



eComment Policy and User Requirements

Section 1 - eComment Overview

City of Hayward community members can now comment on any meeting agenda item via the City's website using eComment. eComment is intended as a tool of convenience for community members to provide relevant and civil comments on City Council agenda topics.

eComment provides community members an opportunity for participation when they cannot be at a City Council meeting in-person; and allows any person, anywhere to leave a comment on a specific agenda item via Hayward's [Meeting & Agenda Center](#).

Section 2 - eComment Window Period

The comment period for each regular meeting agenda will begin at 5:00 p.m., the Thursday/Friday before the Tuesday meeting. The comment period will close at 5:00 p.m. the day before the meeting to allow Council members the opportunity to read the comments. **Under special circumstances, this comment period may be adjusted as necessary and the change will be noted on the agenda.** Although eComments will be sent electronically to the City Council in real time and also provided in hard copy at the beginning of the regular Council meeting, eComment users should not expect responses to their comments.

Section 3 - Appropriateness of eComment Content

Inappropriate posts are subject to removal, including, but not limited to, the following types of postings regardless of format (text, video, images, links, documents, etc.):

1. Comments that are not topically related;
2. Profane/vulgar/obscene language or content;
3. Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
4. Sexual content or links to sexual content;

5. Solicitations of commerce;
6. Conduct or encouragement of illegal activity;
7. Information that may tend to compromise the safety or security of the public or public systems;
8. Content that violates a legal ownership interest of any other party.

Section 4 - eComment User Agreement

By posting to eComment, users agree to the following terms:

1. Users will only submit comments that are respectful of others and which are civil.
2. Users will complete all required fields (name/email address) as a part of the eComment submittal process. Anonymous or incomplete submittal forms will not be accepted.
3. Users will use their real name and will not post comments using fictional or pseudo names.
4. Users warrant that they own or have permission to post the information contained in their postings. Further, the City of Hayward does not guarantee or warrant that any information posted by users on this site is correct and disclaims any liability whatsoever for any loss or damage resulting from reliance on any such information.
5. Users of this site do not retain any rights over their postings. Postings are intended for public view and any personal information posted constitutes a waiver of any rights to privacy or confidentiality.
6. Once posted, the City of Hayward reserves the right to delete submissions that contain profane/vulgar/obscene language, personal attacks of any kind, or offensive comments that target or disparage any ethnic, racial, or religious group. Further, the City of Hayward also reserves the right to delete comments that are:
 - (i) Spam or include links to other sites;
 - (ii) Clearly off topic;
 - (iii) Advocate illegal activity;
 - (iv) Promote particular services, products, or political organizations;
 - (v) Infringe on copyrights or trademarks; or
 - (vi) Violate of Section 3 appropriateness guidelines.

Section 5 - eComment User Privacy

Personal information volunteered by the user will not be published but will be treated as a public record and may be subject to public inspection and copying if not protected by federal or state law.

Section 6 - eComment Records Management

The use of eComment will be documented and maintained in an easily accessible format that may be considered a record subject to disclosure under the California Public Records Act or required to be retained pursuant to the Government Code.

Additionally, each meeting's eComment report will be published in the Meeting & Agenda Center under the column, Documents Received After Published Agenda.

The City Clerk's office is responsible for maintaining eComment records in accordance with its respective records retention schedule related to agendas. As all eComments constitute a public record, it must be disclosed to the public unless an exemption applies. Posts deemed technically harmful or inappropriate will be promptly documented and saved pursuant to policies and procedures regarding record retention and destruction.

Section 7 - eComment Administration

The City Clerk's office will be responsible for the administration of eComment community member submittals in accordance with the foregoing user policy requirements.