

Technology Disruption Policy

CITY OF BURLINGAME

July 1, 2026

SUBJECT: Technology Disruption Policy for City Council Meetings

Section 1 – Background

Senate Bill 707 (2025) amended the Brown Act to require eligible legislative bodies to adopt, on or before July 1, 2026, a policy addressing how the agency will respond to disruptions in telephonic or internet service that prevent members of the public from attending or observing a meeting remotely. (Gov. Code § 54953.4(b)(1)(A)(i)(I)(ib).) This Technology Disruption Policy (“Policy”) is adopted to comply with that requirement and to ensure continuity of public participation during technical disruptions.

Section 2 - Purpose

This Policy establishes procedures for responding to a disruption in the telephonic or internet services that provide two-way remote public access to meetings of the City Council as required by the Ralph M. Brown Act (Gov. Code § 54953.4). The Policy ensures transparency, public participation, and continuity of government during technology disruptions of the telephonic or internet services facilitating remote participation.

Section 3 – Definitions

For purposes of this Policy:

- “Disruption” means any failure, outage, or other interruption that prevents members of the public from attending, participating, or observing the meeting via the remote access service provided by the City.
- “Presiding Officer” means the Mayor or in their absence, the councilmember that is designated as the Chair of the meeting.
- “Remote Access Service” means the two-way telephonic service and/or two-way audiovisual platform provided by the City, in its discretion, to provide real-time remote public attendance, public comment, and observation of meetings.

Section 4 – Applicability

This policy applies to all open and public meetings of the City Council at which remote public participation is offered or required under the Brown Act pursuant to Government Code section 54953.4, as may be amended from time to time.

Section 5 – Procedures in the Event of a Service Disruption

If City staff or Council become aware of a disruption to the City’s Remote Access Service that prevents members of the public from attending, participating, or observing the meeting remotely:

- The City Manager, City Attorney, or City Clerk shall immediately announce the disruption to the public.

- The Presiding Officer will then call for a recess of the open session.
- Following the Presiding Officer's call for recess, City Staff shall immediately begin efforts to diagnose and restore the City's Remote Access Service.
- The meeting shall remain in recess for at least one hour or until service is restored, whichever is sooner.

The City shall make good faith efforts to restore remote access services, which may include, but are not limited to:

- Troubleshooting the Remote Access Service platform or software
- Resetting or replacing equipment
- Attempting alternative connection methods
- Contacting necessary support staff or service providers
- Switching to back-up equipment or platforms, if available
- Other actions intended to restore Remote Access Service

The City Clerk, or their designee in their absence, shall document the restoration efforts undertaken.

Section 6 – Reconvening the Open Session

The open session may be reconvened after at least one hour has elapsed from the time the Presiding Officer calls for recess or as soon as service is restored, whichever occurs sooner.

If the meeting reconvenes as a result of restoration of Remote Access Service, the meeting shall continue as normal.

If Remote Access Service is not restored after one hour, the City Council may reconvene to either adjourn the meeting or continue the meeting in open session by adopting, by roll call vote, the following, or substantially similar, findings:

The City of Burlingame has made good faith efforts to restore telephonic, audiovisual, 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 findings, the City Council may continue to open session, without restoring Remote Access Service.

Section 7 – Recordkeeping

The City Clerk shall enter a brief statement into the meeting minutes, including the following:

- The nature and time of the disruption
- The restoration efforts undertaken
- The time the meeting was reconvened (if applicable)
- Any findings adopted pursuant to Section 6 regarding reconvening the meeting without restoring Remote Access Service.

Section 8 – Review and Updates

This Policy may be amended by the City Council at a noticed public meeting in open session, not on the consent calendar.

Section 9 – Effective Date

This Policy becomes effective July 1, 2026.

Who to Contact Regarding this Policy

City Clerk

Approval

This Policy is approved by Resolution Number XXX-2026.