

**SULTAN CITY COUNCIL  
AGENDA ITEM COVER SHEET**

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ITEM NO: D-1

DATE: November 18, 2010

SUBJECT: City e-mail and spam filtering policies

CONTACT PERSON: Deborah Knight, City Administrator



**ISSUE:**

There are two related issues for the city council's consideration:

1. How should the city manage the "general-delivery" e-mail addresses (e.g. [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) and [council@ci.sultan.wa.us](mailto:council@ci.sultan.wa.us))?
2. What is the appropriate spam filter setting for general-delivery e-mail addresses?

**STAFF RECOMMENDATION:**

Review how general delivery e-mail addresses are managed. Provide direction to staff.

**SUMMARY:**

On October 6, 2010, the city administrator issued a news release regarding the sewer rate increase discussion at the upcoming budget retreat (Attachment A). The news release directed readers to send comments to [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us).

Sultan resident, Kay George followed the instructions and sent her comments (Attachment B) to the [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) e-mail address on Wednesday, October 6, 2010.

Unfortunately, Ms. George's e-mail was stopped in the city's Postini spam filter (Attachment C). After the meeting city staff were notified by Councilmember Sam Pinson that Ms. George had submitted comments that were not provided to council at the retreat. Council members were provided a copy of Ms. George's e-mail at the next regular council meeting on October 14, 2010.

This incident prompted Councilmember Sam Pinson to request a discussion of the city's general delivery e-mail addresses and the city's policies for receiving and distributing e-mails (Attachment D). A related request to add the "council" e-mail address to the home page and provide a short description of the general delivery

mailboxes was implemented to provide additional information on how to contact the city council (Attachment E).

## BACKGROUND:

### General Delivery E-mail

The city has two general-delivery e-mail addresses – [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) (“city hall”) and [council@ci.sultan.wa.us](mailto:council@ci.sultan.wa.us) (“council”). These e-mail addresses are posted on the city’s website. The “city hall” address has been referenced in recent news releases as the address to use to submit comment on city council legislative activities. The “city hall” e-mail address **has not** been used in any legal notices as a way to submit formal public comment.

E-mail addressed to [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) is delivered to city clerk, Laura Koenig. As city clerk, it is one of Ms. Koenig’s primary duties to receive, log, and distribute public comment to the appropriate staff, mayor and/or city council. E-mail addressed to [council@ci.sultan.wa.us](mailto:council@ci.sultan.wa.us) is delivered simultaneously to all council members at their city hall e-mail boxes. E-mail addressed to “council” is not copied to city staff.

Although there is no written policy in place, operational questions to the “city hall” e-mail address have been handled by city staff without involving the city council. Depending on the issue, the Mayor may or may not be copied on the response. Operational questions include:

- How do I start garbage service?
- Do I need a fence permit?
- I want to report my neighbor is building an illegal structure.

City staff respond to policy questions or public comment on legislative actions addressed to “city hall” with a copy to the Mayor and city council. Policy questions and public comment include:

- Statements for or against a proposed policy action such as the sewer rate increase, the Rice Road roundabout or Sultan Basin Road improvements.
- Requests for council action such as participating in Tree City USA, equestrian use of Osprey Park, Switching to LED lighting on city buildings, Bi-lingual park signs, etc.

When in doubt, city staff include the Mayor and Council in the response to ensure everyone is informed.

### Postini and Outlook Spam Filters

Through the city’s contract with Iron Goat Networks, the city is protected from spam e-mails and viruses via Google’s Postini Spam Filter service (Attachment F). Postini

allows each user to set their own security levels. End users are notified daily of e-mails that have been “quarantined” by Postini. Iron Goat Networks recommends city staff and city council check the spam filter regularly to ensure that legitimate e-mails have not been unnecessarily quarantined.

Ms. George’s e-mail apparently contained several “trigger” words that caused the Postini spam filter to stop and quarantine the e-mail. Since this occurrence, Ms. Koenig has been given additional training on how to check the Postini spam filter for quarantined e-mails. Ms. Koenig is now checking the filter at least every other day.

The city’s Outlook e-mail has a second spam filter folder titled “junk e-mail”. This folder contains e-mails that have passed the Postini filter and are tagged by Microsoft Outlook as potentially dangerous (Attachment G).

## **DISCUSSION:**

There are two related issues for the city council’s consideration:

1. How should the city manage the “general-delivery” e-mail addresses (e.g. [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) and [council@ci.sultan.wa.us](mailto:council@ci.sultan.wa.us))?
2. What is the appropriate spam filter setting for general-delivery e-mail addresses?

### **Managing General Delivery**

The city’s current practice is to separate the two general delivery e-mail addresses. One alternative would be to copy council on all e-mails sent to the “city hall” address and to copy the city administrator and/or city clerk on all “council” e-mails.

The benefit of this approach is transparency. A citizen seeking to reach the city through the general delivery e-mail will have a greater level of assurance that their e-mail will be received by the city.

The city council will also have the assurance that e-mails sent to the “council” e-mail will be properly retained and archived. Attachment H is a sample council e-mail policy from the City of Vancouver.

Other municipalities automatically copy e-mails to council to all council members, mayor and city clerk.

### **Postini Settings**

The default setting for Postini is “aggressive” (Attachment I). The council could choose to loosen the settings. This would result in more spam reaching city in-boxes but could eliminate incidences where legitimate e-mails are inadvertently quarantined by the spam filter

**FISCAL IMPACT:**

There is no fiscal impact directly associated with the discussion. A decision to loosen the spam filter settings will result in more staff time deleting spam. A virus could also impact the city's software systems.

**ALTERNATIVES:**

1. Discuss the city's general delivery e-mail practices and spam filter system. Provide direction to staff to continue with the current practices.
2. Discuss the city's general delivery e-mail practices and spam filter system. Direct staff to make changes to either the general delivery e-mail or spam filter settings.
3. Discuss the city's general delivery e-mail practices and spam filter system. Take no action at this time.

**RECOMMENDED ACTION:**

Review how general delivery e-mail addresses are managed. Provide direction to staff.

**ATTACHMENTS**

- A – Sewer Rate Increase News Release 10-06-10
  - B – E-mail from Kay George 10-06-10
  - C – Postini Spam Filter
  - D – Councilmember Pinson request for discussion
  - E – City of Sultan Webpage
  - F – Postini Spam Filter
  - G – Outlook Junk Mail
  - H – City of Vancouver Sample Council E-mail Policy
  - I – Postini Filter Settings
- 

**COUNCIL ACTION:**

**DATE:**



# CITY OF SULTAN

## NEWS RELEASE

Date: October 6, 2010

Immediate Release

### **Sultan Proposes Sewer Rate Increase to Pay Debt**

The Sultan City Council will consider a limited 2-year sewer rate increase of up to \$13.85 per month for 24 months to pay \$430,000 in debt borrowed to plan for a waste water treatment plant upgrade needed to serve future growth. The rate increase will be discussed by the city council at the 2011 budget retreat at approximately 12:30pm on Saturday, October 9, 2010. The budget retreat begins at 9:00am and will be held in the Sultan City Council Chambers located at 319 Main Street in the Community Center. Copies of the retreat agenda are available on the city's website at [www.ci.sultan.wa.us](http://www.ci.sultan.wa.us) by typing "2011 budget retreat" in the search engine on the home page.

The limited 2-year rate increase is necessary to cover debt service payments in 2011 and 2012 to pay the balance on a 5-year Public Works Trust Fund loan received in 2006. The city borrowed \$1,000,000 at 3% interest in 2005 to upgrade the sewer plant to serve new development as required by state law. The city planned to convert the 5-year design loan to a 20-year loan when construction started on the plant upgrade. When the economy faltered in 2008 and new development stopped the council made the decision to postpone construction of the \$18.5 million plant improvement.

"Sultan has struggled to make the required sewer loan payments for the last two years," commented Mayor Carolyn Eslick. "The city has done everything possible over the last two years to avoid raising rates to cover the loan payments. Unfortunately, we have run out of options. A rate increase is the only option that has not been considered until this point," she added. —NEXT—



# CITY OF SULTAN

## NEWS RELEASE

Since 2009, the city has taken a number of steps to avoid a rate increase to cover debt payments including diverting all new connection fees to debt service; restructuring the loan to extend the repayment one additional year to lower the annual cost; depleting the sewer reserve fund; deferring annual maintenance; and reducing expenditures in the operating budget.

The city council will consider four alternatives at the budget retreat on Saturday, October 9, 2010 using a combination of funding sources including \$50,000 in remaining reserves and \$71,000 in beginning fund balance, \$56,000 in anticipated connection fees from new development, and the proposed rate increase. The proposed rate increases range from \$2.89 per month per customer to \$13.85 per month depending on the other funding sources used to make the loan payments.

Sultan residents are encouraged to come and share their thoughts and suggestions at the budget retreat on Saturday, October 9 or by e-mailing city hall at [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) . Residents can learn more about the sewer debt payments by contacting Deputy Finance Director, Laura Koenig at 360-793-2231.

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**Deborah Knight**

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**From:** Laura Koenig [laura.koenig@ci.sultan.wa.us]  
**Sent:** Friday, October 15, 2010 4:02 PM  
**To:** 'Deborah Knight'  
**Subject:** FW: Sultan Proposed Rate Increase

Deborah  
 Ryan helped me locate this in the server junk e-mail file.

Laura

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**From:** Ray & Kay George [mailto:inov9@comcast.net]  
**Sent:** Wednesday, October 06, 2010 8:18 AM  
**To:** cityhall@ci.sultan.wa.us  
**Subject:** Sultan Proposed Rate Increase

When the debt for which you now propose a rate increase was incurred, I spoke publically how this entire thing would shake out. At that time, I indicated what a well-deserved poor reputation the City of Sultan had in the development community. This reputation continues to this day. The City of Sultan will approve a project, the developer builds that which is approved, then the City of Sultan withholds final approval of that project until additional extortion demands (over and above that which has been approved or are even legal) have been met by the developer. City employees make unlimited numbers of gross errors during the course of development for which the developers are forced to pay. These and other atrocities have been and continue to be perpetrated upon what Mayor Eslick refers to as the City's "Business Partners". We in the development community know that any developer with deep enough pockets and the fortitude to do business with the City of Sultan is in reality only the City's next victim.

Given these and other ongoing facts about our city, I publically predicted the city would spend all this money, fail to attract development and then we the citizens would be stuck with the debt. I emphatically stated at that time we needed to do things the good old fashion way which is make the right decisions to attract development and then use that money developers brought to our community to improve our city. I also publically and emphatically stated that the City's employees knew that when developers did not come to pay for their mistakes and overspending, we the people were the only ones left to foot the bill. Instead, the City of Sultan made then and continues to make poor decisions and then expect we the people to pay for them.

I completely understand the slowdown in the economy and reluctance of developers to pay more to develop a property than what it is worth when finished play a role in Sultan's continued "Failure to Launch". That does not change the fact that Sultan was unable to pull it together enough during unprecedented boom times and will continue to fall behind its neighboring communities when the economy improves if better decisions are not made.

**So here's a better decision:** Pay this bill off by reducing staffing at City Hall. I understand salary and benefits of city staff cost us around 1.5 million dollars per year which I and others find appalling for a city with a population of less than 4,500 people. If this figure were cut only 10%, this debt would be paid off in about 3 years. I can assure you the average income of the people you are now asking to pay for the poor decisions of the city has been reduced more than 10% over the last couple of years. If you hold the City Administrator accountable for the outcome of poor decisions, I bet better decisions will be recommended to us in the future. Do not continue to allow city government to make us pay for their poor decisions. **WE THE PEOPLE HAVE NO MORE MONEY!**

I have been portrayed as just another greedy developer who is angry because I did not make millions on projects we developed here in Sultan. Nothing could be further from the truth. The individuals who have crafted and spread this image of me do so in an attempt to tarnish my reputation, fearful of being exposed for the many and continuing mistakes (some of which are actually illegal) which are at least partially responsible for the state our city is in today. I

have never considered myself the brightest bulb in the lamp, but I do have considerable experience not only in this area of real estate and development but have also been involved in the politics of our local community for over a decade. For the sake of our community, please consider this obvious and viable option to this problem.

Due to prior obligations and the short 3-day notice of this presentation, I was unable to attend personally. However, I hope you will put the same weight on my comments as if I were personally there. Thank you. Kay George 206-226-8255.

# Over 18 million users are protected by Postini

## Hosted security and archiving services

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[Resources & News](#)

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[Google Enterprise](#)

[Partners](#)

Gain the confidence of knowing that your email network is secure and compliant round the clock – in the cloud, without installing costly hardware or infrastructure



**Google Message Security**  
Protect your email from spam and viruses and set email policies to stay compliant



**Google Message Discovery**  
Easily store, search, and locate messages without costly on-site or physical storage media

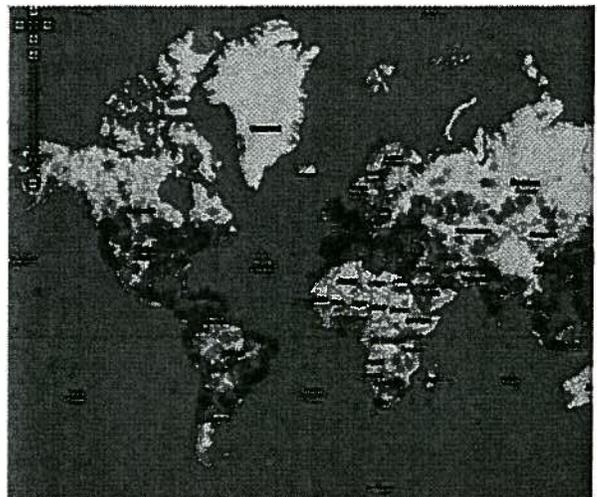


**Google Web Security**  
Block links that carry spyware and viruses in real-time. Define and enforce web use policies



**Google Message Encryption**  
Automatically encrypt email messages to manage regulatory compliance

### Postini Threat Identification Network



See where spam originates in

### Google Apps and Postini

Increase productivity with Google Apps Premier Edition. Google Apps Premier Edition's powerful messaging and collaboration tools – together with Postini services – help make your business more productive, secure and compliant.

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### Businesses of all si

"It was pretty compelling. We showed me what she had p demonstrated how it worked at her and saying 'Really? I sure?' And she assured me

Anne P. Mitchell - Chief Ex  
ISIPP

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## Postini innovation. Powerful solutions. High value.

### QUESTIONS AND ANSWERS

#### GOOGLE ACQUIRES POSTINI September 13, 2007

**Q. What is Postini?**

A. Postini is a company that provides on-demand solutions that help protect businesses worldwide from malicious internet-based attacks, and help ensure compliance with government, industry, and internal mandates. Postini's services can be used with e-mail, instant messaging, web filtering and security, as well as a variety of compliance applications including message archiving, encryption, and policy enforcement. [back to the top...](#)

**Q. Why did Google acquire Postini?**

A. We realized we needed a more complete solution that addresses the information security and compliance issues facing larger businesses. While enterprises want to deliver simple, useful hosted applications to their employees, they're also required to support complex business rules, information security mandates, and an array of legal and corporate compliance issues. As such, many businesses have been forced to choose between innovation on one hand, and these back office mandates on the other. In effect, many businesses use legacy systems not because they are the best for their users, but because they are able to support complex business rules. We agreed to acquire Postini in order to create a more complete Google Apps solution that addresses the information security and compliance issues facing businesses of all sizes. [back to the top...](#)

**Q. How did Google come to the value of \$625 million?**

A. We determined the value based upon, among other things, the synergies between Postini's security and compliance solutions and Google's simple, powerful communication and collaboration tools. [back to the top...](#)

**Q. Are all Postini employees now Google employees?**

A. Postini is now a wholly owned subsidiary of Google and as such, Postini employees are part of the Google family. We are now working to integrate the two teams. We anticipate needing the next few months to finalize. [back to the top...](#)

**Q. Will Postini be integrated into Google or will it remain a separately operating entity?**

A. Postini is a wholly owned subsidiary of Google. We expect that Postini will operate independently. We are currently working on an integration plan for the company and products. [back to the top...](#)

**Q. Did this acquisition require regulatory approval?**

A. The transaction was subject to normal pre-merger notification procedures in the United States and Germany. [back to the top...](#)

### POSTINI BUSINESS & PRODUCTS

**Q. How will this acquisition benefit consumer users of Google Apps?**

A. Postini's spam and virus protection combined with Google's strong spam protection system will make users more productive by helping to eliminate unwanted and malicious messages. [back to the top...](#)

**Q. How will it benefit business users of Google Apps?**

A. Businesses will be able to more easily and cost effectively maintain the security and corporate compliance of their messaging systems, enabling them to deploy simple, useful hosted applications to their employees. [back to the top...](#)

**Q. How will it benefit Postini customers?**

A. Postini customers will benefit from Google's stability, global reach and innovation. We will also introduce Postini customers to Google Apps, a complete, hosted communication and messaging solution. [back to the top...](#)

**Q. Are Postini's customers now subject to Google policies?**

A. Postini customers will continue to receive the service and support they are accustomed to. In addition, we plan to announce new service offerings soon. [back to the top...](#)

**Q. What are Postini's products?**

A. Postini provides a variety of on-demand solutions in the areas of communications security and compliance. These services can be used with e-mail, IM, web filtering and security, as well as a variety of compliance applications including message archiving, encryption, and policy enforcement. As an on-demand service, there is no software or hardware to buy, install, maintain, or upgrade. Administrators use standard web browsers to manage the system, and users continue to use their existing email, IM, and web software. [back to the top...](#)

**Q. Will Google change the name of the company and of Postini's products?**

A. Postini will continue business as usual. Google will continue to support Postini products, and we expect to have even more product announcements in the near future. [back to the top...](#)

**Q. What is Postini's business model?**

A. Postini offers their products as low cost, yearly, per-user subscriptions, with the ability to purchase additional message storage as needed. [back to the top...](#)

**Q. How many customers does Postini have? Could you characterize their customer base?**

A. More than 35,000 businesses worldwide are Postini customers, across a wide range of industries. The set of customers vary from small and medium-sized businesses to the largest enterprises. Some of the most prominent customers include Merrill Lynch, Invesco, LSI Logic, Johnson Controls, Mitsubishi, and United Technologies. A more complete list of prominent customers can be found [here](#). [back to the top...](#)

**Q. Will Postini services continue to be available? Are they available now?**

A. Yes, not only will we continue to offer Postini services, without interruption, but we're going to invest in their further development. You can [request a demo](#) or [sign up for a test drive](#) right now. Additionally, we expect to have more product announcements in the near future. [back to the top...](#)

**Q. What will happen to Postini's current customers? Will they have to sign up for Google Apps or other Google services?**

A. Postini's current users will remain unaffected by this transaction. We will continue to develop and support Postini's services, including support for multiple messaging platforms, independent of whether customers opt for other Google services. [back to the top...](#)

**Q. How will this acquisition affect users of Microsoft Exchange and IBM Lotus Domino?**

A. Both Google and Postini believe in and design products to support open standards that foster customer choice. We will continue to support customers with Microsoft Exchange, IBM Lotus Domino, as well as other mail server platforms that support the SMTP protocol. [back to the top...](#)

**Q. Doesn't Google already have anti-spam and virus technology?**

A. Google already has world-class spam and virus protection as part of the Gmail service. Postini's technology will augment this and will also give organizations a higher degree of control over how messages are filtered both into and out of the company. [back to the top...](#)

**Q. Doesn't Gmail already have archiving capabilities?**

A. The archive function in Gmail operates on an individual basis, but not for the entire domain. Postini Message Archiving offers secure message storage and a centralized access point for the retrieval of email and IM communications. [back to the top...](#)

**Q. What are your plans for incorporating Postini's technologies into Gmail?**

A. Google and Postini are looking at a variety of ways to integrate our technologies, and there are many possibilities. We expect to have product announcements in the near future. [back to the top...](#)

**Q. What are your plans for incorporating Postini's products into Google Apps Standard and Premier Editions? Will Postini products be free?**

A. Google and Postini are looking at a variety of ways to integrate our products. We don't have any details to announce right now, but expect to have product news in the near future. [back to the top...](#)

**Q. Will data from Postini's current customers be transferred to Google datacenters?**

A. Postini's current customers will keep their existing services using the existing Postini datacenters at this time. [back to the top...](#)

**Q. Will there be any changes to Postini's product roadmap?**

A. Postini will continue to develop its products as per its current committed roadmap. We don't anticipate any changes at this time. [back to the top...](#)

## **INDUSTRY & BUSINESS**

**Q. Have Google and Postini partnered together previously?**

A. Postini is part of the Google Enterprise Partner program, and has worked with Google to create solutions that augment Google Apps for business users. Postini has a set of offerings that integrate well with Google Apps, and has been a popular addition for Google Apps customers. [back to the top...](#)

**Q. Why purchase this technology? Couldn't Google have built these security and compliance features on its own?**

A. Postini has solid domain knowledge of the types of regulations and compliance requirements that businesses of all sizes are faced with, and the market has validated that their products fit the needs of businesses. The combination of Postini's messaging security and compliance expertise with Google's strong core spam filtering, storage technology, and applications will create a product more effective and cost efficient than anything available today. [back to the top...](#)

**Q. Could you provide us with some of Postini's financial metrics?**

A. Postini has been profitable since 2004. We are not disclosing their historical financial performance. [back to the top...](#)

**Q. How big is this industry? How much market share does Postini have?**

A. The demand for e-mail security and archiving options has grown rapidly in the last several years, and Postini has done well by providing superior products and services.

The

latest Gartner Magic Quadrant on e-mail security recognized Postini as the industry participant with the most complete vision. [back to the top...](#)

**Q. How does this acquisition broaden Google's market opportunity? What is the revenue opportunity?**

A. We're committed to having Google Apps help users at companies of all sizes communicate and share information more easily. This acquisition will enable Google to serve the needs of the largest organizations that have complex security and compliance requirements as well as bring the benefits of Google Apps to users in more regulated industries such as health care and financial services. [back to the top...](#)

**Q. You've stated in the past that Google's online productivity suite does not compete**

**with Microsoft Office. How does this acquisition affect your position?**

A. Google Apps is focused on collaboration and easy sharing of information. Users can choose any tool to create content and upload it to Google Apps so that it can be easily and

securely shared with others. [back to the top...](#)

**CAUTION CONCERNING FORWARD LOOKING STATEMENTS**

This document includes certain forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, the ability of the companies to successfully and efficiently integrate, the expected benefits or synergies of the acquisition, the expected performance and features of Postini's or Google's products and any Google and Postini combined products, the impact of the acquisition on the future innovation of Google and Postini products, the future product roadmap for Postini products, the continued availability of and support for Postini's products, Google's expectation with respect to investment in existing Postini products, the impact of the acquisition on, and the expected benefits of the acquisition for, users of Google and Postini products, Google's and Postini's ability to serve certain market segments, and Google's and Postini's expectation about whether Postini will operate as an independent company or be integrated into Google. These statements are based on the current expectations or beliefs of management of Google Inc., and are subject to uncertainty and changes in circumstances. Actual results may vary materially from those expressed or implied by the statements herein due to (1) changes in economic, business, competitive, technological and/or regulatory factors, (2) failure to compete successfully in this highly competitive and rapidly changing marketplace, (3) failure to retain key employees, and (4) other factors affecting the operation of the respective businesses of Google and Postini. More detailed information about these factors may be found in filings by Google,

as applicable, with the Securities and Exchange Commission, including its most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q. Google is under no obligation to, and expressly disclaims any such obligation to, update or alter their respective forward-looking statements, whether as a result of new information, future events, or otherwise.

**Deborah Knight**

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**From:** Ray & Kay George [[inov8@comcast.net](mailto:inov8@comcast.net)]  
**Sent:** Monday, October 25, 2010 10:01 AM  
**To:** 'Sam Pinson'  
**Subject:** RE: Public notices and spam filtering

Thanks much, Sam. I sent my objections to the council e-mail address. It will be interesting if our decision-makers get that one too. If Ms. Knight tries to weasel out of this one by explaining she only has an obligation to pass on to council public comments with certain wording in them that requires her to do so, I hope you agree this is just too slimy. Thanks again, Kay.

-----Original Message-----

**From:** Sam Pinson [<mailto:sam.pinson@ci.sultan.wa.us>]  
**Sent:** Monday, October 25, 2010 8:17 AM  
**To:** Ray & Kay George  
**Subject:** Re: Public notices and spam filtering

I do not know exactly what the process has been with respect to mail sent to [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us). That's what I'm trying to ascertain with the upcoming council discussion on the matter (Tentatively, November 18). I know that [cityhall@ci.sultan.wa.us](mailto:cityhall@ci.sultan.wa.us) email is not \*automatically\* forwarded to me.

It may be that the staff currently only forwards the mail if the sender explicitly asks that to be done. I don't know, but I'm working to find out.

I think public notices should be clear on exactly who will receive any public response.

I have received public comment in the past that has been forwarded to me by city staff. Sometimes they relay information they have received over the telephone. Sometimes they relay information they have received in writing.

Sometimes they relay information they receive via email.

Sam Pinson

On Mon, 25 Oct 2010 06:00:49 -0700

"Ray & Kay George" <[inov8@comcast.net](mailto:inov8@comcast.net)> wrote:

> Have you been receiving comments from other people through that e-mail  
 > address solicited by the legal notices (or otherwise)? I would  
 > certainly like to think differently and certainly would if any council  
 > member has ever received any comments via that e-mail address

> solicited by  
 the legal notices

> (or otherwise). I would love to stop thinking that and telling people  
 what

> happened to me if I can be shown it is only my e-mail address the city  
 > spams and that is just an isolated mistake. If I am incorrect,  
 > certainly there will be other e-mails containing public comments you  
 > or other council members have received that have come to that address.  
 > Can someone send one to me that got to council? I guess I could do a  
 > public request for any such document should it exist. Is it just my  
 > e-mails the city spams? I absolutely believe you are spearheading the  
 > correction of this issue and very much appreciate that.

>

> -----Original Message-----

>From: Sam Pinson [mailto:sam.pinson@ci.sultan.wa.us]  
> Sent: Friday, October 22, 2010 8:53 AM  
> To: Ray & Kay George  
> Subject: Re: Public notices and spam filtering  
>  
> Kay,  
>  
> Your accusation is based on the assumption that  
> cityhall@ci.sultan.wa.us is a "bogus email address". It is  
> unfortunate that your feedback was marked as spam, and we're going to  
> do something about that. But I don't think that happening establishes  
> that cityhall@ci.sultan.wa.us is a bogus/unmonitored email address.  
>  
> Sam Pinson  
>  
> On Thu, 21 Oct 2010 19:52:07 -0700  
> "Ray & Kay George" <~~inov8@comcast.net~~> wrote:  
>> My guess is Ms. Knight will want to focus on the rather benign issue  
>> of having an incorrect e-mail address on the city web page. I think  
>> this is only a small indication of the overall incompetence of the  
>> city  
>> employees.  
>> However, that is no way is it illegal nor does it even carry any real  
>> consequences to the city or its employees. The real issue is what I  
>> experienced and proved to you. That is the city is sending out legal  
>> notices asking the public to respond to the same bogus e-mail address  
>> as is indicated on the web page. It is my opinion it makes those  
>> "legal  
> notices"  
>> invalid. Thus, anything the city has voted on from invalid notices  
>> is also invalid. I think Ms. Knight may be aware of this. I think  
>> that is why she is trying to focus so hard on the somewhat benign  
>> incorrect web page address rather than the invalid "legal notices"  
>> she has overseen  
> during her tenure.  
>>  
>>  
>>  
>> -----Original Message-----  
>>From: Deborah Knight [mailto:deborah.knight@ci.sultan.wa.us]  
>> Sent: Wednesday, October 20, 2010 9:17 PM  
>> To: Sam Pinson; council@ci.sultan.wa.us; carolyneslick1@msn.com  
>> Cc: publicrecordsact.sampinson@gmail.com; inov8@comcast.net;  
>>webmaster@irongoat.net; deborah.knight@ci.sultan.wa.us;  
>>laura.koenig@ci.sultan.wa.us  
>> Subject: Re: Public notices and spam filtering  
>>  
>>  
>> Councilmember Pinson,  
>>  
>> Since the city outsources management of the city's e-mail and webpage  
>> to Iron Goat Networks, it would probably be best if representatives  
>> from Iron Goat were at the meeting to describe the current e-mail and  
>> spam filtering system and answer council questions.  
>>  
>> Since the council packet for October 28 will go to print tomorrow, I  
>> can check and find out if Ryan and Caroline Spott from Iron Goat would be

>> available to attend the meeting on November 18.  
>>  
>> In addition to the technical questions about spam filtering, the  
>> policy and process questions regarding e-mails from citizens to the  
>> city (in general) and from citizens to council (in particular) could  
>> be included under the same discussion item.  
>>  
>> Deborah  
>>  
>>  
>> On Wed, 20 Oct 2010 20:03:57 -0700  
>> "Sam Pinson" <sam.pinson@ci.sultan.wa.us> wrote:  
>>> Mayor, Council, and Deborah,  
>>>  
>>> I've recently learned that legitimate email to  
>>> cityhall@ci.sultan.wa.us  
>> from a citizen in response to a public notice was flagged as spam.  
>> Consequently, the council and city staff were unaware of the feedback  
>> and could not consider it before the meeting to which it appertained.  
>> This is unfortunate on at least two points. First, the citizen's  
>> feedback was not considered before the meeting. Second, being  
>> unaware of the feedback, city staff and the council become  
>> unwittingly unresponsive. This incident also made me wonder how much  
>> legitimate email I may have not at sam.pinson@ci.sultan.wa.us, losing  
>> it to the spam  
> filter.  
>>>  
>>> I understand the difficulties of spam-filtering. I think we should  
>>> take a  
>> step back to examine what our current process is and see how we might  
>> improve it.  
>>>  
>>> Additionally, we could be more clear in our public notices about what  
>>> happens with the feedback submitted. Does it go directly to the council?  
>> Should the sender provide explicit permission to share the comments  
>> in a public meeting? Or do the comments automatically become part of  
>> the record at the public meeting? What if a citizen wants to send  
>> comments directly to the council?  
>>>  
>>> Our next meeting is a joint meeting with the planning board, which is  
>> probably not the best forum for discussing this. Can we add a  
>> discussion item for this at the following meeting?  
>>>  
>>> Thanks!  
>>>  
>>> Sam Pinson  
>>  
>> Deborah Knight  
>> City of Sultan  
>> PO BOX 1199  
>> Sultan, WA 98290  
>> 360-793-1164 (phone) 425-508-9119 (cell)  
>>  
>

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## Upcoming Events

**Tue, Nov 9, 2010**  
FEMA FLOOD MAP  
UPDATE - PUBLIC  
MEETING IN MONROE  
(6:00pm)

**Fri, Nov 12, 2010**  
FREE BUSINESS  
WORKSHOP  
(8:00am)

**Tue, Nov 16, 2010**  
FREE BUSINESS  
ROUNDTABLE  
(8:00am) Planning  
Board Meeting  
(7:00pm) BLOCK  
WATCH MEETING  
(7:00pm)

**Thu, Nov 18, 2010**  
CITY COUNCIL MEETING  
(7:00pm)

**Thu, Dec 2, 2010**  
City Council Meeting  
(7:00pm)

**Tue, Dec 7, 2010**  
Planning Board -  
Workgroup Meeting  
(3:00pm) Planning  
Board Meeting  
(7:00pm)

**Thu, Dec 16, 2010**  
CITY COUNCIL MEETING  
(7:00am)

## Community Links

Boys and Girls Club  
One-Stop Shopping for  
Flood Information  
Snohomish County  
Sky Valley  
Chamber of Commerce  
Snohomish County  
Fire District #5  
Sultan Municipal Code  
Sultan Police  
Sultan Public Library  
Sultan School District  
Sky Valley Community  
Resource  
Center/Volunteers of

## Welcome to the City of Sultan

Whether you are moving to our city, or just visiting and want information, we want you to feel welcome.

Established in the late 1880's and officially incorporated in 1905, our community has a rich and colorful heritage. Logging, mining and agriculture provided the economic and cultural foundation in those early years. Today, Sultan is a quiet but growing community with a population fast approaching 5000.

Our city is on the brink of a great transformation. Already several hundred new residential homes, commercial and retail projects currently in the development process. We recognize that growth is inevitable, and we are actively taking the steps necessary to protect the wonderful way of life that our residents have treasured for over one hundred years.

## Recent Web Page Updates and Important Links

Click the image below to learn more about the 2011 Comprehensive Plan Update



2010 Budget Documents  
The Sultan Mission Statement.  
Make your utility payment online.  
Permit packets are now available online.  
Take a Look at our New Community Page

## Press Releases:

October 15, 2010

### Sultan Seeks to Fill Vacant Council Position

The Sultan city council is accepting applications and letters of interest for a council vacancy created by the resignation of Ron Wiediger on October 14, 2010. Applications for appointment to city council Position No. 3 will be available on Monday, October 18, 2010 at city Hall, 319 Main Street, Suite 200 Sultan WA, 98294 on the city's website: [Sultan Council Vacancy Application](#), or by calling 360 -793-2231. Completed applications must be submitted to the city clerk no later than 4:30pm on Wednesday, November 10, 2010.

[more...](#)

October 15, 2010

### NOAA Launches Pacific Northwest Winter Weather Awareness Week

America  
More...

## Contact Us

### Mailing:

PO Box 1199  
319 Main Street  
Sultan, WA 98294-1199

### Telephone:

360.793.2231  
360.793.3344

### Telephone Directory

### Electronic:

-  
cityhall@ci.sultan.wa.us  
general delivery mailbox  
to the city clerk.  
-council@ci.sultan.wa.us  
e-mail delivered to all  
city council members  
-Council Webpage links  
to council webpage and  
individual council  
member e-mails.

The NOAA National Weather Service forecast offices serving the Pacific Northwest will host the region's annual Winter Weather Awareness Week Oct. 17-23, 2010. During the week, meteorologists will educate the public about the dangers of winter weather in the Pacific Northwest and encourage them to take action when life and property are at risk.

[☑ more...](#)

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September 23, 2010

### FREE Business Workshop in Sultan

Sultan Mayor, Carolyn Eslick and Sky Valley Chamber of Commerce President, Jeff Cofer will be hosting a FREE Business Workshop on Marketing YOUR Business on a Shoestring. How to write press releases and the benefit of using Face Book to grow your business.

[☑ more...](#)

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September 20, 2010

### Special Comprehensive Plan Small Group Meeting Tuesday, September 28 6:30pm

Find out if the changes recommended by the Sultan community were included in the city council draft goals and policies.

Tuesday, September 28, 2010 6:30PM  
City Council Chambers  
319 Main Street Sultan

[☑ more...](#)

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September 20, 2010

### Sultan's municipal code updated through May 27, 2010

In 2009, the Sultan City Council approved a contract with code publishing to update the city's laws (ordinances) on a regular basis. In the past, the city's municipal code (hard copies and electronic copies) were update once every couple of years. This made it difficult for people reading Sultan's code to find the most current regulations.

[☑ more...](#)

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September 10, 2010

### FREE Business Networking Fair in Sultan

A FREE Business Fair will be held on Saturday, September 25, 2010 on Main Street in Sultan between 4th and 5th Streets. Sultan Mayor, Carolyn Eslick and Sky Valley Chamber of Commerce President, Jeff Cofer will be hosting and facilitating the event. The purpose of the Business Fair is to showcase the many businesses that are in and around Sultan. "There are a lot of large and small businesses that many people don't know exist in Sultan. This is their opportunity for FREE advertising, exposure and networking with other local business owners," said Carolyn Eslick, Sultan Mayor and proprietor of "Grow Washington".

[☑ more...](#)

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An archive of all Press Releases can be found here

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If you would like to be notified when new public notices are released, please click here.

If you would like to receive Block Watch e-mails, please click here.

If you are a Sultan business and would like to be part of the Sultan business mailing list, please click here.

Is there a problem with this page? Click here.

Last modified: October 18 2010 11:34:48. Current local time: 13:03:28. Page Rendered in -0.051 seconds.

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Prevent Spam from Reaching Your Inbox

Welcome deborah.knight@cl.sultan.wa.us

Message Center

Junk Email Settings

Message Center View: Quarantined | Delivered | Removed

Virus Alert

These virus-infected messages have been quarantined BEFORE they reached your email inbox.

Remove

Messages

- Sender
- message@dhl.com
- manager.no.7507@dhl.com
- customerservice.no.3390@dhl.com
- usps.id8221@dhl.com
- usps.id8952@dhl.com
- USAA.Web.Services@customermail...
- USAA.Web.Services@customermail...
- support.id8425@dhl.com
- manager.id4887@dhl.com
- federal.id9329@dhl.com

Subject

- [Your package is available for pickup.No796776](#)
- [Track your parcel No885676](#)
- [Your package is available for pickup.No8575](#)
- [Track your shipment NR924](#)
- [DHL service. Get your parcel ID10521](#)
- [customer notification \(message ref: 9486459015\)](#)
- [USAA: customer alert](#)
- [Track your shipment NR150](#)
- [DHL invoice copy N7960714](#)
- [Error in the delivery address NR8557439](#)

Select All Unselect All

Virus definitions are regularly and automatically updated - protecting you from the latest email viruses.

Suspicious Junk Email

Remove

Messages

Deliver

To Your Inbox

Sender

Subject

- ycazode6137@telecomitalia.it [Hi deborah.knight. SALE ends Monday. South Reza is this](#)
- kyryfyayq1046@btcentralplus.com [Hi deborah.knight. SALE ends Monday. The Also](#)
- accountssupport@accurint.com [account update](#)
- accountssupport@accurint.com [account update](#)
- DudleyWhite@alliev.net [Ich mache es so...](#)
- BlancheBaker@bikinipaint.com [Die schweizerischen Armbanduhren. Herbstliche Ausverkauf](#)
- ErrolFarr@bamboobungalows.com [Der Ausverkauf der Schweizerischen Armbanduhren.](#)
- steve.pecoproducts@gmail.com [End of Year INVENTORY BLOWOUT- 3 Foot Super Economy](#)
- ygymaf5687@dezinternet.com.br [Hi deborah.knight. Black Friday Sale. true A to were remedy](#)
- twylabiancasp@acs-wa.com [oruuu 6f](#)
- ViagraActive.Buy13@yahoo.com [hey](#)
- ViagraActive.Buy13@yahoo.com [hey](#)
- MaryannGuy@blunoc.com [Wählen Sie jetzt einen €1200 Kasino Bonus](#)
- a\_fcarmellitavv@call-dc.com [Incredible gains in length of 3-4 inches to yourPenis. PERMANANTLY mza](#)
- s.matthewsc@eng.sun.com [Brand Watson. Vicodin ES - 7.5/750 mg: 30 - \\$195 / 120 \\$570 9a](#)
- mlgdallaps@vodafone.com [90% cheaper than original price. ReplicaWatches For Sale: cRolex, Omega, LV, Gucci Bags & more 135](#)
- MilfordRush@beemaked.com [Holen Sie Sich jetzt Ihren €1200 Willkommensbonus](#)
- licev3576@otenet.gr [Hi deborah.knight. get huge rebates. L South](#)
- ymahuxej2422@windstream.net [Hi deborah.knight. get huge rebates. by was](#)
- ubosaeiqub2641@comcast.net [Hi deborah.knight. get huge rebates. puebla was](#)
- favienneuk011@man.com [Dearest Beloved One.](#)
- carriefreeman@ymail.com [Response Requested](#)
- GracieQueen@beckermail.com [Jetzt viele €1200 Boni verfügbar](#)
- brooke\_fritz@mitel.com [=7utf-8?B?  
RGVwbG9iFVuaWZpZWQqQ29rbXVuaWNhdGlvbnMgd20aG91dCBNYW5hZ2VvZW50IEhYWRhY2hiPvBMZlXQadXMoc2  
=](#)
- admonishr@rosemann.com [WHAT?? deborah](#)

Select All Unselect All

Remove

Messages

Deliver

To Your Inbox

Contact Support | Your Privacy is Protected | About Postini | Help

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**Deborah Knight**

---

**From:** Your #1 PillShop [deborah.knight@ci.sultan.wa.us]  
**Sent:** Friday, October 29, 2010 3:18 PM  
**To:** deborah.knight@ci.sultan.wa.us  
**Subject:** Dear, deborah.knight! 90% discounts. at to cavalry protocol

email not displaying correctly? View it in your browser.

<<http://medicdrugsxni.ru/?uzyfumugee=637E22dd243575704ff0&aeciq=c50F05d6b3D9>>

(Subscription to this newsletter is 100% voluntary. If you no longer wish to receive it, click here

<<http://medicdrugsxni.ru/?yhygai=C7c22ee8bb&epoeybyqide=935933C53B5a&unsubscribe=deborah.knight@ci.sultan.wa.us>> .)

Brand-quality medicines

<<http://medicdrugsxni.ru/?iqunamuy=2a26c21fda4E10d&wabaxew=cc58199F25f89>>

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Click here

<<http://iwihiy.medicdrugsxni.ru/?obynyxiygofa=66FFf8C479B&uygadeyfagyy=97A3a2aCC411108a15>> to forward this email to a friend.

Click here

<<http://medicdrugsxni.ru/?iubalaoy=B9aE29fA403bb3&momylaoiloes=1e8B59aDf227b6f73caa>> to update your information or stop future mailings.

<<http://www.egyjaoz.com/open.php?okeioduub=f2FA15DbF5ADBF265&eidylolu=1478381e38A39ef4A9c>>



**Municipal Research and Services Center of Washington**  
**Working Together for Excellence in Local Government**

## Sample Only

**City of Vancouver**  
**POLICY AND PROCEDURE**  
**City Council Electronic Mail (E-mail) Policy**  
**Effective Date 12/20/99**

### **1.0 Purpose**

The purpose of this policy is to establish a formal process for electronic mail (e-mail) communications by Vancouver City Council.

### **2.0 Organizations Affected**

City Council/City Manager

### **3.0 References**

City Council Resolution M-\_\_\_\_\_

### **4.0 Declaration of Policy**

City computer equipment, computer systems, network utilities and electronic mail (e-mail) are now available to the Mayor and Councilmembers to assist them in conducting City business. E-mail is a fast and convenient way to communicate within the City organization and with citizens and outside organizations.

Here are answers to some of the questions that are likely to be raised in connection with Mayor and Council use of e-mail:

### **5.0 What appropriate uses of e-mail by the Mayor and Councilmembers?**

E-mail is simply a new communication tool. Councilmembers may use it for the same communication purposes and under the same basic guidelines as they have previously used the mail service, hand-delivery, the telephone, and face-to-face conversations and meetings in the past.

Some of the uses that are best adapted to e-mail communications include:

- Distributing Council agendas and meeting notices.
- Referring citizen questions and concerns to the City Manager for staff response.
- Responding to citizen or CMO inquiries about City business.
- Scheduling meetings or other events without playing "phone tag".

### **6.0 What uses of e-mail are not appropriate?**

E-mail and the City computers, computer systems and networks, which support it, are a public asset. Like any public asset, they are to be used solely for City business. Occasional, minor personal use is considered a *de minimis* personal use, consistent with the e-mail usage policy for City employees. This could include confirming a social engagement or sending a birthday greeting. However, the City should be reimbursed for any charges incurred for such personal use.

The following uses of City e-mail are never appropriate:

- To create, send or copy offensive, harassing, discriminatory or disruptive messages.
- To receive, download or send copyrighted materials, trade secrets, proprietary financial information or similar materials without prior authorization.
- To solicit or promote commercial ventures, religious or political causes or for other non-city matters.

### **7.0 Should e-mail be used to send sensitive or confidential information?**

Generally, e-mail should not be used to communicate sensitive or confidential communications. E-mail can be easily forwarded to large numbers of people who may then copy it and/or send to others. E-mail can also be retrieved long after it is "deleted." E-mail is generally not recommended for such information as attorney/client communications; property appraisals and other information related to City property transactions; and personnel information such as information on labor negotiations, performance evaluations, or employee disciplinary matters.

If, however, time or other constraints make it necessary to communicate such information through e-mail, provide warning notice in the "Subject" box of the message such as "Confidential Communication - Do Not Forward."

Note, however, that just calling a document "confidential" does not preclude the recipient from forwarding it to another party. Likewise, a court may later find that the document is subject to public disclosure despite its "confidential" designation.

Note as well that e-mail is retrievable long after one "deletes" it from a computer. Recipients may save, print or forward the message. Computer back up systems may store electronic data in retrievable form long after a user hits a "delete" key.

### **8.0 How should the Mayor and Councilmembers respond to e-mail from outside the City organization?**

E-mail from outside the City organization should receive the same response as communications received by traditional means such as mail or telephone.

Please forward e-mails, along with any special requests for handling or response, to the attention of Jan Bader in the City Manager's Office.

If you personally respond to the e-mail as the Mayor or as a Councilmember, "cc" the City Manager with your response and forward the outside e-mail communication to the City Manager's office for copying and filing in accordance with public record requirements.

### **9.0 Is e-mail a public record?**

The short answer is: Almost always.

An e-mail communication containing information relating to the conduct or performance of any city governmental or proprietary function prepared, owned, used, or retained by the city would be a "public record" of the City. It would be subject to the same laws as a printed document. The fact that the record is created or stored in electronic format does not change its status as a public record.

### **10. What should the Mayor and Councilmembers do to comply with the public records law regarding e-mail?**

Three simple "routines" can ensure public record disclosure and retention compliance:

1. Routinely "cc" the City Manager's office on all Mayor or Councilmember - generated e-mail so that CMO staff can print and retain these records in hard copy form. CMO or City Clerk staff will ensure that the printed copies are filed and disposed of in accordance with the state and city record retention schedules.

2. Routinely forward all e-mails from others to you concerning City business to CMO staff as well. Again, this will ensure that printed copies are filed and disposed of in accordance with the state and city record retention schedules.

3. Immediately refer any requests to inspect or copy your e-mail to the City Manager's office for review and response.

**11. Should the Mayor and Councilmembers delete messages, which are sent or received by them?**

As long as an e-mail message is "cc'ed" or "forwarded" to the CMO for printing, retention and disposal according to public record laws, the Mayor and Councilmembers should routinely delete messages from the City computers provided for them.

Saving too many e-mail messages may cause a computer to "crash" and will eventually slow the operations of the city computer network.

The City's electronic mail system is not designed or approved to be a record retention system.

The Washington State Archivist strongly recommends that e-mails be printed out for records retention purposes and then deleted.

**12. Does the Washington Open Public Meetings Act apply to Mayor and Council e-mail communications? And if so, how may open meetings violations be avoided?**

The short answer is: More likely than not, the Act applies to electronic communications.

In the context of telephone calls, knowledgeable Open Meetings Act commentators have concluded that a "telephone tree" in which members of a governing body repeatedly call one another to form a majority position on a matter to be decided by the body would violate the Washington Open Public Meetings Act.

Likewise, it is our view that if a majority position regarding an action is forged through simultaneous or sequential interactive e-mails between or among the Mayor and members of Council, this would violate the spirit if not the letter of the Act. Interactive e-mail communication between or among a majority of members on issues which will come before Council for decision should be avoided.

A Clark County Superior Court judge has recently ruled, in a case of first impression in Washington, that interactive e-mail communications among a majority of members of a governing body (in that case, three members of a five-member school district board) may constitute a "meeting" within the meaning of the Open Public Meetings Act. No written decision has been filed explaining the court's reasoning or the scope of the decision. The case is likely to be appealed.

To avoid violating either the letter or spirit of the Open Public Meetings Act, we recommend as follows regarding any interactive e-mail (i.e. e-mail that requires or invites two-way communication) between or among the Mayor or any members of City Council:

- Restrict use of interactive e-mail among and between the Mayor and Council to matters that do not require a vote of Council. Interactive e-mail communications regarding upcoming ceremonial or social events or about availability for meetings would not violate the Act.
- Do not exchange electronic messages regarding matters which may come to Council for a vote or other formal action. Although interactive communication among three or fewer members of Council would not constitute quorum for purposes of Open Meetings Act, the ease with which electronic mail can be forwarded and exchanged invites interactive communication among a majority of Council. The better practice would be to simply avoid interactive e-mail among or between the Mayor and Council on any matter that may require formal Council action.
- Do feel free to electronically forward informational materials, e-mails from the public, and other information you receive electronically to the Mayor and other Councilmembers on a "no comment" or "FYI" basis. This one-way communication is qualitatively no different than routing or forwarding

a "hard copy" of a news article or letter and should not violate the Open Meetings Act. Courts have held that it is not improper for members of Council to individually review material in advance of a meeting. These materials should be simultaneously forwarded to the CMO to be printed out and made available for public inspection unless otherwise exempted by the Public Disclosure Act.

**And, if**

The short answer is: Yes.

The Appearance of Fairness Doctrine applies if the e-mail to or from the Mayor or Councilmembers relates to quasi-judicial matters, which come before Council for decision (e.g. appeals from land use hearing examiner decisions.)

As with any ex parte communication about a quasi-judicial matter, the Mayor or Councilmember who receives the e-mail should:

- Advise the sender by return e-mail that on advice of the City Attorney, s/he may not comment outside a public meeting on a pending matter before Council and that the sender's e-mail is being forward to the CMO for inclusion in the public record on the matter.
- Immediately forward the e-mail to the CMO for inclusion in the public record of the matter.
- Disclose on the record in the public hearing or meeting on the matter that the e-mail has been received and is in the record.

**14. Where can I get more information about any of these questions or issues or about how to use City e-mail?**

In addition to this Q&A guide, you may want to review the City's Policies on Electronic Communications, Use of City Property and Systems, and Harassment Prevention, copies of which are available through the City Manager's Office.

For more information about specific situations or about training for use of City e-mail, contact Jan Bader in the City Manager's Office.



Welcome deborah.knight@ci.sultan.wa.us

Message Center

Junk Email Settings

Account Settings Help Log Out

Prevent Spam from Reaching Your Inbox

Junk Email Blocking The junk email filter protects your email inbox from unwanted messages. Suspicious spam will be quarantined in your Message Center. Adjust the settings to personalize your level of protection.

ON OFF

Spam Filters Select the specific categories of junk email that you want to block from your inbox.

Lenient Aggressive Bulk Email Sexually Explicit Get Rich Quick Special Offers Racially Insensitive

Save Changes Cancel

Sender Lists Approved Addresses will allow senders to bypass the junk email filters. Blocked Addresses will keep messages from reaching your inbox.

Caution: We strongly recommend that you do not add your own domain/addresses or popular domains to the Approved Senders list. Spammers routinely spoof these domains to bypass the message service filtering. Also, the service's anti-spam heuristics can recognize legitimate messages from popular domains and minimize any false positives.

Are you trying to approve an email mailing list or newsgroup? Yes

Approved Senders To approve email for all addresses in an entire domain, enter in the form "domain.com". Save to List

Blocked Senders To block email from an entire domain, enter addresses in the form "domain.com". If a message has been quarantined, there is no need to add the spammers address or domain.

carolyneslick1@msn.com  
deborah.knight@ci.sultan.wa.us  
dscott@ci.washougal.wa.us  
jackiepersoneus@yahoo.com  
news@awcnet.org  
peter@co.san-juan.wa.us

To remove approved addresses,  
highlight and click "Delete from List".

**Delete from List**

**Save to List**

-- none yet --

To remove blocked addresses,  
highlight and click "Delete from List".

**Delete from List**

Adding spammers to this list can be  
ineffective - spammers continually  
change their address. [more ...](#)

[Contact Support](#) | [Your Privacy is Protected](#) | [About Postini](#) | [Help](#)

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