

AGENDA
CITY COUNCIL WORK SESSION
TUESDAY, OCTOBER 2, 2018 – 7:00 P.M.
Lowell City Hall, 107 East 3rd Street, Lowell, Oregon

CALL TO ORDER/ROLL CALL

Councilors: Mayor Bennett ____ Burford ____ Osgood ____ Angelini ____ Harris ____

Work sessions are held for the City Council to receive background information on City business and to give Council members an opportunity to ask questions and express their individual views. No decisions are made, and no votes are taken on any agenda item. The public is invited to attend, however, there is generally no public comment period.

WORK SESSION TOPIC(S)

1. Social Media Policy
2. Water Leak Adjustment Policy
3. RAIN Oregon Program Expansion
4. Public Safety Report

ADJOURN

The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting to Joyce Donnell at 541-937-2157.

CITY OF LOWELL, OREGON

RESOLUTION 705

**A RESOLUTION PROVIDING GUIDELINES FOR THE USE OF THE CITY OF LOWELL
WEBSITE AND SOCIAL MEDIA SITES**

WHEREAS, the purpose of the City of Lowell website and social media sites is to provide access to online services and information to the City’s audience about the functions, services, activities, issues, operations and projects for the City of Lowell municipal government; and

WHEREAS, it is necessary to provide guidelines as to the use of City of Lowell website and social media sites in order to protect the City and appropriately control the dissemination of official information; now therefore

BE IT RESOLVED, that the City of Lowell will implement the policy as written in Attachment A: City of Lowell Website and Social Media Policy.

Adopted by the City Council of the City of Lowell, this 16th day of October 2018.

This Resolution supersedes Resolution 659 dated August 2, 2016.

Yea: _____

Nay: _____

Approved: _____
Don Bennett, Mayor

Attest: _____
Jared Cobb, City Administrator

Attachment A: City of Lowell Website and Social Media Policy

A. Policy Statement

The City of Lowell website is the primary electronic communication tool for the City of Lowell. Social media sites will be utilized to reach a broader audience, support, and drive web traffic to the City of Lowell website.

B. Purpose

The purpose of the City website and social media sites is to provide access to online services and information to the City's audience about the functions, services, activities, issues, operations and projects for the City of Lowell municipal government.

C. Scope

This policy applies to the City's internet website, www.ci.lowell.or.us, all associated web pages, and approved social media sites.

D. Definitions

"Public Record" means all information created, stored, sent, or received by City employees in connection with City business or using City assets or facilities, which includes most forms of electronic media devices, are public records. Refer to ORS 192.005 (5).

"Social Media" means forms of electronic communication (i.e. website, Facebook, Twitter) through which people create online communities to share information and ideas.

E. Access

Designated web posters will be trained and provided a username and password by the City Administrator to gain access to web posting tools. The City Administrator will provide additional web training as the need arises.

F. Responsibility

Employees and departments who develop and post web content will comply with this policy. The City Administrator is responsible for the operation and oversight of the city website and social media sites. Department directors are responsible for department content.

Our primary audiences are:

- Citizens of Lowell
- Property and business owners
- Members of the City Council and Committees
- News media
- City employees
- People outside of Lowell, including area residents who work in or visit Lowell
- Other local governments in Lane County
- City government associations and organizations

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G. Content

Posters will provide content that is relevant, concise and appropriate to the City's audiences. This may include, but is not limited to, the following:

- City Council and committee meeting agendas
- City news and events
- Bids and requests for proposals
- Employment opportunities
- Emergency alerts

~~Social media sites cannot be used to post original content.~~

H. Comments and Replies

The City Administrator or designated web poster may respond to comments posted on social media sites when appropriate. The following rules on commenting shall be posted on the City's social media sites:

"The City of Lowell social media sites are intended to keep residents, businesses, and visitors with up to date information on city issues. Posted comments by individuals other than City staff do not necessarily reflect the opinions or ideas of the City of Lowell.

All posted comments must comply with the social media site's Terms of Use and the City of Lowell social media site rules:

- Comments should relate to the post.
- Comments should relate to functions, services, activities, issues, operations and projects of the City of Lowell.
- Comments should not contain obscenities.
- Comments should not include inflammatory language that targets or discriminates against individuals or groups based on race, ethnicity, religion, color, gender, age, sexual orientation or national origin.
- Comments should not promote or endorse political campaigns or candidates.
- Comments should not incite or promote violence or illegal activities.
- Comments should not advertise or promote a commercial product, service, any entity or individual.
- Comments should not contain personal identifying information, sensitive personal information, or any information that reasonably could compromise individual or public safety.

All comments that violate commenting rules will be hidden, rejected, or removed." ~~Prior to removal, comments shall be saved in hard copy format and filed.~~

I. Public Records

Responses on social media sites are a public record with retention dependent upon their content. In order to comply with Oregon Records Retention Law (ORS 192 and OAR 166.30),

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all original content posted to the City website shall be saved electronically for retention purposes. Links on the City's social networking accounts shall point users back to the City of Lowell website, www.ci.lowell.or.us, for information, forms, documents, and online services that help individuals conduct business with the City of Lowell. Original content posted to social media sites must be saved electronically using social media archiving software or by taking a screenshot, printing, and filing the content as a public record.



LEAGUE OF OREGON CITIES

MODEL

Model Email and Social Media Policy

APRIL 2018



FOREWORD

Technology has become an everyday part of the workplace. Computers and the internet are now standard workplace tools. In a very short span of time, social media has evolved from a technological fad to a potentially long-term, effective communication option for cities. Cities should develop a comprehensive email and social media use policy to manage legal risks such as violations of public records law and protections on free speech. This model does not address the off-duty private use of email and social media accounts that does not relate to public business. However, emails and social media posts are considered public records if they relate to the city's business regardless if the email is sent from, or the social media is posted from a private account. Thus, these public records must be properly retained pursuant to the city's records retention policy. Additionally, cities may not restrict an individual's First Amendment free speech rights by regulating the content of their social media posts. Cities may, however, regulate the time, place, and manner in which free speech is permitted and thus, manage public comments on the city's social media accounts accordingly.

DISCLAIMER

Any model document provided by the League is intended to be used as a starting point in an individual city's development of its own documents. Each city is unique, and any adopted document or policy should be individually tailored to meet a city's unique needs.

This model is not intended as a substitute for legal advice. Cities should consult with their city attorney and/or the CIS Pre-Loss Legal Department before adopting an email and social media policy to ensure that the policy complies with all aspects of federal, state, and local law.

MODEL EMAIL AND SOCIAL MEDIA POLICY

Part I: Email

Use

1. Each staff member and official will be assigned a unique email address that is to be used while conducting city business via email. The unique email address assigned to an employee is the property of the city. An individual may only use their assigned email address while employed by the city.
2. The city retains the right to intercept, monitor, review and disclose any and all messages composed, sent or received.
3. All email systems are city property. All messages stored on city systems or composed, sent or received by any staff or official are the property of the city. Furthermore, all messages composed, sent or received by any person using city-provided equipment are property of the city. Emails are not the property of any employee or official.
4. Email systems are intended to be used primarily for business purposes. Any personal use must not interfere with normal business activities, must not involve solicitation, and must not be associated with any for-profit business activity.¹ All messages sent by email are city records.
5. The use of privately owned email accounts for sending and receiving work related email messages is highly discouraged. However, if these resources are used for work-related purposes, the user must transfer all work-related messages to a city-owned system or network and must realize that these private accounts may be subject to public disclosure and retention requirements.
6. All communications via email in connection with the transaction of public business constitute public records except under certain circumstances. Electronic communications, like other public records, must be available upon request to any individual, agency or others outside the organization, unless the information is legally exempt from disclosure.
7. Except as specifically designated below, city staff and officials are prohibited from using City email accounts to send or receive:
 - a. Information about actual or potential claims and litigation involving the city;
 - b. The intellectual property of others, without written permission;

¹ Cities who wish to limit email use to business purposes only should replace this language with the following: “Email systems are to be used for business purposes only. Personal use of city email systems is strictly prohibited.”

- c. Photographs of employees or members of the public, without written permission;
- d. Any personal, sensitive or confidential information;
- e. Computer viruses or other harmful programs;
- f. “Chain letters” or junk mail;
- g. Material or comments that are derogatory to any individual or group, or of a defamatory, threatening or harassing nature;
- h. Racist, sexist and other disparaging language about a group of people;
- i. Obscene, pornographic, offensive or illegal materials or links;
- j. Sexual comments about, or directed to, anyone; or
- k. Any communication for any other purpose which is illegal, against city policy, or contrary to the city’s interest.

This prohibition does not apply to attorney-client communications between city staff and officials and the city attorney or other city staff and officials designated to assist with legal matters.

Records Retention:

1. The city must maintain and preserve records in compliance with the Oregon Public Records Law. The Public Records Law applies regardless of whether the email communication is sent from a public or private email address.
2. The retention of records stored in electronic systems, including email, is governed by the city’s retention schedule and OAR Chapter 166, Division 200. If you have a question regarding the retention of a record, please contact the city recorder².
3. An email inbox should not be used for storage. The email should be printed and put into the appropriate file.³ However, email related to a current project or issue may be retained on the system as a reference tool. Once the project is completed or the issue resolved, the user should transfer all relevant email to the appropriate file and delete the email from their inbox.

² If appropriate, replace “City Recorder” with the city’s designated records custodian.

³ If the city utilizes an electronic filing system, this sentence should be modified to designate the proper electronic file location (e.g. “The email should be saved in the ‘Email’ folder in the E: drive”).

Security Precautions

1. Viruses and other malicious code can spread quickly if appropriate precautions are not taken:
 - a. Be suspicious of messages sent by people not known by you.
 - b. Do not open attachments unless they were anticipated by you.
 - c. Disable features in emails that automatically preview messages before opening them.
 - d. Do not forward chain letters; simply delete them.

Any staff member in violation of this email policy is subject to disciplinary action pursuant to the city's personnel manual, including but not necessarily limited to termination.

Part II – Social Media

Use

1. “Social media” includes blogs, Facebook, Twitter, YouTube and other similar accounts.
2. The city shall identify those employees authorized to use social media on behalf of the city. Only those employees who are authorized shall engage in social media activities on behalf of the city. The city manager⁴ shall maintain a list of authorized social media users.
3. All social media accounts shall be created using a city-issued email address, whenever possible.⁵ This will ensure that:
 - a. Personal and professional communications are separated;
 - b. The city can back up public conversations because the city owns and controls the email address;
 - c. The city can access the site when the employee is out on vacation or otherwise away from the office or leaves employment with the city; and
 - d. The city can determine that the site is legitimately the city’s and not a rogue site generated from a private email address.
4. The city shall notify users and visitors to the social media site that the purpose of the site is to facilitate communication between the city and the public. Each site shall contain the following message:

This site is created by the city of _____. This site is intended to serve as a mechanism for communication between the public and the city of _____ on all topics relevant to city business. The city of _____ reserves the right to remove comments or postings that violate any applicable laws. A list of content that will be removed may be viewed at: *[insert hyperlink to user guidelines⁶]*. Postings to this site are public records of the city of _____ and may be subject to disclosure under the Oregon Public Records Law.

The city of _____ does not endorse nor sponsor any advertising posted by the social media host, that the social media is a private site, or the privacy terms of the site apply. The city of _____ does not guarantee reliability and accuracy of any third-party links.

⁴ Or another designated staff member.

⁵ Some social media sites, such as Facebook, prohibit creation of a government “page” without the use of a personal account. In those instances, the city should provide a process for transition of page management in the event the person holding the primary personal account associated with the page leaves the city.

⁶ Sample social media user guidelines are provided in Appendix A.

5. Where possible, all social media sites will display the city’s logo for consistency and authenticity.
6. Social media posts are considered public records if posts are made on an official city account; *or* on a city staff member or official’s private account which makes or receives comments on city matters.
7. The city and its employees and officials shall not discriminate against public speech based on content or viewpoint. The city, its staff and its officials may not engage in viewpoint discrimination. All persons who wish to “friend,” “follow,” “re-tweet,” etc. must be allowed to do so.
8. The following content posted by the public may be removed:
 - a. Comments not topically related to the particular article being commented upon;
 - b. Comments in support of or opposition to political campaigns or ballot measures;
 - c. Profane language or content;
 - d. Content that promotes, fosters or perpetuates discrimination upon the basis on race, religion, gender, gender identity, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, source of income, or other protected status under applicable law;
 - e. Inappropriate sexual content or links to inappropriate sexual content;
 - f. Solicitations of commerce, *e.g.*, ads;
 - g. Conduct or encouragement of illegal activity;
 - h. Private and confidential information;
 - i. Information that may tend to compromise the safety or security of the public or public systems; or
 - j. Content that violates a legal ownership interest of any other party.

These guidelines shall be displayed to all users or made available by hyperlink. Any content removed must be retained, including the time, date and identity of the poster when available.

Records Retention

1. The city must maintain and preserve social media records in compliance with the Oregon Public Records Law. The Public Records Law applies regardless of whether the social media site is hosted by the city or a third party.
2. Those engaged in social media activities must be familiar with the city's records retention schedule. Any posted original content that is not a copy of a preexisting city record must be captured and retained by saving a copy and providing it to the city's records custodian.
3. Social media content shall be retained by composing and retaining message in local software and noting the time and date posted, or by capturing screenshots of the post once it is on the page.⁷
4. Non-Original Social Media Content Maintained Elsewhere
Any posted content that is a copy of a city record that exists in another location does not need to be separately preserved, provided that the original content is being retained in compliance with the appropriate city retention schedule and media preservation requirements. Employees should use social media applications exclusively as a mechanism for providing the public with links or references to content that is maintained as an official city record elsewhere. Links or references posted to social media accounts are considered convenience copies which need to be retained only "as needed" or "until superseded."
5. Original Social Media Content
Any posted original content that constitutes a city record and that is not preserved and retained elsewhere in compliance with the appropriate city retention schedule, must be captured by the city and retained according to the appropriate schedule and preservation requirements. The person who posts the content is responsible for retaining and preserving the record.
 - a. Speeches/Statements/News Releases/Program Activity Records
Content that contains written or photographed accounts of a city event, or summary of such events posted to social media are considered statements and reports for retention purposes and should be retained generally for two years from the time they are "published." If these posts contain policy or historically significant content, they must be retained permanently.
 - b. Correspondence
Incoming messages from the public that arrive via the city's social media account should be treated as correspondence. Messages completely unrelated to the city's activities does not need to be retained. If the message relates to the city's activities or functions, it must be captured and retained per the retention category that most closely corresponds to the content of the message. Staff are advised to respond to

⁷ A city may also utilize third party software that can coordinate multiple social media accounts and capture social medial content automatically for a city.

correspondence via email or other “offline” messaging methods and if possible, communicate directly with the individual and maintain that correspondence.

c. Content Associated with a Specific Function or Activity

Information received from the public in response to social media posts used as a public entry point to solicit specific information—such as conducting a poll or to launch a process or placing an order—should be retained along with other records associated with that function or activity using the appropriate retention schedule.

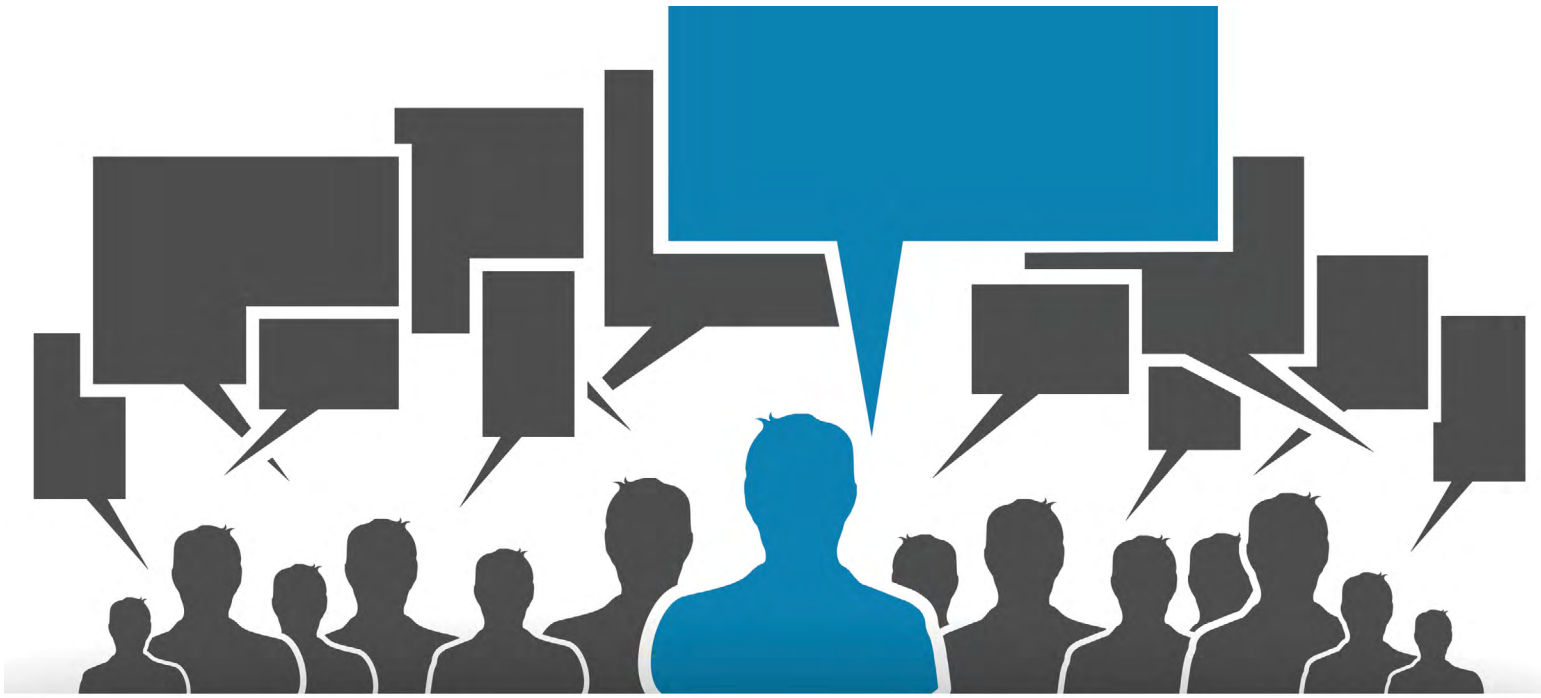
Any staff member in violation of this social media policy is subject to disciplinary action pursuant to the city’s personnel manual, including but not necessarily limited to termination.

Appendix A – SAMPLE SOCIAL MEDIA USER GUIDELINES

The city of _____ encourages the public to share thoughts as they relate to the topics being discussed on the city's social media sites. The views expressed in visitor comments reflect those of the comment's author and do not necessarily reflect the official positions of the city of _____. Public comments are considered public information and may be subject to monitoring, moderation and disclosure to third parties. Users shall refrain from posting and the city of _____ reserves the discretion to remove:

- a. Comments not topically related to the particular article being commented upon;
- b. Comments in support of or opposition to political campaigns or ballot measures;
- c. Profane language or content;
- d. Content that promotes, fosters, or perpetuates discrimination upon the basis on race, religion, gender, gender identity, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, source of income, or other protected status under applicable law;
- e. Inappropriate sexual content or links to inappropriate sexual content;
- f. Solicitations of commerce;
- g. Conduct or encouragement of illegal activity;
- h. Private and confidential information;
- i. Information that may tend to compromise the safety or security of the public or public systems; or
- j. Content that violates a legal ownership interest of any other party.

These user guidelines may be subject to modification at any time.



SOCIAL MEDIA POLICY TEMPLATE FOR THE PUBLIC SECTOR



ABOUT THIS TEMPLATE

This template is intended for use as a starting point for public sector organizations drafting a social media policy. The information was compiled from several sources including the Cities of Seattle, WA, and Arlington, TX; and the States of Mississippi, Oklahoma, Texas, and North Carolina. Parts of this document were adapted from the Law Enforcement Agency Facebook Terms developed by Lauri Stevens of [LAW.S Communications](#), used with permission. As each public sector organization is different, this template should be modified to fit the needs of your agency.

INTERNAL POLICY

Purpose

This document defines the social networking and social media policy for [agency name], the "Agency". To address the fast-changing landscape of the Internet and the way residents communicate and obtain information online, Agency departments may consider using social media tools to reach a broader audience. The Agency encourages the use of social media to further the goals of the Agency and the missions of its departments, where appropriate.

The Agency has an overriding interest and expectation in deciding what is "spoken" on its behalf on social media sites. This policy establishes guidelines for the use of social media.

Acceptable Use

Personal Use

All Agency employees may have personal social networking, Web 2.0 and social media sites. These sites should remain personal in nature and be used to share personal opinions or non-work related information. Following this principle helps ensure a distinction between sharing personal and agency views.

Agency employees must never use their agency e-mail account or password in conjunction with a personal social networking, Web 2.0 or social media site.

The following guidance is for Agency employees who decide to have a personal social media, Web 2.0 or social networking site or who decide to comment on posts about official Agency business:

- State your name and, if relevant, role, when discussing Agency business;
- Use a disclaimer such as: "The postings on this site are my own and don't reflect or represent the opinions of the agency for which I work."

Professional Use

All official agency-related communication through social media, Web 2.0 and social networking outlets should remain professional in nature and should always be conducted in accordance with the Agency's communications policy, practices and expectations. Employees must not use official agency social media, Web 2.0 or social networking sites for political purposes, to conduct private commercial transactions, or to engage in private business activities.

Agency employees should be mindful that inappropriate usage of official agency social media, Web 2.0 and social networking sites can be grounds for disciplinary action. If social media, Web 2.0 and social networking sites are used for official agency business, the entire agency site, regardless of any personal views, is subject to best practices guidelines, and standards.

Only individuals authorized by the Agency may publish content to an agency Web site or state agency social computing technologies.

Approval and Registration

All Agency social media sites shall be (1) approved by [contact] ; (2) published using approved social networking platform and tools; and (3) administered by the contact or their designee.

Oversight and Enforcement

Employees representing the Agency through social media outlets or participating in social media features on agency websites must maintain a high level of ethical conduct and professional decorum. Failure to do so is grounds for revoking the privilege to participate in agency social media sites, blogs, or other social media features.

Information must be presented following professional standards for good grammar, spelling, brevity, clarity and accuracy, and avoid jargon, obscure terminology, or acronyms.

Agency employees recognize that the content and messages they post on social media websites are public and may be cited as official Agency statements. Social media should not be used to circumvent other agency communication policies, including news media policy requirements.

Agency employees may not publish information on agency social media sites that includes:

- Confidential information
- Copyright violations
- Profanity, racist, sexist, or derogatory content or comments
- Partisan political views
- Commercial endorsements or SPAM

Records Retention

Social media sites contain communications sent to or received by the Agency and its employees, and such communications are therefore public records subject to [applicable public records statute]. These retention requirements apply regardless of the form of the record (for example, digital text, photos, audio, and video). The Department maintaining a site shall preserve records pursuant to a relevant records retention schedule for the required retention period in a format that preserves the integrity of the original record and is easily accessible. Furthermore, retention of social media records shall fulfill the following requirements:

- Social media records are captured in a continuous, automated fashion throughout the day to minimize a potential loss of data due to deletion and/or changes on the social networking site.
- Social media records are maintained in an authentic format (i.e. ideally the native technical format provided by the social network, such as XML or JSON) along with complete metadata.
- Social media records are archived in a system that preserves the context of communications, including conversation threads and rich media, to ensure completeness and availability of relevant information when records are accessed.
- Social media records are indexed based on specific criteria such as date, content type, and keywords to ensure that records can be quickly located and produced in an appropriate format for distribution (e.g. PDF).
- Each employee who administers one or more social networking sites on behalf of the Agency has self-service, read-only access to search and produce relevant social media records to fulfill public information and legal discovery requests as needed.

Agency utilizes an automated archiving solution provided by ArchiveSocial to comply with applicable public records law and fulfill the above record retention requirements. The Agency archive is available at: archivesocial.com.

EXTERNAL POLICY

The following guidelines must be displayed to users on all social media sites or made available by hyperlink.

Moderation of Third Party Content

This agency social media site serves as a *limited public forum* and all content published is subject to monitoring. User-generated posts will be rejected or removed (if possible) when the content

- is off-subject or out of context
- contains obscenity or material that appeals to the prurient interest
- contains personal identifying information or sensitive personal information
- contains offensive terms that target protected classes
- is threatening, harassing or discriminatory
- incites or promotes violence or illegal activities
- contains information that reasonably could compromise individual or public safety
- advertises or promotes a commercial product or service, or any entity or individual
- promotes or endorses political campaigns or candidates

Public Records Law

Agency social media sites are subject to applicable public records laws. Any content maintained in a social media format related to agency business, including communication posted by the Agency and communication received from citizens, is a public record. The Department maintaining the site is responsible for responding completely and accurately to any public records request for social media content.

About the author of this template

ArchiveSocial enables public entities to safely and effectively utilize social networks such as Facebook, Twitter, YouTube, Instagram, and LinkedIn. ArchiveSocial is the industry's first archiving technology providing 100% authentic capture of social media for compliance with state and federal records laws such as FOIA. It provides a legal safety net, and eliminates the time and effort required to respond to public records requests. ArchiveSocial is completely hosted and requires zero IT deployment. It serves as a cost effective offering for any sized public entity, and provides the public sector's easiest and most comprehensive solution for managing records of social media. ArchiveSocial is based in Durham, North Carolina.



ArchiveSocial

Social media archiving for government

Additional papers, articles, and free trial offer available at archivesocial.com

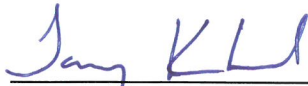
CITY OF OREGON CITY SOCIAL MEDIA POLICY

PURPOSE

The purpose of this Policy is to provide guidelines for use and engagement of the City of Oregon City ("City") operated social media, websites, and other digital engagement tools. This policy is applicable to visitors of City websites and Social Media platforms.

GUIDELINES

1. Website and Social Media accounts shall be created and administered by City officials.
2. Posts and comments are encouraged on City Social Media sites that allow posts. These sites are limited public forums and moderated by City staff. The City reserves the right to hide off-topic content (comments, photos, links, etc.)
3. The City of Oregon City reserves the right to remove posted content that does not comply with this Policy or any applicable law.
4. Comments / Links containing any of the following forms of content shall not be allowed:
 - A. Support of or opposition to political campaigns or ballot measures;
 - B. Promotion of commercial content for personal gain;
 - C. Solicitations of commerce;
 - D. Corporate commercial sites. The City may allow links useful to member or sponsor organizations that provide pertinent information related to City business;
 - E. Information that may tend to compromise the safety or security of the public or public systems;
 - F. Conduct or encouragement of illegal activity;
 - G. Profane language, sexual content, or related links;
 - H. Personal attacks or bullying; and
 - I. Content that promotes, fosters, or perpetuates discrimination.
5. The City is required to comply with all applicable Oregon Administrative Rules, Public Records Laws, and the City Retention Schedule. This means that any comments or links provided on this system will become a public record and available to the public. This applies to all content on City websites and other social media platforms posted by anyone. The content related to City business shall be maintained and may be releasable when requested as part of a public records request including private messages.
6. This policy will be reviewed annually or as needed to update guidelines and emerging platforms.



TONY KONKOL, City Manager



Date

Policy No. 2010.03.15

ORIGINATING DEPARTMENT: Administration

SUBJECT: Website and Social Media Policy

PURPOSE:

The City of Ashland has distinct departments and divisions all working to serve Ashland citizens. Together, these departments share a responsibility to build recognition and understanding of the City as a whole. To simplify and strengthen this recognition, the City has developed standards for all communication tools, including the City website.

The purpose of the City web site is to provide access to on-line services and information to the City's primary audiences about the functions, services, activities, issues, operations and projects of the City of Ashland municipal government. It is the primary communication tool for the City of Ashland.

To address the way people communicate and obtain information online, the City of Ashland uses select social media tools to reach a broader audience.

The City of Ashland website "pushes" posted information to select social media tools and directs users to the City website.

The City of Ashland website and its content has been developed and will be maintained for accessibility by all persons.

Scope:

This policy applies to the City's Internet website, www.ashland.or.us, all associated web pages and approved social media sites.

Responsibility:

Employees and departments who develop and post web content will comply with this policy. The Administration Department is responsible for operation and oversight of the city website. Department Directors are responsible for department content.

Each department will designate at least one "web poster" to be responsible for maintaining the accuracy and timeliness of the department content.

Our primary audiences are:

- Citizens of Ashland,
- Property and business owners,
- Members of City Commissions and Committees,
- News media, and
- City employees.

Our secondary audiences are:

- People outside of Ashland, including area residents who work and visit in Ashland;
- Other local governments in the Rogue Valley, Oregon and beyond; and
- City government associations and organizations.

Access:

Designated web posters will be trained and then provided a user name and password by the Administration Department to gain access to web posting tools.

The Administration Department will provide web training as the need arises. Individual posters will receive one-on-one training when requested.

Policy:

Website standards include the look, format and layout, and backend tools of the City's website and cannot be changed by web posters. Posters and departments may request changes. The Administration Department will make changes to the standards as needed to ensure effective communications with our audiences.

The City of Ashland website uses the proprietary program, SIB (site in a box) developed by Project A. The program provides posting tools developed by Project A. On occasion, the City may contract for additional web development tools. Web posters may request updates to current web tools through the Administration Department. Web posters may not contact Project A directly without permission of the Administration Department.

Departments may not create separate URLs.

Content:

Posters will provide content that is relevant, concise and appropriate to the City's audiences. Use familiar words and avoid the use of jargon. If acronyms and abbreviations must be used, ensure they are clearly understood and identified on the page. Use upper and lower case letters appropriately, write in an affirmative, active voice, and limit the use of bold, underline and italic fonts. Do not use font colors. Appropriate text font and size is 14point Times New Roman.

Images can enhance the website; however, when overused or of poor quality, they can detract from the site. Pages cluttered with photographs, font sizes and styles can be difficult to read. Poster should avoid posting multiple images on a single page, and ensure the image is of good quality and appropriate size.

To avoid perception that the City endorses or provides favorable treatment to any private person or business enterprise, no corporate or commercial logos or direct links to vendor sites are allowed. Links to external sites are limited to:

- Ashland Chamber of Commerce and Visitor and Convention Bureau,
- Governmental agencies,
- Hospitals,
- Museums, libraries, historical organizations and similar non-profit organizations that provide cultural resources to residents and visitors to the City,
- Public non-profit educational institutions, and
- Other non-commercial agencies which may be relevant to the business of a City department and provide information or services to website users.



News and Homepage:

Posted news items may show on the homepage, the department homepage, twitter and Facebook. News items report current or recent events. The information should be timely and accurate and include an end date.

Posters should not include graphics (logos, photos) in the news item. The news item may include a link to another page on the website with photos related to the news item. There may be limited exceptions, such as if the police department needs to post a photo or composite of a suspect.

There are “internal advertising” slots on the right hand column of the homepage. These slots will be allocated by the Administration Department. Generally, these slots are reserved for on-going issues and hot topics. The City will use these slots to promote vacancies on City Commissions and Committees, services, blogs, videos etc.

Additional advertising slots are available for department homepages and can be used by posters to highlight issues and topics of the department.

Department Homepages and Pages:

Each department has a homepage. The homepage should include information about the purpose and function of the department and reference viewers to the left hand column for specific information. The left hand column lists pages related to the services, activities, issues, operations and projects of the department.

The right hand column contains advertising slots and FAQs.

Agendas and Minutes:

Departments that support city Commissions and Committees are responsible for posting agendas and minutes, and maintain a roster and description of the Committee’s or Commission’s responsibilities.

Policy Acknowledgement:

Designated web posters will be required to sign a statement they have received training and they understand and will abide by this policy.

Social Media:

Commonly used social media websites, such as Facebook and Twitter, have large loyal user bases and are increasingly important outreach and communication tools for the City.

City of Ashland presence on social networking sites fosters vibrant and transparent communications. Social networking improves interactivity between the City and the public, and it reaches people who do not consume traditional media.

The City of Ashland has engaged in two social media sites for the purpose of expanding our communication and outreach to our audiences.

TWITTER

Twitter is a micro blogging tool that allows account holders to tweet up to 140 characters of information to followers. City departments will communicate information directly to the City of Ashland Twitter account alerting followers to news and directing them to www.ashland.or.us for more information.



Web posters have the option to “push” news items posted to the City website to the twitter account. Twitter users will see the first 140 characters of the message with a link to the news item on the City website. In writing the lead of a news release, web posters should ensure the key idea the public needs to understand is clearly written in the first 140 characters.

Content

The City of Ashland Twitter account displays the standardized City of Ashland logo. The Twitter account shall serve three primary purposes:

- Refer followers to content hosted at www.ashland.or.us,
- Promote City sponsored events, and
- Provide information during an emergency.

Twitter content shall mirror information presented on www.ashland.or.us and other existing information dissemination mechanisms.

NOTE: Twitter does not allow for content editing. Therefore, City employees posting to Twitter will ensure that information is posted correctly the first time. Web posters should be certain the information is correct before posting. Subsequent corrected posts do not replace the initial post but are shown as new posts on Twitter.

Monitoring Comments

City employees authorized to post to Twitter shall be responsive to those constituents who communicate via Twitter’s @reply or direct message functions. Communication with followers will be timely and consistent with existing protocols.

Additional City Twitter Accounts

Departments desiring twitter accounts separate from the City account must submit a request in writing to the Administration Department detailing the following:

- Target audience and
- Purpose of separate account and reasoning why the main account does not meet the needs of the department.

In general, requests for special accounts will be denied unless the account is needed to reach a special audience not currently served by the City’s website.

FACEBOOK

Facebook is a social networking site. Businesses and governments have joined individuals in using Facebook to promote activities, programs, projects and events. The City’s Facebook page is designed to drive traffic to the City’s website and to inform more people about City activities.

Content

The City of Ashland Facebook page displays the standardized City of Ashland logo.

The Facebook page shall serve four primary purposes:

- Refer followers to content hosted at www.ashland.or.us,
- Promote City sponsored events,
- Provide information during an emergency, and
- Provide the public with the opportunity to comment on the issue.



Facebook page content shall mirror information presented on www.ashland.or.us and other existing information dissemination mechanisms.

Web posters have the option to “push” news items posted to the City website to the Facebook account. Facebook users will see the post with a link to the news item on the City website.

Monitoring Comments

City employees should monitor comments posted to Facebook. If there are comments that require a response or that should be removed, please notify Administration.

NOTE: The comment tool on Facebook cannot be “turned off.” Therefore, comments can and will be posted by viewers. It is incumbent on the department to monitor those comments. See the section on Monitoring below.

Communication with followers will be timely and consistent with City of Ashland’s existing protocols on communication.

Additional City Facebook Pages

Departments desiring Facebook pages separate from the City account must submit a request in writing to the Administration Department detailing the following:

- Target audience and
- Purpose of separate page and reasoning why the main Facebook page does not meet the needs of the department.

In general, requests for special accounts will be denied unless the account is needed to reach a special audience not currently served by the City’s website.

Public Record

The role of technology in the 21st century workplace is constantly expanding and now includes social media tools that facilitate interactive information sharing. The use of these tools does not supersede compliance with State records retention law. Oregon law requires all government agencies maintain records of all electronic communications.

The City of Ashland uses web harvesting tools to capture social media web content for the purpose of public records retention.

Comments/Rules *(This section will show on the City of Ashland Facebook page)*

The City of Ashland Facebook pages keeps fans up to date on City issues and provides a discussion site for fans to discuss City issues. Comments posted by fans of this site do not necessarily reflect the opinions or ideas of the City of Ashland.

All comments posted by fans must comply with Facebook’s Terms of Use and the City of Ashland Facebook Page Rules.

- Comments should relate to the post.
- Comments should relate to: functions, services, activities, issues, operations and projects of the City of Ashland municipal government.
- Comments should not contain obscenities.



- Comments should not include inflammatory language that targets or discriminates against individuals or groups based on race, ethnicity, religion, color, gender, age, sexual orientation or national origin.
- Comments should not defame or libel any person or group.
- Comments should not include material protected by copyright in violation of copyright laws.
- Comments should not promote or advertise services or products or solicit charitable or other contributions.

Comments will be removed if the above points are not followed. All comments will be removed after four weeks, with oldest comments being removed first.

Facebook viewers are not on the official City of Ashland website and therefore, must abide by Facebook's privacy and policy and terms of use.

Please use the "report post" link to the right of each comment if you believe a comment violates Facebook's terms of use.

Posts and Comments are Public Record

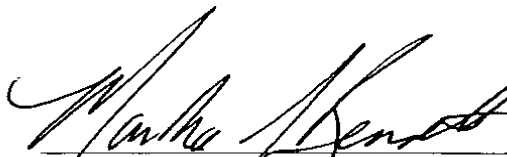
Like email, communication via agency related social networking websites is a public record. This means that both the posts of the employee and all posted comments by non-employees, including citizens, will become part of the public record. Because others might not be aware of the public records law, the City will include the following statement on the social network site:

Communication via this site (whether by a city employee or the general public) may be subject to monitoring and disclosure to third parties pursuant to Oregon Public Records Laws.

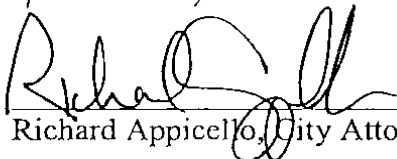
Personal Use of Social Media Tools:

Employees may choose to host personal social networking sites. These sites must remain personal in nature and be used to share personal opinions or non-work related information. This helps ensure a distinction between sharing personal views and City views. In addition, employees should never use their City email account or password in conjunction with personal social networking sites.

Approved:

 Date: 3/15/10
Martha Bennett, City Administrator

Reviewed as to form:

 Date: 3-15-10
Richard Appicello, City Attorney



Current

Sec. 4.153. - Adjustment of bills.

- (a) Unusually high water bills resulting from leakage occurring in the customer's plumbing system will not normally be adjusted. It is the customer's responsibility to maintain their plumbing system leak free. The City Administrator is authorized to approve an adjustment in cases of extreme financial hardship, but under no circumstances may adjustments be made that lower the water bill to under the lowest incremental water rate. As a courtesy, the City may notify customers with unusually high water use of such use as soon as possible after the monthly meter reading.

Proposed

Sec. 4.153. - Adjustment of bills.

- (a) Where it can be demonstrated that an existing leak on the customer's side of the meter has been repaired, the utility may allow an adjustment of up to 50 percent of the estimated excess consumption due to leakage, for no more than the last two billing periods. Adjustments shall not be permitted when the excess consumption is due to the apparent continued waste of water due to a negligent failure to repair the leak.

Contact: ✉ Email [mailto:utilitybilling@cityofalbany.net] ☎ 541-917-7547 [tel:5419177547]

📍 City Hall (1st Floor), 333 Broadalbin SW [http://maps.google.com/maps?hl=en&q=albany+oregon+333+SW+broadalbin+street&ie=UTF8&hq=&hnear=333+SW+Broadalbin+St,+Albany,+Linn,+Oregon+97321&gl=us&ei=z

You are here: Home [/] > Departments [/departments] > Public Works [/departments/public-works] > Utility Billing [/departments/public-works/utility-billing] > Leak Adjustment

Select Language ▼

Checking for Leaks & Leak Adjustment

Checking for a leak

Be sure that all water using fixtures inside the home and any outside irrigation systems are completely turned off, and make sure no one uses water while you are checking for a leak.

Take your first meter reading, recording all digits on the face of the meter (including the partial units in black) as well as the position of the red dial arm. Wait 10 minutes and repeat. If the position of the red dial arm is the same, and the digits match what you initially recorded, then there does not appear to be a water leak and the system is water tight.

If the position of the red dial arm or the numbers on the face of the meter has changed, water is going through the meter into your system. If no water is being used inside the buildings or for irrigation on the property, water is being lost due to a leak or plumbing problem. You will want to double check the fixtures and irrigation system to make sure that everything is completely turned off.

To find the leak and if you know where your waterline is on your property, you should walk along that route to look for signs of a leak. You may also want to check under your building crawl space to see if water might be leaking there. If you are having difficulty locating the problem, your next step is to contact a plumber.

If you are unable to locate your meter, and would like a City of Albany field representative to show you where it is located and how to read it, please contact Utility Billing at 541-917-7547.

Leak adjustment

To request a water bill credit due to a leak you must submit the following:

- Request for Leak Adjustment Form [/images/stories/publicworks/utility-billing/forms/leak-adjustment-request-form.pdf] (must be signed)
- Detailed description of what was leaking, where the leak happened, and when the leak occurred
- Evidence that the leak has been repaired (receipts for parts, bill from plumber, or letter from the person repairing the leak with details.)
- Signature verifying the leak has been repaired
- Mail the Adjustment Form [/images/stories/publicworks/utility-billing/forms/leak-adjustment-request-form.pdf] to Utility Billing (or drop it off)

If approved, the adjustment to your bill will be 50 percent of the estimated excess consumption due to leakage, for no more than the last two billing periods (AMC 11.01.095). No leak adjustment is allowed for a leaking toilet or for negligent failure to repair the leak.

If you have any questions, please call (541) 917-7547, option 4.

Charter, Code and Policies

City of Portland

GENERAL INFORMATION: 503-823-4000 EMAIL: cityinfo@portlandoregon.gov

More Contact Info (<http://www.portlandoregon.gov/citycode/article/15472>)

ADM-14.03 - Residential and Commercial Water and Sewer Leak Adjustment Policy

RESIDENTIAL AND COMMERCIAL WATER AND SEWER LEAK ADJUSTMENT POLICY

Administrative Rule Adopted by Council

ARC-ADM-14.03

AUTHORITY

The Portland Water Bureau and the Bureau of Environmental Services are authorized to charge for the services they provide and to adjust ratepayer accounts. (City Code Sections 3.24.020, 3.24.030, 21.16.120, 17.36.100 and 17.36.130). City Code Section 3.24.030 authorizes the Customer Services Group of the Portland Water Bureau to perform billing, collection and account management functions for these bureaus, respond to customer inquiries and manage financial assistance programs.

PURPOSE

To provide an opportunity for account holders to request adjustments to water and sewer user charges when a leak occurs in the water system on the property side of the meter.

To describe conditions when a leak adjustment request will be considered, establish repair expectations and ensure the consistent application of leak adjustments to accounts.

DEFINITIONS

Leak: An unintentional water loss caused by broken and/or malfunctioning plumbing fixtures or pipes at a residence or building.

Non-Sewer Affected Leak: Where water loss from the leak does not enter the City's sewer system. (e.g., underground leak)

Sewer Affected Leak: Where water loss from the leak enters the City's sewer system. (e.g., toilet leak)

PROCEDURE AND REQUIREMENTS

An adjustment may occur only after all leaks have been repaired and verified with a field check of the meter by City staff. To verify leaks have been repaired and usage has returned to normal, it may be necessary to obtain a second meter reading within a minimum of two weeks from the date of the first read following the repair.

Reasonable efforts to locate the leak and initiate repairs must be taken within 30 days of the initial notification of increased usage.

The City's notification to a ratepayer or water user may include, but not be limited to, a billing statement, a postcard delivered to the owner or occupant, a courtesy phone call or a notice left at the property. Notification to the City may be in the form of a conversation with a

customer service representative or written or electronic statement or inquiry to Portland Water Bureau Customer Service. Suspected leaks reported to the Water Bureau by another agency or City bureau will be discussed with the ratepayer or water user. Repairs must be completed within 90 days after the initial notification of increased usage. Exceptions may be considered for extraordinary circumstances.

Documentation of repairs may be required prior to the approval of an adjustment.

For ongoing underground leaks, a sewer volume adjustment for a period not to exceed one year may be applied to an account if the ratepayer or water user provides documentation, or account notes verify, that a reasonable effort was made to locate the leak. A retroactive sewer volume leak adjustment request for more than one year must be made in writing.

A leak adjustment may be extended across two billing periods to allow for repairs made during a mid-billing cycle.

GUIDELINES FOR WATER BILLING ADJUSTMENTS

During any 12-month period, an account may receive one adjustment covering two billing cycles for a sewer affected leak and one adjustment covering two billing cycles for a non-sewer affected leak.

Non-Sewer Affected Leaks: Additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss and will be adjusted based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the account.

Sewer Affected Leaks: Adjusted water usage will be billed based upon usage during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is not possible, the City will use class averages to bill the account.

GUIDELINES FOR SEWER BILLING ADJUSTMENTS

An account is eligible to receive one sewer affected leak adjustment covering two billing cycles during any 12-month period when sewer volume is billed according to actual water consumption. An account is eligible to receive one non-sewer affected adjustment covering two billing cycles during any 12-month period. Additional requests for non-sewer affected adjustments will be considered on a case-by-case basis. A ratepayer may apply for both a sewer-related and a non-sewer related adjustment for one leak, but only one adjustment will be honored unless the person is able to produce documentation showing the leak qualifies for both.

Non-sewer affected Leaks

Residential: If a leak occurs during the winter average review period, the additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss, and the winter average will be adjusted based upon the volume during the same time period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is less than the class average, the City will use class averages to bill the account. If the leak occurred outside the annual review period, the sewer volume will be billed at the current winter average.

Commercial: Additional consumption above the corresponding billing period of the previous year will be considered a leak-related loss and will be billed based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage.

Sewer affected leaks

Residential: Adjusted sewer volume will be billed based upon the volume during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If the leak occurred during the winter average review period, the additional consumption billed above the corresponding billing period of the previous year will be considered a leak-related loss and will be adjusted based upon the volume during the corresponding billing period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage. If a projection is less than the class average, the City will use class averages to bill the account. If the leak occurred outside the annual review period, the sewer volume will be billed at the current winter average.

Residential accounts which have high water use due to seasonal usage (i.e. irrigation, pool or spa fill) during the winter average quarter may be granted a sewer volume and winter average adjustment once every 36 months. The ratepayer will receive confirmation of the adjustment and an explanation of the winter average sewer volume billing methodology. The adjustment will be for the additional

consumption billed above the usage for the same time period of the previous year. If no history is available for comparison, the City will obtain readings to project normal usage or use a class average to bill the account.

Commercial: Adjusted sewer volume will be billed based upon usage during the corresponding billing period of the previous year plus 50% of the additional consumption caused by the leak. If no history is available for comparison, the City will obtain readings to project normal usage.

APPLICABILITY

Water loss due to theft, vandalism or construction damage is not covered under this policy. Resolution of these instances is the responsibility of the account holder or property owner.

Water loss due to coupling leaks on the property side of the meter will be adjusted based upon the water usage and sewer volume during the same time period of the previous year. If no history is available, the City will obtain meter readings to project normal usage. If a projection is not possible, the City will use class averages to bill the account.

CONTACT INFORMATION

Customer Services Group Director

HISTORY

Resolution No. 36383 adopted by City Council March 1, 2006.

Amended by Resolution No. 36624, adopted by City Council July 16, 2008 and effective August 15, 2008.

Portland Water Bureau

From forest to faucet, we deliver the best drinking water in the world.



Customer Service: 503-823-7770 GENERAL INFORMATION: 503-823-7404

More Contact Info (<http://www.portlandoregon.gov/water/article/398208>)

Leak Adjustment Policy

Purpose

Customers may qualify for bill adjustments when property-side leaks impact utility bills.

Each account is eligible to receive one adjustment during a 12-month period for an underground or outdoor leak that does not go into the sewer system and one adjustment for a leak that does go into the sewer system (such as a toilet leak.) Customers may request adjustments after leaks have been repaired. A city staff person will check the water meter to verify that the leak has been fixed.

Customers must make reasonable efforts to locate the leak and initiate repairs within 30 days of the City's or customer's initial notification of increased usage. Find more information on detecting leaks in the [Yes! You can Find a Water Leak Brochure](http://www.portlandoregon.gov/water/article/278747) (<http://www.portlandoregon.gov/water/article/278747>). Repairs must be completed within 90 days after the customer was notified of increased usage. Exceptions for extraordinary circumstances may be considered through the appeal process. Water loss due to theft, vandalism, or construction damage is not covered and is the responsibility of the customer. You may request a leak adjustment by mail, fax, phone, or e-mail to Portland Water Bureau Customer Service (<http://www.portlandoregon.gov/water/article/338424>).

Information Needed for Leak Adjustment Request

Today's date

Customer name

Account number

Service address

City, state, zip

Home phone

Work phone

Date leak was discovered

Date leak was repaired

Description of leak (faucet, toilet, underground, etc.)

Explanation of how leak was repaired

Completion of a leak adjustment request does not guarantee an adjustment will be made to your City of Portland utilities bill. All requests are evaluated on average water consumption for the billing period. Copies of invoices or receipts for repairs may be requested. The account must remain current and bills paid by due date to avoid additional service charges.

Informational Links

[Yes! You can Find a Water Leak Brochure](#)

[View the Official City of Portland Policy](#)

[Leak Detection and Repair](#)

[Contact Us](http://www.portlandoregon.gov/water/article/338424) (<http://www.portlandoregon.gov/water/article/338424>)



Water Leak - Adjustment Request Form

Instructions:

Fill out this form, submit a receipt for the repairs as a document upload along with a short description of what was found and when it was fixed.

Date Applying for Adjustment



Utility Customer Number *

Name on Utility Account

First Name

Last Name

Service Address

Street Address *

City

State

Zip

Mailing Address

Street Address

City

State

Choose State ▼

Zip

Contact Phone Number *

XXX-XXX-XXXX

Email

example@domain.com

How was the Notification Made *

Choose One ✖ ▼

Date Discovered or Notified *



Date Leak was Fixed *



Short Explanation of what happened

Upload Documentation / 250MB Limit Upload

Drag your file(s) or **click here** to upload

Submit



Finance

Water Leak Policy / Adjustment Application

[Apply Online](#)

Any leaks on private property are the responsibility of the property owner to locate and repair. However, the Utility recognizes that leakage at a customer's premises may occur and cause an unusually high utility bill. If the Utility is notified by the customer or becomes aware of a potential leak during the monthly billing process, the Utility may have field staff verify the meter read.

If the Utility determines the meter is continuing to register consumption when no water is intentionally in use, and the utility bill is at least twice the average monthly amount, the customer may qualify for a leak adjustment credit.

A customer may request a credit no more than one time every 24 months. In order to qualify for the leak adjustment, the customer must provide documentation, such as a plumber's bill or receipt, that a leak did exist, the leak was sufficient in size to use an excessive amount of utility service, and that the leak has been fixed.

Upon receipt of such documentation, the Utility shall determine whether to allow a leak adjustment. The customer request must be in writing and must include the customer name, service address, date of the request, date leak was detected, date leak was repaired, and a description of repairs made.

The leak adjustment will be applied to the overage of utility service above average usage and any related fees such as sewer adjustments if applicable. If there is no previous usage history available, consumption may be estimated on the basis of usage levels of similar customers and under similar conditions.

The current portion of the utility bill including all fees must be kept up to date to qualify for this adjustment credit and to avoid service interruption.

The adjusted portion will be calculated at half the current water rate charged. The adjustment will be credited to the customer account after the Utility has obtained a full month meter reading. No leak adjustments will be made due to irrigation leaks unless they are approved by the Finance Director.

This policy requires prompt corrective action by the customer with evidence of repair before a credit can be applied.



FAQ's About Water Leaks

Supporting Documents

 [Leak Adjustment Policy & Application Form \(317 KB\)](#)



[Budget Documents](#)

[Contact Finance](#)

[Finance Forms](#)

[Financial Documents](#)

[Municipal Code](#)

[Utility Customer Service](#)

feedback

Contact Information

MEMORANDUM OF UNDERSTANDING

Between Regional Accelerator & Innovation Network and the East Lane County Collaborative

1. Purpose

1.1. The purpose of this Memorandum of Agreement (MOU) is to set out the terms by which Regional Accelerator & Innovation Network (RAIN) and the East Lane County Collaborative (*comprised of the City of Lowell and the City of Oakridge*) will work together to continue developing and supporting an entrepreneurial ecosystem in East Lane County that focuses on helping traded-sector startups launch and thrive.

1.2. The key contacts for this project will be **Caroline Cummings** (Executive Director) for RAIN, and **Jared Cobb** (City Administrator of Lowell) and **Louis Gomez** (City Administrator of Oakridge) for the “East Lane County Collaborative.” The key contacts are responsible for ensuring performance of the activities and duties described in this MOU. Changes to key contacts shall be made in writing to the following addresses.

RAIN

Caroline Cummings
Executive Director
942 Olive Street
Eugene, OR 97401
541.968.2982
caroline@oregonRAIN.org

City of Lowell

Jared Cobb
City Administrator
107 E. 3rd Street
Lowell, OR 97452
541.937.2157
jcobb@ci.lowell.or.us

City of Oakridge

Louis Gomez
City Administrator
P.O. Box 1410
Oakridge, OR 97463
541.782.2258
louisgomez@ci.oakridge.or.us

1.3. Through this MOU, the East Lane County Collaborative agrees to provide \$10,000 to RAIN for services provided during the period **October 1, 2018 through September 30, 2019**:

- \$5,000 will be funded by the City of Lowell
- \$5,000 will be funded by the City of Oakridge

These funds will support a part-time RAIN Rural Venture Catalyst who will be dedicated to East Lane County.

1.4. RAIN shall provide economic development support to the East Lane County Collaborative with the goal of assessing, supporting, and building the entrepreneurial ecosystem in East Lane County. RAIN’s Rural Venture Catalyst shall bring entrepreneurs and potential entrepreneurs together, providing them with increased

access to PEOPLE (mentors and accomplished entrepreneurs), PROGRAMS (meetups, seminars, Pre-Accelerator, coworking/incubator space), and CAPITAL (access to statewide funding sources, including RAIN's Seed Fund and crowdfunding).

1.5. RAIN and the East Lane County Collaborative recognize that the \$10,000 is a significant investment in advancing the innovation economy in East Lane County and further recognize that ***significantly more investment will be required to sustain the program beyond September 30, 2019.*** Together RAIN and the East Lane County Collaborative will advance additional funding opportunities.

2. Goals

2.1. Hire a part-time RAIN Rural Venture Catalyst to provide entrepreneurial outreach services that are dedicated to the East Lane County Collaborative.

2.2. Conduct research in East Lane County to assess the needs of entrepreneurs and innovators, making recommendations for next steps to support a regional entrepreneurial ecosystem.

3. RAIN's Responsibilities

3.1. RAIN shall work collaboratively with the East Lane County Collaborative to advertise, interview, and hire for the part-time RAIN Rural Venture Catalyst position, which will be dedicated to the East Lane County Collaborative.

3.2. RAIN shall provide ongoing training, support, and supervision to the part-time RAIN Rural Venture Catalyst dedicated to the East Lane County Collaborative.

3.3. RAIN shall implement its "Rural Entrepreneurial Development Model," which includes performing a stakeholder analysis, community outreach, surveying, and other investigative activities to determine the current culture and climate as it relates to entrepreneurship and overall community readiness to build and support an entrepreneurial ecosystem.

3.4. RAIN shall build upon the outreach it has started in Lowell and Oakridge between October 2017 and April 2018.

3.5. RAIN shall monitor the overall budget and metrics for this program and report progress to the East Lane County Collaborative and other funders.

3.6. RAIN shall work collaboratively with the East Lane County Collaborative to create and implement specific strategies to develop an entrepreneurial ecosystem in East Lane County. Within East Lane County, RAIN shall conduct educational events, find and support entrepreneurs by matching them with resources, find and educate angel investors, conduct asset mapping to identify resources and gaps in the regional entrepreneurial ecosystem, track and report metrics, and make recommendations for improvement.

3.7. RAIN shall establish a network of stakeholders who have a shared vision for establishing an entrepreneurial ecosystem in East Lane County.

3.8. RAIN shall provide communication and public relations support for this program.

3.9. RAIN shall work with the East Lane County Collaborative to develop strategies for a sustainable program, including collaborative fundraising, grant writing efforts, and joint financial “asks.”

3.10. RAIN shall work collaboratively with the East Lane County Collaborative to gather case study documentation, including videos, interviews, quotes, stories, and “essential questions” at community events, town halls, and forums.

4. East Lane County Collaborative’ Responsibilities (Starting September 2018)

4.1. The East Lane County Collaborative shall work collaboratively with RAIN to advertise, interview applicants, and hire for the part-time RAIN Rural Venture Catalyst position dedicated to the East Lane County Collaborative.

4.2. The East Lane County Collaborative shall work collaboratively with RAIN to create and implement specific strategies to assess, support, and build an entrepreneurial ecosystem in East Lane County, including strategies that are innovative.

4.3. The East Lane County Collaborative shall work with RAIN to develop strategies for a sustainable program, including collaborative fundraising, grant writing efforts, and joint financial “asks.”

4.4. The East Lane County Collaborative shall help RAIN track metrics for this program, providing this data to RAIN no fewer than ten (10) business days before funder progress reports are due.

4.5. The East Lane County Collaborative shall help RAIN promote activities and events for this program.

4.6. The East Lane County Collaborative shall support RAIN's communication and public relations activities for this program, as needed.

4.7. The East Lane County Collaborative shall work collaboratively with RAIN to gather case study documentation, including videos, interviews, quotes, stories, and "essential questions" at community events, town halls, and forums.

4.8. The East Lane County Collaborative shall work collaboratively with RAIN to develop and submit a sustainability plan that identifies potential sources of support and a timeline and action plan for accessing or applying to those sources.

5. Payment Schedule

5.1. The East Lane County Collaborative shall provide \$10,000 to RAIN to assess the entrepreneurial ecosystem in the East Lane County Collaborative, with a focus on traded-sector startups.

5.2. The funds shall be paid to RAIN **by July 15, 2019** by:

- **City of Lowell** in the amount of **\$5,000**
- **City of Oakridge** in the amount of **\$5,000**

6. Duration of Agreement

6.1. This MOU will be in effect from **October 1, 2018 through September 30, 2019** and may be updated at any time through mutual written agreement of the parties.

6.2. Neither party may assign or transfer all or any portion of this MOU without the prior written consent of the other party.

7. Association

7.1 RAIN and the East Lane County Collaborative are not entering into a legal partnership, joint venture, commercial undertaking for monetary gain, or other such business arrangement.

7.2. RAIN and the East Lane County Collaborative shall not refer to this MOU or treat the arrangements of this MOU as a legal partnership, joint venture, commercial undertaking for monetary gain, or other such business arrangement.

7.3. RAIN and the East Lane County Collaborative shall not take any actions that would be inconsistent with the intentions of this paragraph.

8. Dispute Resolution

8.1. RAIN and the East Lane County Collaborative agree that, in the event of any dispute between them relating to this MOU, they shall first seek to resolve the dispute through informal discussions, which shall be initiated in writing.

8.2. In the event any dispute cannot be resolved informally within sixty (60) calendar and consecutive days from the written notice of dispute, RAIN and the East Lane County Collaborative agree to attempt to resolve the dispute by mediation.

8.3. RAIN and the East Lane County Collaborative agree that their respective good faith participation in mediation is a condition precedent to pursuing any other available legal or equitable remedy, including litigation, arbitration, or other dispute procedures.

8.4. Either party may commence the mediation process by providing to the other party written notice (Initial Mediation Notice) setting forth the subject of the dispute, claim, or controversy and the relief requested.

8.5. Within 10 days after receipt of the Initial Mediation Notice, the other party shall deliver a written response to the initiating party's notice.

8.6. The initial mediation session shall be held within 30 days after the Initial Mediation Notice.

8.7. The costs of mediation shall be shared equally by RAIN and the East Lane County Collaborative.

8.8. RAIN and the East Lane County Collaborative do not waive their legal right to adjudicate this MOU in a legal forum.

9. Entirety

9.1. This MOU constitutes the entire agreement between RAIN and the East Lane County Collaborative concerning the subject matter thereof.

9.2. All prior agreements, discussions, representations, warranties, and covenants are merged herein.


9.3. There are no warranties, representations, covenants, or agreements (expressed or implied) between the parties except those expressly set forth in this agreement.

9.4. Any amendments or modifications of this agreement shall be in writing and executed by both RAIN and the East Lane County Collaborative.

9.5. Electronic signatures are valid and binding.

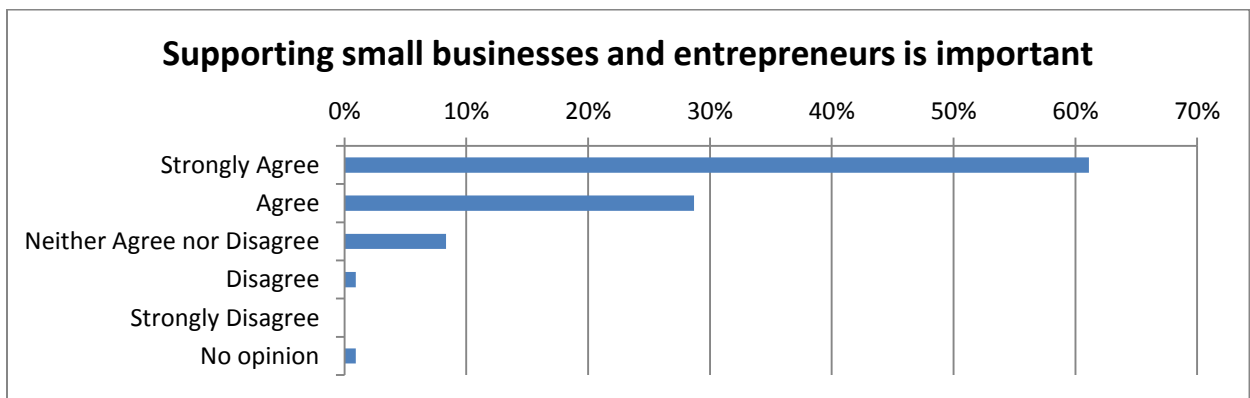
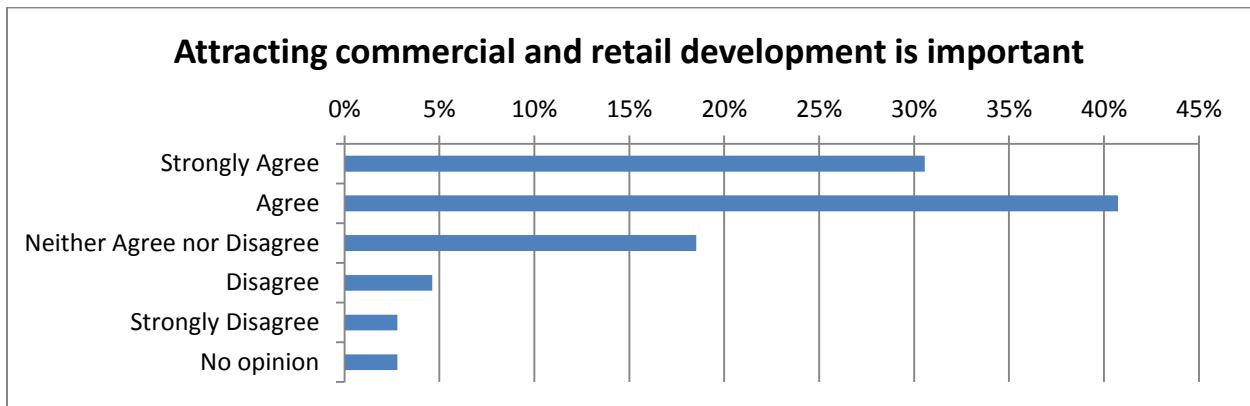
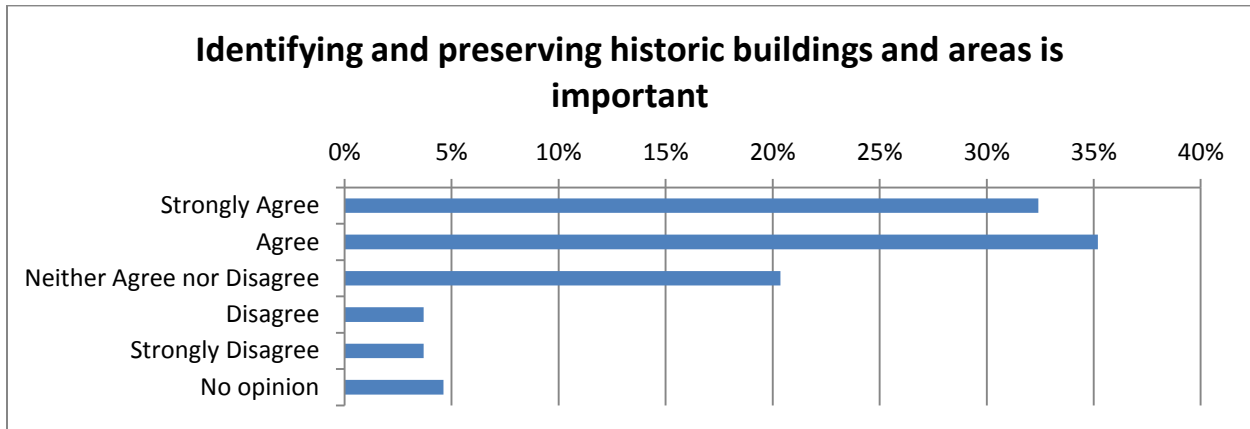
9.6. Each person signing this MOU represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this agreement.

9.7. Each party represents and warrants to the other that the execution and delivery of this MOU and the performance of each party's responsibilities and obligations hereunder have been duly authorized and that this MOU is a valid and legal agreement binding on each party and enforceable in accordance with its terms.

For RAIN	For City of Lowell	For City of Oakridge
		
_____ Signature	_____ Signature	_____ Signature
<u>Caroline Cummings</u> Name	<u>Jared Cobb</u> Name	<u>Louis Gomez</u> Name
<u>Executive Director</u> Title	<u>City Administrator</u> Title	<u>City Administrator</u> Title
<u>9/28/2018</u> Date	_____ Date	_____ Date

The desire to add to Lowell’s commercial and recreational needs is apparent throughout the survey. Tourism associated with the lake and retail and restaurant development are among the leading responses to this question.

Question 23: Please indicate your level of agreement or disagreement with the statements below.



Most survey respondents indicated they agree or strongly agree that supporting small businesses and entrepreneurs, attracting commercial and retail development, and identifying

Lowell Public Safety Survey

The primary law enforcement agency for the City of Lowell is the Lane County Sheriff's Office (LCSO). For the last 20 years the City of Lowell has maintained a contract with the City of Oakridge to provide 480 hours per year of patrols to deter crime and assist with traffic enforcement. The City of Lowell is conducting the following survey to better understand the current perception of public safety, satisfaction with the level of service, and potential resources to increase the level of service.

1. How safe do you feel (scale of 1-5, 1=unsafe, 5 = safe):
 - Walking in your neighborhood during the daytime hours? _____
 - Walking in your neighborhood during the evening hours? _____
 - Visiting Paul Fisher Park during the day/night? _____
 - Visiting Rolling Rock Park during the day/night? _____
 - Driving, biking, or walking on City roads and sidewalks? _____
 - About the security of your property? _____

2. Please rate your satisfaction with public safety services provided in Lowell (scale of 1-5, 1=poor, 5=excellent). _____

3. Should the City of Lowell increase the level of public safety services?
Yes/No

4. Should the City of Lowell increase the level of code enforcement services?
Yes/No

5. Please indicate your preferred level of service and commensurate monthly public safety fee.
 - a. \$0 – No change. 480 hours provided by a pool of certified police officers and police reserves.
 - b. \$5 – Increased hours. 1,040 hours provided by a pool of certified policer officers and police reserves.
 - c. \$7 – Dedicated officer. 2,080 hours provided by one certified police officer shared with the School District.
 - d. \$18 – Dedicated officer. 2,080 hours provided by one certified police officer.
 - e. Other _____

Please share any other thoughts or feelings of public safety in Lowell. _____

Survey Demographics:

- What is your gender?
- What is your age?
- Income?
- How long have you lived in Lowell?
- How did you hear about this survey?



Crime Prevention

Home Security Recommendations

Outside of your home:

- Ensure your house number is easy to read from the street to assist responders in locating your home in an emergency.
- Lock all gates and doors after each use. Consider padlocks for gates.
- Utilize outdoor lighting to include motion sensitive lights and porch lights
- Lock up bikes with heavy duty locks. If possible, store bikes in the house or in a garage or lockable shed. Register your bike with the local police agency in case it is ever stolen.
- Lock vehicle doors. Do not leave anything in your car. A seemingly invaluable item can be enough to provoke a break-in.
- Keep ladders secured so they don't lend access to upper floors of your home.
- Keep bushes and shrubs pruned to decrease places for an intruder to hide.

Inside your home:

- Keep house and car keys in a drawer out of plain view from intruders.
- If using a safe for valuables, affix the safe to a wall or shelf to prevent removal.
- Doors should be solid wood or metal so they aren't easily broken.
- The door between the garage and the main home should be locked whenever not in direct use.
- Windows should all have locks and should be locked when not in the open position. Consider windows that can lock in the open position as well for ventilation purposes.
- Keep a log of the serial numbers for electronics such as computers, televisions, and stereos.
- Keep emergency phone numbers near your home phone or programmed into your cell phone.
- If a cell phone is your main phone and you no longer utilize a landline, keep the cell phone near your bed in the evening in case you need to summon assistance.
- Activate your alarm system whenever you leave the house.

While away on Vacation:

- Inform a trusted friend or neighbor that you will be away and have them watch your house.
- Utilize timers for lights to make it appear as though someone is home.
- Stop your mail and newspaper delivery while you are away or have someone gather them for you.
- Have someone put out your garbage/ recycling/ yard debris on the appropriate days so it appears you are home.



Wait, I Didn't Buy That!

How to Protect Yourself from Identity Theft

Identity theft occurs when someone obtains your personal information and uses it for financial or personal gain. Identity theft is on the rise, and it pays to know how to protect yourself. Thieves generally obtain personal information from garbage cans, mailboxes, or from electronic transactions.

That's right; thieves will sift through your garbage to dig up your information.

Make it hard for them to victimize you!

- Keep an eye, or better yet a hand, on your wallet or purse when you are out and about. Avoid hanging purses on chairs where someone can easily walk by and take it.
- Shred anything with personal information on it including:
 - Receipts with your name or credit card information
 - Bank statements
 - Credit card offers
- Don't give out personal information over the phone. Be cautious of anyone asking for your social security number, PIN number, or mother's maiden name over the phone.
- Review your credit report periodically. There are three major consumer reporting companies (Equifax, Experian, and TransUnion). You can also visit www.annualcreditreport.com online and get a free credit report.
- Pay attention to bank statements. Many financial scams will only take small amounts out of your account at a time hoping to go unnoticed.
- Place outgoing mail in a secure mail box or drop it off at the post office. Pick up your incoming mail daily and arrange to have someone pick it up for you if you are away.
- Opt out of pre-approved credit lists by calling 1-888-5OPTOUT (1-888-567-8688) or visit www.optoutprescreen.com.



What to do if you discover you have been victimized?

1. The sooner you find out that your information had been compromised and the faster you act, the better.
2. Consult your financial institution regarding bank accounts and get their recommendation on whether to close the account or simply change the passwords and monitor the account. Close any credit card accounts that have been tampered with immediately.
3. Call the police and report it!
4. If your social security number has been stolen or is known to the thief, contact one of the consumer credit companies listed below and inquire about getting an Initial Fraud Alert on your report. This raises a flag to any company who is the recipient of a request for new credit under your name. The alert will stay on your report for 90 days. It is important to monitor your credit report periodically after you have been the victim of identity theft since it may take some time for some entries to be placed on your report.








Consumer Credit Companies

Equifax:	1-800-525-6285	www.equifax.com
Experian:	1-888-397-3742	www.experian.com
TransUnion:	1-800-680-7289	www.transunion.com

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Police

The Lane County Sheriff's Office is the primary law enforcement agency for the City of Lowell. This includes patrols, dispatch, investigations, and public outreach. The Department conducts patrols on a periodic basis. To increase the law enforcement presence, the City also contracts with the Oakridge Police Department for an additional 40 hours per month.

-  [Crime Prevention Home Security Recommendations](#) ^[1] (31 KB)
 -  [How to Protect Yourself from Identity Theft](#) ^[2] (161 KB)
 -  [Preventing Car Break-Ins and Theft](#) ^[3] (114 KB)
 -  [Vacation Tips to Keep Your Home and Property Safe](#) ^[4] (90 KB)
 -  [Property Identification Record](#) ^[5] (110 KB)
-

Source URL: <https://www.ci.lowell.or.us/police/page/police>

Links:

[1] https://www.ci.lowell.or.us/sites/default/files/fileattachments/police/page/2151/crime_prevention_home_security.pdf

[2] https://www.ci.lowell.or.us/sites/default/files/fileattachments/police/page/2151/how_to_protect_yourself_from_identity_theft.pdf

[3] https://www.ci.lowell.or.us/sites/default/files/fileattachments/police/page/2151/preventing_car_breakins_and_theft.pdf

[4]

https://www.ci.lowell.or.us/sites/default/files/fileattachments/police/page/2151/vacation_tips_to_keep_your_home_and_property_safe_while_you_are_away.pdf

[5] https://www.ci.lowell.or.us/sites/default/files/fileattachments/police/page/2151/serial_number_record.pdf



Preventing Car Break-Ins and Car Theft

With budget cuts preventing the Sheriff's Office from responding to and investigating many property crimes, we are looking towards prevention and education to help prevent our community members from being victimized. Many of our rural communities have been hit hard by car thefts recently. Car thieves are finding new ways every day to victimize you, and the items they steal from your vehicle could lead to other crimes such as identify theft and fraud. Being the victim of car theft or having your vehicle broken into can feel like an invasion of space and personal safety, but there are things we can do as community members to deter thieves. Here are a few tips to keep your vehicle and its contents safe:

- Park in well-lit areas away from larger vehicles, trees, and bushes that may offer privacy for a thief to break into your car. Many retail parking lots have security cameras that you can park in view of for added security and deterrent purposes.
- Roll up your windows and lock your doors. Almost 25% of theft from vehicles is from unlocked cars. Don't make it easy for someone to steal from you!
- Don't keep **anything** in your car. What you consider to be a non-valuable item may be what prompts someone to break into your car.
- If you have to keep items in your vehicle, store them away in the trunk or other non-visible area of your vehicle prior to your arrival. Thieves watch people in parking lots and may see you stashing your valuables in the trunk.
- Remove or hide electronic accessories such as MP3 adapters and navigation system cords and holders. These items make a thief believe that the electronic devices are someone in your vehicle which may prompt a break-in.
- Park in a garage if you have one. Don't leave your keys in your vehicle, even if it is in the garage.

- Keep a spare key in your wallet, not on your vehicle. Thieves know where to look for hidden keys.
- Utilize a steering wheel locking device. It's a cost effective device that deters car break-ins and car theft. The Sheriff's Office sells a steering wheel locking device called *The Club* to community members at cost, which is \$12.50. If you are interested in purchasing one, please call Sgt Carrie Carver at 541-682-4179.
- Chain motorcycles to stationary objects when they are unattended. If you are riding in a group, chain your bikes together.
- Use your car alarm, and consider getting a car alarm if you don't already have one. Thieves don't like noise or anything that brings attention to them.



How to Protect Your Home and Property while You Are Away

So you've planned a vacation! How do you make sure your house and property will be safe while you're away? The goal is to make your house look like you're home. Experience burglars will scout out neighborhoods and target homes that appear to be vacant. Here are a few tips to help you rest easy while you're away.

- Have a trusted friend or neighbor keep an eye on your home. The best choices are those who can see your house from their house.
- Have someone pick up your mail each day. Have them pick up your newspaper as well, or stop your service while you are away.
- Invest in timers for at least two lights or lamps in your home. Have them turn on and off while you are away at different times of the day. This makes it look like someone is home.
- Have a neighbor put out your garbage and recycling on pick-up day, and put it away promptly after.
- Have trusted friend or neighbor pop into your house a few times while you are away, at different times of the day.
- Get rid of the hide-a-key under the fake rock on the porch. The thieves know where to look. Don't make it easy for them!
- Hide or lock up small electronic items such a laptop computers and cameras while you are away. If you are the victim of a burglary, this will minimize the loss.
- If you'll be gone for a long period of time, have someone upkeep your lawn. A unkempt lawn in an otherwise manicured neighborhood announces that you aren't home, and haven't been for awhile
- If you have an alarm, set it, and let the security company know that you will be away, and when you will be returning.
- Make sure all your doors and windows are locked before you leave. Don't make it easy for someone to take from you!
- Don't post on social media sites like Facebook that you are leaving on vacation. This is just an announcement to the world that you will be away.
- For short trips away, keep your blinds closed. For longer vacations, you can have someone you trust open and close the blinds periodically to maintain the appearance that someone is home.

Last but not least, be sure to leave a way for your neighbors to reach you when you are away, just in case!