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**POLICY TITLE: Customer Relations**  
**POLICY NUMBER: 2400**

2400.1 Employees are expected to be polite, courteous, prompt, and attentive to every customer. Never regard a customer's question or concern as an interruption or an annoyance. All employees must make every effort to achieve complete, accurate, and timely communications — responding promptly and courteously to all proper requests for information and to all complaints.

2400.2 Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received. Through your conduct, show your desire to assist the customer in obtaining the help he or she needs. If you are unable to help a person requesting assistance, find someone who can.

2400.3 All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

2400.4 When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the [District Manager or supervisor] should be called immediately for assistance. Employees should never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor to assist in a resolution.



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**POLICY TITLE: Press Relations**  
**POLICY NUMBER: 2405**

**2405.1 Purpose:**

The purpose of this policy is to provide for an orderly presentation to the press of factual information about District activities and Board action.

**2405.2 Press Relations:**

The General-District Manager [or Press Officer] is hereby designated as the official representing the District to the press. Employees of the District shall refer all press inquiries to the General-District Manager [or Press Officer]. Board members and other District officials are encouraged to refer press inquiries regarding District activities and Board actions to the General-District Manager [or Press Officer] or the President of the Board of Directors/Trustees. Individual Board members should take care not to represent their own opinions as those of the Board or the District, even when those opinions coincide with formal Board action.

**2405.3 Press Releases:**

Press releases regarding the District shall be approved by the General-District Manager [or Press Officer] and the President of the Board of Directors/Trustees. Whenever possible and in compliance with applicable law, all members of the Board shall be given an opportunity to review proposed press releases. Board members should take care not to comment on proposed press releases outside Board meetings in a way that might constitute a serial meeting violation of the Brown Act. Thus, comments should be directed to the President of the Board, the General-District Manager [or Press Officer], or both, but not to other members of the Board.



**POLICY TITLE: Public Complaints**  
**POLICY NUMBER: 2410**

2410.1 The Board of Directors/Trustees desires that public complaints be resolved at the lowest possible administrative level, and that the method for resolution of complaints be logical and systematic.

2410.2 A public complaint is an allegation by a member of the public of a violation or misinterpretation of a District policy, or state, or federal law, by an individual who has been adversely affected by that alleged violation or misinterpretation.

2410.3 Complaints shall be resolved as follows:

- a) An individual with a complaint shall first discuss the matter with the Office Manager [or other responsible employee] to resolve the matter informally, if possible.
- b) If an individual registering a complaint is not satisfied with the disposition of the complaint by the Office Manager [or other responsible employee], the complaint shall be forwarded to the General ManagerDistrict Manager [or other responsible managing employee]. At the option of the General ManagerDistrict Manager [or other responsible managing employee], he/she may conduct conferences and take testimony or written documentation in the resolution of the complaint. The General ManagerDistrict Manager [or other responsible managing employee] shall memorialize his/her decision in writing, providing the individual registering the complaint with a copy.
- c) If an individual filing a complaint is not satisfied with the disposition of the matter by the General ManagerDistrict Manager [or other responsible managing employee], he/she may request consideration by the Board of Directors/Trustees by filing said request in writing within ten (10) days of receiving the General ManagerDistrict Manager's [or other responsible managing employee's] decision. The Board may consider the matter at its next regular meeting, call a special meeting, or decline to consider the matter further. In making a decision, the Board may conduct conferences, hear testimony, and review the materials provided to the General ManagerDistrict Manager by the individual registering the complaint. The Board's final decision shall be memorialized in writing, copied to the individual registering the complaint. The action of the Board, including an action to decline to consider a complaint, is the final action of the District, not subject to further internal appeal.

2410.4 This policy is not intended to prohibit or deter a member of the community or a staff member from appearing before the Board to orally present testimony, a complaint, or a statement in regard to actions of the Board, District programs and services, or pending considerations of the Board as permitted by the Brown Act. Nothing in this policy shall alter the duties of District employees to protect the District's confidences and avoid insubordination and as otherwise provided by law and District policy.

**POLICY TITLE: District Web Page**  
**POLICY NUMBER: 2420**

**Policy:**

2420.1 It is District policy to control the content and accuracy of the information provided on the District's Web page. All information will be directed to the ~~General Manager~~District Manager or his or her designee~~[position title] acting in the capacity of the District Web manager~~. All information posted on the District website must be consistent with the District's mission and public interest and the District's social media use policy and applicable law.

**Procedure:**

2420.2 Any District Board ~~Director~~member, official, or employee may request postings to the District Web page through the ~~General Manager~~District Manager or his or her designated representative. Postings must be non-political in nature and support the District's mission. The ~~General Manager~~District Manager shall approve, modify, or deny the request. Postings shall be submitted in Word format as an e-mail attachment unless only a hard copy is available. In either case, it is the submitter's responsibility to check the item for accuracy both prior to submission and after posting to the Web page to ensure no inadvertent errors appear on the final document. The submitter shall inspect the posted submission within 24 hours of posting.

- a) The ~~General Manager~~District Manager or his or her designee shall submit the approved request to the [District department or vendor] for inclusion on the web page and, when necessary, to suggest alternative solutions.
- b) The ~~General Manager~~District Manager or his or her designee shall also manage removal of outdated postings.

2420.3 Privacy Policy.

Last Updated: [date]

The following privacy policy shall be posted to the District's website under a link on the home page.

The [name of district] ("District," "we" or "us") is concerned about privacy issues and wants you to be familiar with how we collect, use and disclose information. We are pleased to provide this Privacy Policy to inform you of our practices as information that we collect through this website. Please note that this Privacy Policy applies only to our online information-gathering and dissemination practices conducted in connection with this website, and does not apply to any of our practices conducted offline. If you have any questions or comments about the Privacy Policy or our privacy practices, please contact us at [contact email address].

By accessing or using this website, you agree with all the terms of this Privacy Policy, so please do not access or use this website if you do not.

We may change this Privacy Policy at any time. Please take a look at the "Updated" legend at the top of this page to see when this Privacy Policy was last revised. Any changes to this Privacy Policy will become effective when posted to this website. By accessing or using the website after any such changes, you accept the revised Privacy Policy.

## Personal Information We May Collect:

We collect two types of information through this website: Personal Information and Other Information. "Personal Information" is information that identifies you or relates to you as an individual. "Other Information" is any information that does not reveal your specific identity or does not directly relate to an individual. Other Information is addressed below, under the heading "Other Information".

We may collect Personal Information through the Sites such as:

- Name
- Email address
- Mailing Address
- Preferences for electronic or physical delivery of newsletters

We may use Personal Information:

- to respond to your inquiries and fulfill your requests, such as to send you information, to register you for events, and to provide you District services.
- to keep a record of your contact information and correspondence, if you contact us through this website and to respond to you.
- to send you administrative information, including information regarding the websites and changes to our terms, conditions, and policies.
- to facilitate social sharing functionality.
- for our internal business purposes, such as improving or modifying this website and operating and expanding our services.
- as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public or government authorities, including public or government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, or yours or others'; or (g) to pursue available remedies or limit the damages that we may sustain.

How Personal Information May Be Disclosed:

- to third parties that provide us services such as website hosting, data analysis, IT services and infrastructure, customer service, email delivery, auditing, and the like.
- to third parties (whether affiliated or unaffiliated with us) upon any reorganization of the District or transfer or some of all of its services to another entity.
- by you on message boards, blogs, and other services to which you are able to post information. Please note that any information you post or disclose through these services will become public information, and may be available to visitors to this website and to the general public. We urge you to be thoughtful when disclosing your Personal Information, or any other information, on this site.
- to your friends associated with your social media account, to other website users as well as to your social media account provider, in connection with your social sharing activity, such as if you connect your social media account to your use of this website. By connecting your use of this website to your social media account, you authorize us to share information with your social media account provider

and you understand that the use of the information we share will be governed by the social media site's privacy policy. If you do not want your Personal Information shared with other users or with your social media account provider, please do not connect your social media account with your use of this website and do not participate in social sharing on this website.

- as we believe to be necessary or appropriate: (a) under applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public or government authorities, including public or government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations; (f) to protect our rights, privacy, safety or property, or yours or others'; or (g) to allow us to pursue available remedies or limit the damages that we may sustain.

#### Other Information We May Collect:

"Other Information" is any information that does not reveal your identity or relate to an individual, such as:

- Browser information
- Information collected through cookies, pixel tags, and other technologies
- Demographic information and Other Information you provide
- Aggregated information
- Zip codes

#### How We May Collect Other Information:

We and our third-party service providers may collect Other Information in a variety of ways, including:

- Through your browser: Most Internet browsers transmit certain information to websites that you visit, such as your computer's type (Windows or Macintosh) and its Media Access Control (MAC) address and screen resolution, and the type and version of your computer's Operating System and browser. We use this information to ensure this website functions properly.
- Using cookies: Cookies are text files, containing small amounts of information, which are downloaded to your computer, or smartphone, or other device by which you visit a website. Cookies allow us to recognize your browsing device to assist with your use of this website. This can include helping us understand how this website is used, letting you navigate between pages efficiently, remembering your preferences, and generally improving your browsing experience. Cookies can also help ensure marketing you see online is more relevant to you and your interests, although we do not intentionally use them for that purpose, our service providers may.
- If you do not want information to be collected through the use of cookies on your computer, most browsers allow you to automatically decline the transfer of cookies to your computer or other device, or to be given the choice of declining or accepting a particular cookie (or cookies) from a particular website. If cookies are disabled, however, some features of this website may not operate as intended. Information about procedures to disable cookies can be found on your Internet browser provider's website.
- Using applications: We may use applications, including mobile applications or widgets, to collect information from you.
- Using pixel tags and other similar technologies: Pixel tags (also known as web beacons and clear GIFs) may be used in connection with some website pages and HTML-formatted email messages to, among other things, track the actions of users of this website and email recipients, measure the success of marketing campaigns and compile statistics about use of this website and response rates.
- IP Address: Your "IP Address" is a number that is automatically assigned to your computer or other

web-browsing device by your Internet Service Provider (ISP). An IP Address is identified and logged automatically in our server log files whenever a user visits this website, along with the time of visit and the page(s) visited. Collecting IP Addresses is standard practice on the Internet and many websites do it automatically. We use IP Addresses for purposes such as measuring use of this website, helping diagnose server problems, and administering this website.

- From you: We collect information when you provide it voluntarily, such as your company, title, interests, and preferred means of communication. Unless combined with Personal Information, such information does not personally identify you or any other user of this website.
- By aggregating information: Aggregated Personal Information does not personally identify you or any other user of this website. For example, we may aggregate Personal Information to calculate the percentage of our users who have a particular telephone area code.

#### How We May Use and Disclose Other Information:

We may use and disclose Other Information for any purpose, except when applicable law requires to treat Other Information as Personal Information. In those situations, we may use and disclose Other Information for the purposes for which we use and disclose Personal Information.

In some instances, we may combine Other Information with Personal Information (such as combining your name with your company and title). If we combine any Other Information with Personal Information, we will treat the combined information as Personal Information as long as it is so combined.

#### Third Party Sites:

This Privacy Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site to which this website contains a link. Please read the terms, conditions, and policies of third-party sites before accessing or using them. The inclusion of a link on the Sites does not imply our endorsement of the linked site.

#### Security:

We use reasonable organizational, technical, and administrative measures to protect Personal Information under our control. Unfortunately, no data storage system or method of Internet data transmission is perfectly secure. Please do not send sensitive or confidential information to us by email or by any other means in connection with this website. If you have reason to believe that your communications with us have been compromised in any way, please immediately notify us of the problem by contacting us as provided in the "Contact Us" page of this website.

#### Choices and Access:

Your choices regarding our use of your Personal Information for marketing purposes:

You may opt-out of receiving these marketing-related emails by following the unsubscribe instructions in any message we send you, or by emailing us at [contact email address]. We strive to honor such request(s) as soon as reasonably practicable.

#### How you can access, change or suppress your Personal Information:

You may request to review, correct, update, suppress, or otherwise modify any Personal Information that you have previously provided to us through this website, or object to our use of such Personal Information by emailing us at [contact email address] or by other means as noted on the "Contact Us" portion of this website. You may also oppose the processing or transferring of Personal Information to the extent the laws of your

country require, if you have a legitimate reason to do so.

In your request, please state what information you would like us to change, and whether you would like to have your Personal Information removed from our database or otherwise let us know what limitations you would like to place on our use of your Personal Information. For your protection, we will only implement requests with respect to the Personal Information associated with the particular email address that you use to send us your request, and we may need to verify your identity before doing so. We strive to comply with requests as soon as reasonably practicable.

We may need to retain certain information for recordkeeping purposes, and there may also be residual information that will remain in our databases and other records. Such information will not be removed. We may, from time to time, re-contact former users of this website. Finally, we are not responsible for removing information from the databases of third parties (such as service providers) with whom we have shared your Personal Information.

#### Retention Period:

We will retain your Personal Information as necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or allowed by law.

#### Use of Site by Minors:

The Sites is not directed to children under the age of 13 and we request they not provide Personal Information through this website.

#### Cross-Border Transfer:

Your Personal Information may be stored and processed in any country in which we engage service providers, and by using our Sites you consent to the transfer of information to countries outside of your country of residence, including the United States, which may have different data protection rules than those in your country.

#### Sensitive Information:

We ask that you not send us, and you not disclose, any sensitive Personal Information (e.g., Social Security numbers, credit card or other payment card information, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, criminal background, or trade union membership) on or through this website or otherwise except as necessary to pay for District services.

#### Contacting Us:

If you have any questions about this Privacy Policy, please contact us by email at [contact email address] or by other means as noted on the "Contact Us" portion of this website.

Please note that email communications are not secure; accordingly, please do not include credit card information or other sensitive or confidential information in your emails to us.





**POLICY TITLE: California Public Records Act Response Procedures**  
**POLICY NUMBER: 2425**

The California Public Records Act (Government Code, section [7920.0006250](#) et seq.) grants California residents important rights to obtain access to records held by public agencies. The District adopts this policy to clarify how it will respond to requests for records under the Public Records Act.

2425.1 All requests for public records shall be in writing on a form approved by the Board of Directors/[Trustees](#), unless the request is to review an agenda, agenda reports, or minutes of the Board or ordinances or resolutions of the Board or any of its committees, which are available in the District office.

2425.2 [District sStaff](#) will respond to all requests as soon as possible after they are received, but not later than 10 days after receipt of the request to either state whether the District has responsive records or request an extension of up to 14 days to make that determination pursuant to Government Code section [7922.5356253\(e\)](#).

- a) [District sStaff](#) shall review each request and determine whether it seeks identifiable records. If not, [District](#) staff shall offer to help the requestor identify records responsive to the request.
- b) [SDistrict staff](#) shall request all [Directors-Board members](#) and [District](#) staff who may have the records requested to search their files. [Directors-Board members](#) and [District](#) staff must report whether they have responsive records and, if so, when the records can be made available to the requestor.
- c) [District sStaff](#) shall respond to the requestor, advising him or her in writing of the availability of the documents, a description of the medium (paper, electronic format, etc.) and location of the records, and whether any are exempt from disclosure under the Public Records Act. To the extent feasible, [District](#) staff will provide suggestions to overcome any practical basis for denying access to the records sought.
- d) If a request is made for copies of records, [District](#) staff shall also advise the requestor of the estimated copying cost. The District shall make any disclosable records it holds in electronic format available in such format when requested.
- e) The person requesting the copies shall pay the charges for the requested copies established by the Board. At present those are: [\$1.00 for the first page, \$.05 each additional page, \$.10 per page for Political Reform Act materials, CD's-\$5.00, DVD's \$10.00]. [SDistrict staff](#) shall not make the requested copies until a deposit of the estimated copying cost is received and shall not release the copies until the actual copying cost is paid.

2425.3 In accordance with the Public Records Act, [District](#) staff will provide specific, identifiable records but will not research records for particular types of information, as distinct from records, or analyze information which may be contained in public records. [District sStaff](#) has no obligation to create records in response to a Public Records Act request.

2425.4 [District sStaff](#) will respond to requests for public records in accordance with the Public Records Act as the Act now exists or may hereafter be amended, and nothing in this [pPolicy](#) is intended nor shall it be construed to conflict with the terms of the Public Records Act.



[District]  
REQUEST FOR PUBLIC RECORDS

Date requested:	Date required:
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Please list each document, file, or record separately

- I wish to
- Review
  - Obtain copies of the following public records:

I/We, the undersigned, request documents as indicated and agree to pay the [District] for copies at the rate of \$1.00 for the first page and \$0.05 for each additional page (\$0.10 per page for documents requested pursuant to the Political Reform Act) when I receive or my representative receives them.

Name/Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number: ( ) \_\_\_\_\_ Signature: \_\_\_\_\_

FAX Number: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

FOR INTERNAL USE ONLY		
Approved <input type="checkbox"/> Denied <input type="checkbox"/>	Signature:	
Reason, if denied:		
Disposition of Request: Documents/response provided on (date)		
By: <input type="checkbox"/> Mail <input type="checkbox"/> Pick-up <input type="checkbox"/> FAX <input type="checkbox"/> Email <input type="checkbox"/> Delivered <input type="checkbox"/> Verbal <input type="checkbox"/> Phone		
Comments:		
Date Completed:	Staff Member(s):	Staff Time: