



CITY OF CERRITOS
TECHNOLOGY SERVICE AND MEETING DISRUPTION POLICY

Current Version Adoption Date: 04/13/2026 (v.1, Resolution No. 2026-13)

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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 Cerritos City Council and subsidiary bodies, as required by the Brown Act (CA Gov. Code § 54953.4, *et seq.*). This policy also establishes procedures for responding to disturbances of in-person meetings. The policy ensures transparency, public participation, and continuity of government proceedings during technology service disruptions and meeting disturbances.

6.04.010 DEFINITIONS

For the purposes of this policy, the terms below are defined as follows:

- A. Service disruption: Any failure, outage, or other broadcast interruption that prevents members of the public from attending or observing a public meeting via these remote access services.
- B. Meeting disturbance: Any behavior that materially disrupts, disturbs, impedes, or delays the orderly progress of a public meeting, including, but not limited to, shouting, interrupting speakers, using threatening language, refusing to follow meeting rules, or causing a physical disruption. A "meeting disturbance" also includes the definition under CA Government Code § 54957.95.
- C. Remote participation services: The two-way telephonic service and/or two-way audiovisual platform used to provide real-time remote public attendance at public meetings.
- D. Subsidiary body: A legislative body that is separate from that of the City Council but comprised of members of the City Council.
- E. Two-way audiovisual platform: An online platform that provides participants with the ability to participate in a meeting via both an interactive video conference and a two-way telephonic service. A two-way audiovisual platform will be structured to disable the use of video for the public participants.
- F. Two-way telephonic service: A telephone service that does not require internet access and allows participants to dial a telephone number to listen and verbally participate.

6.04.020 APPLICABILITY

This policy applies to all open and public meetings of the Cerritos City Council and its subsidiary bodies, at which remote public participation is offered or required under the Brown Act.

6.04.030 PROCEDURES IN THE EVENT OF A SERVICE DISRUPTION

A. Response to Service Disruption

If the Presiding Officer or City Clerk becomes aware of a service disruption to the agency's remote participation services that prevents members of the public from attending or observing the meeting remotely:

1. The Presiding Officer or City Clerk shall immediately announce the disruption to the public.
2. The Presiding Officer may then call for a recess of the open session or convene the legislative body in closed session for consideration of any items listed on the meeting agenda, in accordance with Brown Act provisions.
3. Innovation and Technology Division staff shall begin good faith efforts to restore the disrupted service and provide periodic updates to the Presiding Officer or City Clerk.
4. Notice of the service disruption shall be posted on the City's website, applicable social media platform, or announced at the in-person meeting location, if feasible.

B. Efforts to Restore Service

The meeting shall remain in recess for at least one (1) hour or until service is restored, whichever occurs first. The Presiding Officer may extend the recess period if restoration efforts are ongoing. The agency shall make good faith efforts to restore remote participation services, which may include:

- Troubleshooting platform or teleconferencing software
- Resetting or replacing audiovisual equipment
- Attempting alternative internet connection methods
- Contacting necessary support staff or service providers
- Switching to back-up equipment or platforms, if available

The City Clerk shall document the restoration efforts undertaken.

6.04.040 RECONVENING INTO OPEN SESSION AFTER RECESS DUE TO SERVICE DISRUPTION

A. Timing

The open session may be reconvened after at least one (1) hour has elapsed from the time of disruption or as soon as service is restored, whichever occurs first.

B. If Service Is Restored

If the remote access service is restored before or at the time the meeting reconvenes, the meeting shall continue as normal.

C. If Service Is Not Restored

If service has not been restored after one hour, the City Council and/or subsidiary body may reconvene and:

1. Adjourn the meeting; or
2. Continue the meeting in open session by adopting, by roll call vote, the following, or a substantially similar, finding:

“The City of Cerritos 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.

6.04.050 DOCUMENTATION/RECORDKEEPING (SERVICE DISRUPTION – RECONVENING OF MEETING)

The 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 finding adopted pursuant to §6.04.040(C) of this policy

6.04.060 MEETING DISTURBANCE MANAGEMENT

In the event of meeting disturbance by a member(s) of the public, the Presiding Officer should:

A. In-Person Meeting Disturbance

1. Demand the disrupting party(ies) stop the disruptive behavior;
2. Issue an explicit warning that their behavior is disturbing/disrupting the meeting, and continuance of such behavior may subject the individual to removal from the meeting;
3. If the disturbance continues, call for a recess to restore order (also call on the Community Safety Personnel/Sergeant-at-Arms to restore order, if necessary). The City Council or its subsidiary body(ies), or its Presiding Officer shall determine the necessary time for recess to restore order;
4. If disturbance continues, order the Community Safety Manager/Sergeant-at-Arms to clear the Council Chamber.

B. Online Platform/Telephonic Service Disturbance

In accordance with CA Government Code § 54957.96, the authority of the City Council or its subsidiary body(ies), or its Presiding Officer to remove or limit participation by persons who engage in behavior that actually disrupts, disturbs, impedes, or renders infeasible the orderly conduct of the meeting, shall apply to members of the public participating in a meeting via a two-way telephonic service or two-way audiovisual platform.

In the event of an online platform/telephonic service disturbance, the Presiding Officer should:

1. Demand the disrupting party(ies) stop the disruptive behavior;
2. Issue an explicit warning that their behavior is disturbing/disrupting the meeting, and continuance of such behavior may subject the individual to removal from the meeting;
3. If the disturbance/disruption continues, call for Information Technology or City Clerk personnel to remove the party from the online platform/ telephonic service, promptly after a final warning that the party's(ies)' behavior is disturbing the meeting.

6.04.070 REVIEW AND UPDATES

This policy may be amended by the City Council at a noticed public meeting in open session. Consideration of any such amendment may not be listed on a public meeting agenda under the Consent Calendar, in accordance with Brown Act provisions.

6.04.080 APPROVAL OF POLICY

This Policy was approved by City Council Resolution No. 2026-13 on April 13, 2026 and became effective immediately thereon.

Signed:



Mayor

Date:

04/13/2026

Signed:



City Manager

Date

04/13/2026
