

# DISRUPTION OF REMOTE ACCESS DURING PUBLIC OPEN MEETINGS OF CITY COUNCIL

City Council Policy #CC-26-031  
Adopted May 19, 2026



<b>Purpose</b>
The purpose of this policy is to establish procedures for responding to disruption(s) of telephonic or internet services that provide two-way remote access for the public to attend and participate during public open meetings of City Council. Pursuant to Government Code Section 54953.4, the City Council adopts this policy to ensure statutory compliance, transparency, public access, and government operation during technological disruptions of a public open meeting of City Council.
<b>Background</b>
Senate Bill 707 (2025) (SB 707) requires all “eligible legislative bodies” to offer remote public access to City Council meetings by either (1) two-way telephonic service or (2) two-way audiovisual platforms. Under the statutory definition provided in SB 707, the City of Menlo Park is an “eligible legislative body” and is required to adopt, on or before July 1, 2026, a policy on how to address telephonic or internet service connection disruption that inhibits the public from accessing or observing a public open meeting of City Council.
<b>Definitions</b>
For purposes of this policy: <ul style="list-style-type: none"><li>• “Disruption” means any failure, outage, or other interruption in the City’s telephonic or internet service that prevents members of the public from attending or observing in public open meetings of City Council.</li><li>• “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 public open meetings of City Council.</li></ul>
<b>Applicability</b>
This policy applies to all open and public meetings of City Council at which remote public access is required per Government Code Section 54953.4(b)(1)(A)(i)(I)(ia) but does not apply in those circumstances where the Brown Act provides that remote public access is not required.
<b>Disruption procedures</b>
<b>5.1. Response to Disruption of Remote Access Services</b> If Remote Access Services are disrupted during a public open meeting of City Council, then the following steps must take place: <ul style="list-style-type: none"><li>A. City Council shall immediately announce the disruption to the public;</li><li>B. City Council must either adjourn the open session or recess from open session for at least one (1) hour to make a good faith effort to restore the Remote Access Services;</li><li>C. During recess, City Council may meet in closed session as permitted by Government Code Section 54953.4;</li><li>D. If following recess of the meeting, Remote Access Services have not been restored within (1) hour, then City Council may reconvene the meeting if it adopts, by rollcall vote, a finding that it made good faith efforts to restore the Remote Access Services and that the public interest in continuing the meeting outweighs the public interest in remote public access.</li></ul>
<b>5.2. Efforts to Restore Remote Access Services</b> City Council shall make good faith efforts to restore Remote Access Services, which may include: <ul style="list-style-type: none"><li>1. Troubleshooting platform or teleconferencing software;</li><li>2. Resetting or replacing audiovisual equipment;</li><li>3. Attempting alternative connection methods;</li><li>4. Contacting necessary support staff or service providers; or</li><li>5. Switching to back-up equipment or platforms, if available.</li></ul>
Pursuant to the Recordkeeping section of this policy, the City Clerk shall make a record and enter into the meeting minutes the disruption and restoration efforts undertaken by City Council.
<b>Reconvene open session</b>
<b>6.1. Timing</b> Open session may reconvene upon restoration of Remote Access Services, or if after one (1) hour has elapsed from the time of disruption, or the finding required by Section 6.3. of this policy has been adopted by the City Council.

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Resolution No. 7030

2

### 6.2. Restoration of Remote Access Services

If Remote Access Services have been restored after one (1) hour, the City Council may reconvene the meeting in open session as normal.

### 6.3. Inability to Restore Remote Access Services

If Remote Access Services have not been restored after one (1) hour, the City Council may reconvene the meeting in open session only after the following, or a substantially similar, finding is adopted by a rollcall vote of the City Council:

*“The City Council of the City of Menlo Park 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.”*

### Recordkeeping

If Remote Access Services were disrupted, then the city clerk shall make a record and enter into the meeting minutes the following:

1. The nature and time of the disruption;
2. Whether open session was adjourned or the City Council complied to the procedures pursuant to Section 5.1;
3. The restoration efforts undertaken;
4. The time the meeting was reconvened (if applicable); and
5. The finding adopted pursuant to Section 6.3 (if applicable).

### Review and updates

Per Government Code Section 54953.4, this policy may be amended by the City Council of the City of Menlo Park at a noticed public meeting in open session, but not on the consent calendar.

### Procedure history

Action	Date	Notes
Policy adoption	May 19, 2026	Resolution No. 7030