

**Section 1:**     **PURPOSE**

To establish procedures for responding to interruptions in remote public meeting access in accordance with Government Code Section 54953.4 and Senate Bill 707 (SB 707). This policy is intended to support transparency, public participation, and continuity of public meetings when disruptions occur to telephonic or internet-based meeting services.

**Section 2:**     **SCOPE**

This policy applies to City of Manteca public meetings where remote public access or remote participation is offered.

**Section 3:**     **DEFINITION**

Remote Access Services consist of the internet-based and telephonic communication methods used by the City to provide remote public access to meetings. This may include livestreaming platforms, web conferencing services, telephone participation, audiovisual systems, or other approved meeting technologies.

Disruption means any outage, interruption, degradation, or technical issue that prevents members of the public from observing or participating in a meeting through remote access services.

**Section 4:**     **POLICY**

The City may provide remote public access to meetings through approved online and telephonic participation methods. The City Clerk’s Office or designated staff shall oversee meeting administration and public meeting compliance requirements associated with remote participation.

The Information Technology & Innovation Department and other designated support staff may assist with meeting technology, troubleshooting, restoration efforts, audiovisual systems, streaming services, and operational support related to remote meeting access.

During a disruption to remote access services, the City shall make reasonable efforts to restore remote public access as soon as practical.

Reasonable restoration efforts may include:

1. Troubleshooting meeting platforms, streaming services, or teleconferencing software.

2. Resetting or replacing audiovisual equipment or other technology supporting the meeting broadcast.
3. Attempting alternative connection methods or communication options.
4. Contacting appropriate support staff, vendors, or service providers.
5. Utilizing backup equipment, systems, or meeting platforms when available.

**Section 5: INTERRUPTION RESPONSE AND MEETING OPERATIONS**

If a disruption to remote access services occurs during a public meeting, the presiding officer, City Clerk, or designated staff member may announce the interruption and temporarily pause or recess the meeting while restoration efforts continue.

Notice of the disruption may be posted through the City website or other available communication channels when practical.

During a disruption, designated staff may continue troubleshooting affected systems, coordinating with service providers, testing alternative connection methods, or implementing backup meeting equipment or platforms when available.

Reasonable restoration efforts may continue for up to one hour before the legislative body determines appropriate next steps consistent with applicable law.

If remote access services are restored, the meeting may resume with normal remote participation available.

If remote access services are not restored, the legislative body may continue the recess period, adjourn the meeting, or take other action consistent with applicable law.

If telephonic or internet service has not been restored, the eligible legislative body may adjourn the meeting or shall adopt a finding by rollcall vote that good faith efforts to restore the telephonic or internet service have been made and that 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 public meeting even though remote access services have not been restored.

If remote participation or public comment opportunities are impacted due to the disruption, the City may provide an opportunity for additional public comment at a future meeting when appropriate and consistent with applicable law.

**Section 6: DOCUMENTATION AND ADMINISTRATION**

The City Clerk’s Office or designated staff shall document the time and nature of interruptions to remote public meeting access, including the general nature of the interruption, restoration efforts performed, and whether the meeting was recessed, resumed, continued, or adjourned.

The City reserves the right to revise, update, or administratively modify this policy as necessary to address operational, legal, or technological changes.