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RESOLUTION NO. R-101-14

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF COLTON ESTABLISHING ADMINISTRATIVE POLICY 4.04.150 TECHNOLOGY RESOURCES POLICY; AND SUPERSEDING AND REPLACING THE CITY'S EXISTING ADMINISTRATIVE POLICY 4.04.125, CELLULAR TELEPHONE POLICY, AND ADMINISTRATIVE POLICY 4.04.130, INTERNET/INFORMATION SERVICES POLICY

WHEREAS, the City of Colton is a general law city, duly organized and existing under the laws of the State of California and situated in the County of San Bernardino; and,

WHEREAS, the City Council of the City of Colton adopted Administrative Policy 4.04.125 on August 21, 1997, establishing a Cellular Telephone Policy, and later revised the Policy on April 19, 2005; and,

WHEREAS, the City Council of the City of Colton adopted Administrative Policy 4.04.130 on April 7, 1998, establishing an Internet/Information Services Policy, and later revised the Policy on October 1, 2002; and,

WHEREAS, due to the significant changes and advancement in the various technologies involved with the internet, information services and cellular telephones and services, it is necessary to make significant changes to the above policies; and,

WHEREAS, it is prudent and beneficial to combine the Internet/Information Services Policy and Cellular Telephone Policy into one new administrative policy.

**NOW THEREFORE, THE CITY COUNCIL OF THE CITY OF COLTON DOES HEREBY RESOLVE AS FOLLOWS:**

That the City Council finds it is appropriate to replace and establish a new Administrative Policy, 4.04.150 Technology Resources Policy, attached as Exhibit A, to replace existing Administrative Policy 4.04.125, Cellular Telephone Policy and Administrative Policy 4.04.130 Internet/Information Services Policy.

**PASSED, APPROVED and ADOPTED** this 7th day of October, 2014.

  
SARAH S. ZAMORA, Mayor

ATTEST:

  
CAROLINA R. PADILLA, City Clerk

EXHIBIT A

ADMINISTRATIVE POLICY 4.04.150  
TECHNOLOGY RESOURCES POLICY

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<p><b>City of Colton</b> <i>Administrative Policy</i></p>	<p><b>Number:</b> 4.04.150 <b>Date:</b> October 7, 2014 <b>Last Revised:</b> <b>Page:</b> 1 of 13</p>
<p><b>SUBJECT: TECHNOLOGY RESOURCES POLICY</b></p>	<p><b>Authority: Acting City Manager</b></p> <hr/> <p><b>Bill Smith</b></p>

**PURPOSE:**

To define the conditions upon which City Elected Officials, Employees, appointed members of City Commissions & Boards and volunteers are furnished Technical Resources. The policy establishes conditions and procedures for the use, responsibility, accountability, improper use and disciplinary actions, and the return of these items upon vacating an elected, appointed or employment position.

This revision supersedes and replaces Administrative Policy 4.04.125: Internet/Information System (approved August 21, 1997, and last revised April 19, 2005) and Administrative Policy 4.04.130: Cellular Phones (approved April 7, 1998, and last revised October 1, 2002).

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### **DEFINITIONS**

**Technical Resources:** All hardware, software, services, accounts, subscriptions, tools, systems and similar material that are owned, leased, licensed, provided or paid for wholly or partially by the City, including, but not limited to cellphones, desktop and portable computers, printers, scanners, mainframe computers and servers, internet, intranet and world-wide web access, e-mail, instant messaging, voicemail, pagers, personal data assistant devices (PDAs) and digital cameras. Technical Resources includes any and all hardware, devices, equipment, software and technology used by the City or its employees, or officials, to access the Internet or for phone communication.

**Technical Resource Information:** Technical Resource Information includes, without limitation, all information, including e-mail, instant messages, files, text, data, images or voice communication and voice messages that an employee creates, transmits, stores, views, hears, copies or retrieves on, over, or with Technical Resources.

### **OBJECTIVE**

1. Maintain the integrity of the data and programs of all city-owned or operated computer systems;
2. Protect production systems and data against unauthorized disclosure, modification or destruction;
3. Identify each user of City's technical resources to guarantee accountability;
4. Prevent any individual user, either city-employees or non-employees, from accessing or altering any information not necessary for the performance of their duties;
5. Determine what Technical Resources are necessary for the performance of each person's job duties and how the City pays for these Technical Resources.

### **INTERNET SECURITY**

The City places a high priority on ensuring that its internet security is strong and prevents unauthorized access of City information or access to City operating systems.

User identification is established through the use of a user ID, assigned by the Information Technology Division. Verification of a user's identity is established through the use of an employee created password. The combination of a user ID/Password shall be unique and ensures personal accountability when using Technical Resources. Users should never reveal their User ID and Password to another person.

Technical Resources are to be accessible at all times by the City. The City may override any applicable passwords or codes to inspect, investigate or search an employee's electronic files, data, text, images, records, information and messages. Employees should have no expectation of privacy when using City owned Technical Resources.

The City uses an Internet firewall, anti-malware and anti-virus software, along with other measures, to help ensure the safety and security of the City's networks. Any employee who attempts to disable, defeat, bypass or circumvent any City security system will be subject to disciplinary action.

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**COMPUTER, E-MAIL AND INTERNET GUIDELINES**

City employees use a variety of different devices to communicate and view or share data, including cellphones, PDAs, and desktop and laptop computers. This policy applies to any method used by city employees to communicate or share data in any format.

It is the responsibility of each Department Head, or their designee, to obtain the employee’s signature indicating receipt of the Technical Resources Policy prior to, or in conjunction with, obtaining user authorization to the City’s Technical Resources.

Access to the City’s Technical Resources will be prohibited until an employee has been authorized by the Department Head, who will request a Log-in (user ID) and password assignment on the appropriate systems to the IT Coordinator (see attached Authorization Form).

**Guidelines:**

1. The Department Head, or designee, will indicate the access rights of a user.
2. Users are not to share login information with other employees, unless authorized by the Department Head (see attached Authorization Form). These are assigned to specific individuals and must only be used by the one user for whom it was assigned.
3. Only software approved and/or licensed to the City is allowed on the City’s computers, and must be approved by the IT Coordinator and installed by the IT staff. **Absolutely no games are to be played on City computers.**
4. Normal processing includes the proper logging-out of all systems at the completion of the user tasks. This is the responsibility of the assigned user.
5. City staff shall not use outside equipment for access to City applications without prior written approval of the Department Head and the IT Coordinator (see attached Authorization Form).
6. If an employee notices any unauthorized use of computer equipment or software, he or she should notify his/her immediate supervisor.

**ASSIGNMENT OF TECHNICAL RESOURCES**

**City Employees**

The Department Head is responsible for determining what Technical Resources each employee shall receive based upon their job duties. Department Heads should carefully consider the job duties in determining what Technical Resources each employee should receive. Cellphones, PDAs and laptop

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computers are not a benefit of working for the City and will only be provided to employees whose job duties require use of the resources.

Public Records Act (PRA)

Any employee or elected official who accepts a city owned Technical Resource or a stipend for the use of their personal equipment must agree to abide by the PRA and provide any voicemails, emails, text messages or other information stored on those devices if requested under a valid PRA request.

**INTERNET GUIDELINES**

Acceptable Uses

This statement represents a guide to the acceptable use of the Internet. All individuals authorized by the City of Colton are expected to comply with this policy when using the Internet in the course of conducting City business. The Internet is a business tool, which will be used in accordance with generally accepted business practices and current law reflected in the California Public Records Act Sections 6252, 6253, 6254.9, and 6254.20).

It is the responsibility of all individuals authorized by the City of Colton who use the Internet for City business to adhere to the Internet Use Policy. At a minimum, the City of Colton expects every user:

1. To respect the privacy of other users. For example users shall not intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or represent themselves as another user;
2. To respect the legal protection provided by copyright and license to programs and data consistent with all City computer usage policies;
3. To comply with all City computer usage policies in regard to computer programs and files available over the Internet;
4. To be aware that all communications and searches done over the Internet are not confidential and are the property of the City of Colton. The City reserves the rights to access, disclose, and when necessary monitor all mail and/or searches done over the Internet.

Unacceptable Uses

The following policies and guidelines will be applied to determine whether or not a particular use of the Internet is appropriate. The intent of this policy is to make clear certain uses, which are consistent with the purposes of the City of Colton, not to exhaustively enumerate all such possible uses. The Utility Director or IT Coordinator may, at any time, make the determination that particular uses are or are not consistent with purposes of the City of Colton.

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Any violation of the City of Colton's Internet Use Policy may result in actions consistent with the City's disciplinary policies.

1. Malicious use is not acceptable. Use should be consistent with guiding ethical statements and accepted community standards. The Internet may not be used in ways that violate City policies, applicable laws or regulations. Use of the Internet and any attached network in a manner that precludes or significantly hampers its use by others is not acceptable;
2. Unsolicited advertising;
3. Conducting excessive personal business over the Internet is prohibited;
4. Use of the Internet for recreational games is prohibited;
5. Use of the Internet to access sexually explicit material is prohibited, unless required, with authorization by the Police Chief, or designee, for investigation purposes;
6. Unless specifically authorized by the IT Division, the downloading from the Internet of any executable file or program is not acceptable, including screens savers, backgrounds, freeware, shareware, games, etc. Specific questions or requests should be made to the IT Coordinator prior to any Internet downloading. This should be distinguished from the downloading of text or document files, which is acceptable at the discretion of the user;
7. Posting information, text, graphics, audio or video to the City's Internet site is prohibited.

**SECURITY POLICY FOR ALL CITY COMPUTERS, COMPUTER EQUIPMENT AND RELATED COMPUTER ITEMS**

It is the intent of the City of Colton to protect all its Technical Resources. This document will set forth the policy of maintaining logical security, protecting the software and utilization of systems by persons with legitimate access rights.

**RESOURCE RESPONSIBILITY AND AUTHORITY**

The City of Colton, as a legal entity, retains the exclusive right of ownership and use of its entire City owned computer assets. Protection of data is the responsibility of the IT Coordinator and the end user.

IT Coordinator and User

1. IT Coordinator

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- a. During the period of time that any data, software programs and database systems are under the IT Division control, the IT Coordinator shall have sole responsibility for the integrity and maintenance of security as requested by the owner (City of Colton);
- b. The IT Coordinator shall take required measures to maintain the security and integrity of each department's data, based on the nature of the data, as instructed by the user's department and applicable state and federal law;
- c. Each department utilizing any services provided by IT has control over the related data supplied to and received from the data processing equipment;
- d. The Department Head is responsible for authorizing user access to the department's data by coordinating access through the IT Coordinator and for authorizing the purchasing of computer software/hardware with prior approval by the IT Coordinator;
- e. IT is responsible for record keeping including; user authorizations, software/hardware purchases, information retrieval, etc.

2. User

Through specific management authorization, the IT Coordinator has the authorization to allow a user access to data on computer resources and perform functions necessary to accomplish assigned work. The IT Division will establish access to programs as authorized by the Department Head.

Authorization Levels

1. IT provides access control to all City owned or leased computers with written approval of the Department Head or designee.
2. IT maintains a list of authorized user's for each department. The Human Resources Department maintains a file of signed Employee Acknowledgements for each authorized user. It is the responsibility of the user's department to obtain the signature and forward the form to the Human Resources Department in conjunction with the user authorization process.

Assignment of Resource Responsibility

To determine and establish the level of protection required for each resource, responsible authority under IT must be assigned. The assignment is based on the type of resource to be protected and the requirements/authorizations set forth by the Department Head.

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Security Administration

IT is responsible for the overall administration of coordinating and establishing resource protection. This protection is based on established and approved security procedures that include the development and establishment of physical and logical security procedures, coordination of user requirements and maintenance of authorization form. When data is created and utilized to support the operation of the production system, IT is responsible for its administration and any additional security criteria specified by the department having jurisdiction for that data.

Resource Authorization Checking

Having identified and verified user authenticity, IT then controls interaction between the user and the system resources. Control extends not only to which resources are accessed, but also to how they are accessed. (For example, read only vs. edit rights.) IT is also responsible for ensuring that data is accessible only to those individuals who have been granted access.

Logging and Reporting Of Variations

Once the identity of the user has been authenticated, the IT Coordinator limits the User to authorized resources. The system can record all activity, which occurs for a given user ID. IT may also log and report any user activities and/or system events that do not conform to the authorized use of system resources.

Technical Support

The IT Coordinator supports all City owned computers. Responsibilities include the maintaining of hardware, software, and operating environments, promoting the efficient use of computer resource, and protecting the City's programs and data. Local Area Network (LAN) and Wide Area Network (WAN) will also be managed by the IT Division. The Police Department appointed staff member will be responsible for technical support of the Police Department's operations.

Internal Production Audit

The IT Division is responsible for the monitoring and evaluation of all activities performed by users on the computer and network, to ensure that all activities are performed pursuant to the established and authorized procedures. This procedure will not be used to "discover" misuse and/or impose discipline. However, if misuse by an employee is discovered during "normal" IT Administration, the IT Coordinator will notify the employee's immediate supervisor.

Computer Audit Trail

The computer system and the network servers can record all the resource usage for each end user. This form of audit trail is extremely valuable for recovery if the system goes down; if the user experiences problems, or, if security violations are detected. This procedure will not be used to "discover" misuse and/or impose discipline. However, if misuse is discovered during "normal" IT Administration, the IT Coordinator will notify the user's immediate supervisor.

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**SOFTWARE/HARDWARE/CABLES OWNERSHIP**

Software Licensing/Purchasing

The City has established certain guidelines for the purchasing of computer software. Only software purchased or authorized by the IT Coordinator is allowed on City computers. Petty cash, voucher request or credit card purchases of hardware or software without prior approval or coordination of the IT Coordinator, is not permitted. This policy applies to public domain and shareware software, as well as commercially available programs. It is the City's policy to pay for any shareware software used on City computers, after prior approval is obtained (see attached Authorization Form).

Downloading unauthorized, illegal, or inappropriate software from the Internet is prohibited.

Software not owned or pre-authorized by the City shall not be installed on City computers.

No testing of software from other sources will occur at any time without IT involvement. Prior to any purchase, IT will assist the user in testing and evaluating all software. This is necessary to ensure that computer viruses are not introduced into City owned computer systems and to maintain software continuity with the Computer system.

If IT encounters any software that was not purchased and installed on City computers by IT, the user will be requested to provide documentation authorizing the use of the software in question. If the user is unable to provide written authorization, IT staff will report the matter to the proper supervisory level, who will determine what action may be required to rectify the situation.

**Hardware, Software and Cables Ownership**

All computers, computer equipment, software, hardware and related peripherals that are the property of the City of Colton shall be administered and supported by the IT Division.

When hardware or software has been installed, no employee is allowed to move, transfer or copy it. When there is a need for hardware to be moved, a service request memo or e-mail should be sent to an IT Staff Member. Prior authorization from the IT Dept. is required for all equipment relocations.

When new software has been acquired, an email request to install the software must be sent to an IT Staff Member.

Written approval must be obtained from the appropriate Department Head and the IT Coordinator before any hardware or software may leave a City facility (see attached Authorization Form). Upon approval, the employee is solely responsible for whatever hardware or software is entrusted in his or her care including providing insurance to cover loss or theft.

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Cabling will be coordinated and managed by the IT staff, with assistance from a member of the Electric Division. No other individuals are authorized to alter, remove or install cabling without prior approval of the IT staff.

Computer hardware, software, services, i.e. consulting, training and related computer items and contract services, must be approved by the IT Coordinator prior to purchase (see attached Authorization Form). This includes items related to the City's computer resource, which may be contained in contracts and/or purchases, which have a main focus on activities other than IT.

**MAINTENANCE AND REPAIR**

The maintenance and repair of any City owned computer or related peripherals shall be performed by the IT staff or contracted service provider. No one else will be allowed to attempt any maintenance or repair functions. When an incident occurs, a service request should immediately be called into IT indicating the circumstances surrounding the failure and any other pertinent information. If computer failure interferes with production, action will be taken on an emergency basis.

The IT Coordinator has authority to take whatever steps are deemed appropriate and necessary to remedy users' problems.

**EMPLOYEE RESIGNATION, TERMINATION OR REASSIGNMENT**

As part of an employee's separation process, the IT Coordinators shall be notified by the Department Head or designee so that appropriate action may be taken to remove the employee's access to the City's computer systems. Notification from the Department Head or designee, should take place prior to the employee's last day of work (unless terminated) and will include all applicable software, hardware, equipment, etc. that will be returned before the employee receives the last pay check (see attached Authorization Form).

If an employee is involuntarily terminated by the City, this notification shall occur immediately after the employee is advised of the termination to accommodate the immediate deletion of the employee's login and password, for both the City's and the employee's protection.

For employees who are assuming new job responsibilities, the Department Head will request IT to make any necessary modifications to the user's access rights (see attached Authorization Form).

**SUMMARY OF THE IT SECURITY POLICY**

1. All access to City owned computers must be authorized by the IT Division;
2. Users should only be allowed to access data that relates to their job, task, projects or assignments;

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3. Any change in employee status shall be immediately reported to the IT Coordinator by the Department Head (see attached Authorization Form);
4. Except in circumstances specifically authorized by the IT Coordinator, there should be only one user per user identification (ID) and password. Passwords are considered confidential and are not to be shared;
5. Each user department updates its own data; has controlled access to that data and is therefore responsible for its validity. The IT Division oversees City owned computer systems and is responsible for the integrity and backup of data on the network servers. However, each user department retains responsibility for the validity of its data. The IT Division is responsible for security administration on the City network. However, each personal computer user is responsible for security administration on the individual computer system used;
6. The acquisition of computer hardware, software and related consulting services that are funded by the City must be reviewed by the IT Division before purchase orders and/or Cal Card purchases can be issued. Computers not owned by the City will not be affected by this policy (see attached Authorization Form);
7. No unlicensed software shall be permitted on any City owned Technical Resource. No software shall be permitted on any City owned Technical Resource without prior written approval of the Department Head and/or the IT Coordinator (see attached Authorization Form);
8. The IT Coordinator and/or authorized personnel, which include outside consultants, are responsible for technical support on City owned computer systems;
9. Only the IT staff may remove hardware, install or remove software, perform maintenance repairs, and request assistance from the Electric Division for cabling projects, which will be coordinated by the IT Division;
10. Access will be monitored by the IT Division and any deviation from the authorized use of system resources will be reported to the Department Head or Supervisor for appropriate action (see Computer Guidelines and Failure to Abide in this policy).

#### **FAILURE TO ABIDE**

The City has a zero tolerance attitude toward the use of the City Internet for pornography and/or any other area where affiliation could damage the reputation of the City. Failure to follow the prescribed procedures will be reported to the IT Coordinator, Department Head and City Manager, who will



1 STATE OF CALIFORNIA )  
2 COUNTY OF SAN BERNARDINO ) ss  
3 CITY OF COLTON )

4 CERTIFICATION

5 I, **CAROLINA R. PADILLA**, City Clerk of the City of Colton, California, do  
6 hereby certify that the foregoing is a full, true and correct copy of **RESOLUTION NO.**  
7 **R-101-14**, duly adopted by the City Council of said City, and approved by the Mayor of  
8 said City, at its Regular Meeting of said City Council held on the **7<sup>th</sup> day of October,**  
9 **2014**, and that it was adopted by the following vote, to wit:

10 AYES: COUNCILMEMBER Toro, Gonzales, Oliva, Bennett,  
11 Suchil and Mayor Zamora  
12 NOES: COUNCILMEMBER None  
13 ABSTAIN: COUNCILMEMBER None  
14 ABSENT: COUNCILMEMBER Navarro

16 **IN WITNESS WHEREOF**, I have hereunto set my hand and affixed the official  
17 seal of the City of Colton, California, this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

18  
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21 \_\_\_\_\_  
22 CAROLINA R. PADILLA  
23 City Clerk  
24 City of Colton

25 (SEAL)  
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