

**INTEROFFICE COMMUNICATION**

Information Technology

DATE: November 7, 2019

TO: Gainesville City Commission

FROM: Walter Banks, Chief Information Officer

SUBJECT: Proposed Changes to City Commission Email Posting Policy  
Legislative File #190058

In order to assist the City Commission's discussion about public viewing of all Commissioner Emails, staff researched the capabilities of the current program, discussed options for parameter changes and have drafted the following recommendation for the Commission to consider. The option proposed by staff is to continue publishing all emails as is the current practice, but to put in place a process that will allow individual Commissioners additional time to review their messages for sensitive information before the emails are automatically published on the internet.

The attached document outlines how that new process will work if the Commission votes to choose this option.

## Proposed Process for Publishing City Commission Email

The City Commission email is evaluated and/or copied to the cccemail.cityofgainesville.org website via a script that runs every night. This script looks for emails that have been marked as “Read” for 7 consecutive days in the commissioner’s Microsoft Exchange email account and copies those emails to a corresponding folder on the cccemail.cityofgainesville.org website. There is a folder called “Do Not Publish” in their system that commissioner can move “Read” emails into it and these emails are not published. These emails are exempt from the script because the commissioner has deemed these emails as “Sensitive”. Perhaps there is a child’s name, a social security number or other personal identifying information that should not be published. This decision to not publish is at the Commissioners’ discretion.

If the commissioner views the email in a “message preview pane” or a “reading pane” and the email is never actually clicked on it is not marked as “Read”. This email never gets copied to the cccemail.cityofgainesville.org website. In the past this has been the case where several commissioner emails have not shown up on the site.

If the commissioner never reads the email then the email never gets copied to the cccemail.cityofgainesville.org website.

The Exchange email system is used by the entire City of Gainesville and is very healthy. Millions of emails flow in and out every month with little or no failures. The email is scanned and dangerous emails are quarantined, some email is marked as spam and employees are notified that there is action that needs to be taken, the email is delivered to the inbox on Exchange and read via desktop, laptop, phone and tablet 24 hours a day seven days a week. The only time that is not true is for a very brief period three times a year when IT performs “Quarterly Maintenance”. That brief outage is announced weeks in advance and usually is for a shorter time period than planned and advertised.

## Excerpt from City Commission IT Handbook

### Emails

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#### Publication Overview

Every email sent to City Commissioners and the Mayor will be evaluated nightly for publication on cccemail.cityofgainesville.org website.

**Your email will be published if, during the nightly evaluation process, it has been marked “Read” for seven consecutive days and is in either your “Inbox” or “Sent” folders.**

Email that you deem to be confidential per State of Florida Public Records Law may be kept from that public listing. The easiest way to prevent an email from being published is to move it into the “Do Not Publish” or “DNP” folder.

#### General Guidelines

Publishing email messages to the Browse and Search web application:

- Email messages are evaluated for publication nightly.
- All email messages that have been marked “Read” for seven consecutive days at the time of evaluation and are stored in either your “Inbox” or “Sent” folder will be published.
- Emails in the “Do Not Publish” folder will not be published.
- If an email message is published in error, contact IT Support at ext. 1111. IT Support will need as much of the following information as possible - *Date of the email message, the To: and From: email addresses and the Subject of the email message.* The more information provided, the more quickly the retrieval can occur.

Prevent publishing email messages that contain confidential information to the Browse and Search web application:

- Email messages that are in a status of ‘Unread’ are not published to the web.
- A Do Not Publish (DNP) subfolder is located under the Inbox folder. Email messages moved into this folder are not published to the web.

- Note: Remember to check your Sent Items folder for items that may need to be moved into the DNP folder.
- Email messages containing confidential information should be moved into the “Do Not Publish” folder.



- Do not permanently delete any email messages less than 1 week old. To Permanently delete an e-mail follow the below steps:
  - Select the email
  - Press Shift and Delete

#### How to Move Emails to the “Do Not Publish” Folder

##### iPad

- From the Inbox folder, Select the desired email message to be moved
  - Press the Folder icon
  - Tap the DNP folder
  - Email message is moved to the DNP folder

##### iPhone

- From the Inbox folder
  - Open the desired email message to be moved
  - Press the Folder icon
  - Tap the DNP folder
  - Email message is moved to the DNP folder

##### Desktop

- From the Inbox folder
  - Click the desired email message to be moved
  - Click the Move icon on the Home tab tool bar
    - NOTE – If the DNP folder is not visible in the list, click Other Folder to display an expanded list.
  - Double click the DNP folder
  - Email message is moved to the DNP folder