:helpdesk@losaltosca.gov) or via voicemail extension **2900**. Use of these tools best prompts access by our IT staff

## **II. E-MAIL ACCOUNTS**

The City considers e-mail an important means of communication and recognizes the operational value of proper e-mail content and speedy replies in conveying a professional image and delivering good customer service. Therefore, staff must be aware that their electronic communications represent and reflect on the City as a government institution and shall ensure their messages do not harm or contradict the City's reputation or obstruct its work in any way.

### **A. Access and Use**

E-mail addresses are assigned to all personnel at hire or upon request to IT. City Internet addresses are created based on the following structure: [firstinitiallastname@losaltosca.gov](mailto:firstinitiallastname@losaltosca.gov) . City provided e-mail accounts shall only be used for City business. Individuals are discouraged from sending personal e-mails using City-provided addresses. If an employee is unsure whether an e-mail

communication is authorized, the employee should ask his/her supervisor or the City Manager, as appropriate, before sending the communication. E-mail should not be used as the sole means of documentation when a record of any event, occurrence or statement is required or intended to be retained by the City in the ordinary course of business.

## **B. E-mail Content**

Write well-structured e-mails and use short, descriptive subjects. Signatures are strongly encouraged and may include your name, job title, city name, address, and the City website address. Employees should not use personal phrases, mottos, or sayings. Use of spell check is recommended prior to sending. Avoid unnecessary attachments or graphics since they require additional network capacity for delivery and storage. An alternative to using attachments is setting up links in the e-mail to a shared drive where the attachment resides.

## **C. Privacy**

All e-mail messages that are created, received, transferred to or from, or maintained on a City computer system are the property of the City. The City reserves the right to access and disclose the contents of employee e-mail. Furthermore, supervisors, with the approval of the Department Head, may review the e-mail communications of the employees they supervise to determine whether there have been any breaches of security or violations of City policy. The City reserves the right to disclose any e-mail messages to law enforcement officials without any prior notice to any employee who may have sent or received such message.

Works in-progress or drafts not subject to public disclosure, should be clearly marked in the body of the text as “private/confidential” before being sent. E-mail which contains confidential attorney-client information may not be disclosed to non-City personnel or to City personnel who do not have a business need to know without authorization of the City Attorney or the City Manager’s Office, or unless required by law.

## **D. Retention**

The City retains the right to establish limits on the size of e-mail folders and to establish rules for the automatic deletion of e-mail messages. IT will include e-mail messages in their routine data back-up process, but will not guarantee a set retention period. E-mail messages shall be purged on a regular and timely basis. Employees can archive e-mail messages to the network as needed and with discretion, and to delete any files accumulated in “Sent Items” to ensure that e-mail folders do not exceed established maximum sizes. Failure of the user to archive or to save e-mails may result in their deletion.

E-mail messages are not considered records for purposes of state record retention and destruction statutes. E-mail messages are not records which are retained by the City in the ordinary course of business for purposes of the California Public Records

Act. Specific e-mail messages shall not be destroyed after receipt of a subpoena or a Public Records Act request that covers such e-mail records except after approval of the City Attorney. Specific e-mail messages that the City Attorney requests to be retained for legal reasons shall be retained until the City Attorney gives written approval for their destruction.

#### **E. Absence Notifications**

During periods of absences from e-mail access, staff with e-mail addresses, are strongly encouraged to set up an “out of office” reply. The message should state the specific dates the employee will be away from the office and the name of a co-worker who can be contacted during the absence period.

#### **F. Attachments**

Individuals should not open attachments in e-mails from senders unknown to them. Attachments can contain dangerous computer viruses. Anyone suspecting that they have a computer virus should call the Helpdesk for assistance.

#### **G. Web Access**

Access to e-mail through remote Web client software is subject to the same policies and procedures as e-mail obtained via a desktop client.

#### **H. Responding to Resident E-mail**

Every department is responsible for establishing a process for checking and responding to e-mail messages from residents on a timely basis. Department Heads are responsible for ensuring that such procedures are followed.

#### **I. Department Contacts**

The City telephone and department directory is published on the City’s web site to encourage and enhance communication with the community. In addition to the phone directory, e-mail addresses will also be made available. Generic mailboxes should be established for significant tasks likely to generate public interest and high volumes of e-mail. Processing of incoming Internet mail is the responsibility of the department’s designee and must conform to all e-mail policies and procedures.

### **III. VOICEMAILS**

The City’s voicemail system is designed to extend telephone business related answering capabilities. Personal messages shall not be retained on the system and shall be deleted after being played by the user.

## **A. Use and Content**

Voicemail is intended to fulfill the same general function as ordinary daily verbal communications among City staff. The content of voicemail greetings and messages must conform to high standards of common courtesy and business professionalism. Voicemail should not be used in any case when a record of any event, occurrence or statement is required or intended to be retained by the City in the ordinary course of business.

## **B. City-wide Phone Directory**

The voicemail system should be easy to use, welcoming, and facilitate quick access to service departments. The use of a well crafted directory system, including critical emergency contact service assistance as a priority, is highly encouraged. Department specific contacts should designate backup contacts within their department as part of their individual voicemail messages. The directory system should provide an option to speak with a central operator should department contacts not be available. City staff should be trained appropriately in the structure and best use of this important service function.

## **C. Absence Notifications**

During periods of absence from responding to voicemail, voicemail greetings should be modified to reflect that the individual being contacted is not available. The greeting should state the specific dates the employee will be away from the office and the name of a co-worker who can be contacted during the absence period.

## **D. Monitoring**

The City retains the right to control, administer, operate and maintain the voicemail system. All voicemail messages are considered City property. The City reserves the right to access and disclose the contents of employee voicemail messages.

## **E. Retention**

Deleted voicemail messages are not considered records for purposes of stated record retention and destruction statutes. Voicemail messages are not records which are retained by the City in the ordinary course of business for purposes of the California Public Records Act. To the extent permitted under the City's voicemail system, specific voicemail messages shall not be destroyed after receipt of a subpoena or a Public Records Act request that covers such voicemail records, except after written approval of the City Attorney. To the extent permitted under the City's voicemail system, specific voicemail messages requested to be retained by City Attorney in connection with legal matters shall be retained until the City Attorney gives written approval for their destruction.

## **IV. CELLULAR PHONES AND DATA DEVICES**

The City may provide certain individuals and employees with City-owned cellular phones and/or data devices (e.g., Blackberry) for use when performing City business. The personal use of City-owned cellular phones and/or data devices is prohibited.

The City maintains the right to monitor City-owned cellular phone and/or data device usage. All information stored on cellular phones and/or data devices are considered City property. The City reserves the right to access and disclose the contents of information contained on a City-owned cellular phone and/or data device.

The City also offers a cellular phone monthly stipend designed to reimburse employees for the business uses of their personal phones. Under this plan, cellular phone devices are considered the property of the employee not subject to the conditions of this use policy.

## **V. INFORMATION RESOURCES**

### **A. Definition**

Information resources means any information in electronic or audio-visual format or any hardware or software that make possible the storage and use of such information. An example, included in this definition are e-mail, local databases, externally accessed databases, CD-ROM, USB drives, recorded magnetic media, photographs, and digitized information.

### **B. Policies**

Any City employee who, without authorization, accesses, uses, destroys, alters, dismantles or disfigures the City's information resources, properties or facilities, including those owned by third parties, thereby threatens the atmosphere of increased access and sharing of information, threatens the security and maintenance of records, and in light of the City's policy, has engaged in unethical and unacceptable conduct, and is subject to discipline under the City's Personnel Rules and Regulations. Access to the networks and to the information technology environment at the City is a privilege and must be treated as such by all users of these systems.

The City characterizes as unethical and unacceptable, and just cause for taking disciplinary action up to and including termination, reduction in salary, reprimand, disciplinary probation or suspension, any activity through which an individual:

1. Interferes with the intended use of the information resources
2. Seeks to gain or gains unauthorized access to information resources without authorization
3. Without authorization, destroys, alters, dismantles, disfigures, prevents rightful access to or otherwise interferes with the integrity of computer based information and/or information resources

4. Without authorization invades the privacy of individuals or entities that are creators, authors, users, or subjects of information resources
5. Makes pre-emptive use of the system for personal gain
6. Uses information resources without proper authorization
7. Releases confidential City or City employee information (except as required by the Public Records Act or other law) and without approval by a Department Head or their designee. This information includes, but is not limited to information contained in any of the City's computer systems, such as employee names, addresses and phone numbers

Conduct such as that described in Section V could also constitute a violation of criminal law and could be cause for a criminal investigation and/or prosecution by appropriate authorities.

## **VI. REMOTE ACCESS**

This is an arrangement in which Department Heads permit exempt City employees to perform their job duties away from their central workplace. To ensure security of our network only authorized and approved technology determined by IT is allowed. In addition, City-owned equipment, such as a laptop must be utilized in order to maintain these City system security standards. Alternative access may be offered in the future allowing a City employee to use their own computer, again subject to required authorization.

## **VII. CITY WEBSITE**

The City's website is maintained by the Finance & Technology Department. All of the website's contents are reviewed and approved by the Website Steering Committee, Department Heads, and the Finance & Technology Department. Any requests for changes or additions are to be initiated only by City Management, Department Heads or designees, the Website Steering Committee, and Staff Liaisons to a Committee or Commission.

### **A. Hosting**

The City hosts websites for various Committees and Commissions. These sites are not to exceed 40MB of space and the content is subject solely to staff review and approval. The addition, and removal, of a site to be hosted for a Committee or Commission must be approved by City Management, Department Heads, and IT.

### **B. Web Linking**

The City's website and all links are subject to control by the City, except as expressly permitted by the City of Los Altos. No link (explicit or implied) may be created from losaltosca.gov without the prior written approval of the Website Steering Committee. Such approval may be in any written form, including an e-mail correspondence. The

City may not grant any approval under this policy that is inconsistent with its guidelines.

Whenever a user selects a link to a site not controlled by the City of Los Altos, a page advising the user that he/she is leaving the Los Altos site is required as follows:

**“You are now leaving the City of Los Altos Website. The City of Los Altos does not endorse any product or entity for which a link may be provided, and Los Altos is not responsible for the content or availability of these outside resources”**

Any requests for links from the City's website to external sites shall be reviewed by the Department Heads and IT for compliance with the following criteria and conditions:

- The website link will assist the City of Los Altos in fulfilling its stated website general mission
- The website link has a natural affinity or logical nexus to information printed on the City's official website and is consistent with City goals and policies
- The City has adequate availability of system resources and personnel to monitor the proposed link
- The requested link has a sufficient relationship and importance to the ordinary and necessary functioning of the City
- The material contained on the linked site is timely and relevant.
- The external website is managed in a professional manner (i.e., fully operational and available a majority of the time)

The City does not allow links to:

- Candidate sites or sites advocating a position on political, religious, or election issues
- Commercial retail or service sites; however, exceptions may be made to the policy, at the sole discretion of the City, for companies or organizations associated with the City and which promote or support City programs, services, or events
- Individual personal home pages, non-City newsletters, opinion sites or editorial sites
- Sites with content written spontaneously by many different people (e.g., chat rooms, interactive bulletin boards, etc.)
- Sites that are inappropriate or inconsistent with the City's criteria or which link (i.e., linked from the index of a requesting site's home page) to inappropriate sites (e.g., illegal activities including, but not limited to gambling, graffiti, sites with obscene content such as X-rated descriptions or graphics) or sites which offend common standards of decency and propriety

## VIII. PROHIBITED CONDUCT

Many City policies apply to the use of electronic systems and media, including but not limited to policies concerning office procedures, solicitation, and harassment. Employees who fail to comply with any provision of this policy, including the procedures and prohibitions described above, or any other related City policies or procedures applicable to the use of electronic media are subject to discipline, up to and including termination. Without exhausting all possibilities, the following are examples of prohibited uses of the City's electronic systems and media:

1. Using the City's or personal electronic systems and media to expose others to material which is offensive, obscene or in poor taste or engaging in use that is not in the business interest of the City. This includes information which could create an intimidating, offensive, or hostile work environment
2. Other than occasional or incidental use, sending unsolicited non-City related e-mail or text messages or using systems or media for personal use that is not business related.
3. Any use that may create a hostile environment or give offense on the basis of race, color, religion, national origin, citizenship, ancestry, marital status, gender, disability, age, veteran's status, or sexual orientation or other classifications as protected by law or by district standards.
4. Communicating confidential City information to unauthorized individual either within or outside of the City
5. Accessing, viewing, possessing, or distributing of sexually explicit or obscene material, child pornography, inappropriate text, or graphic files
6. Sending messages or information which is in conflict with applicable law or City policies, rules or procedures
7. Use of electronic media for commercial use or profit, or in any unauthorized manner
8. Unauthorized interference or access to the voicemail system
9. Use of city owned or personal devices to interfere with access to wireless systems or with other users.
10. Personal use of Internet resources on other than an occasional or incidental basis
11. Interfering with another user's legitimate access to City's computer equipment
12. Creating or distributing of a computer virus of any kind, regardless of whether any demonstrable harm results
13. Altering the City's web pages without prior approval of IT and Department Heads
14. Installing of any unauthorized software or hardware or deleting antivirus software on any City of Los Altos computer or data device
15. The unauthorized altering, damaging or deleting any City data, files, or computer software, or any action causing the disruption of the City's computer system or network
16. Any unauthorized use of City-owned software including unauthorized copying, transfer, or reproduction
17. Theft or unauthorized copying of electronic files or data
18. Intentional misrepresentation of one's identity for improper or illegal acts
19. Posing as another employee in the transmission of e-mail or use of system applications



20. Disguising staff identity name, altering the "From" line or any other indication of origin on e-mail or text message, or altering the text of an original e-mail from another sender
21. Initiating or forwarding chain messages
22. Unauthorized access of electronic media (e.g., electronic snooping, hacking) by any employee

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Effective Date

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City Manager – Douglas J. Schmitz

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Assistant City Manager – J. Logan

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Assistant City Manager – James Walgren

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Finance & Technology Director – Russell J. Morreale