
Alameda-Contra Costa Transit District

Administrative Regulation No. 440C: E-mail Use

Issuing Officer: General Manager
Date of Adoption: 4/12/2017
Most Recent Amendment: N/A
See Also: 201, 217, 440, 440A, 440B, 440D

Subject Category: Section 400, Operations
Subsection: Information Systems
Control Department(s): Information Services

I. PURPOSE

The purpose of this regulation is to ensure the proper use of AC Transit's e-mail system and make users aware of what the District deems as acceptable and unacceptable use of its e-mail system.

II. PERSONS AFFECTED

Anyone that has been assigned or that has been given access to a District-provided e-mail account.

III. DEFINITIONS

"Chain e-mail or letter" means e-mail sent to successive people. Typically the body of the note has direction to send out multiple copies of the note and promises good luck or money if the direction is followed.

"E-mail" means the electronic transmission of information through a mail protocol such as SMTP or IMAP. The District's typical e-mail client is Microsoft Outlook.

"Forwarded e-mail" means an e-mail message resent from an internal network to an outside address.

"Mass e-mails" are defined as e-mail messages sent to all or a substantial subset of District employees.

"Sensitive information" includes all data, in its original and duplicate form, which contains personal information, protected health information, customer record information, card holder data, confidential personal data, or information that is deemed to be confidential or is otherwise exempt from disclosure under state law.

"Unauthorized Disclosure" means the intentional or unintentional revealing of sensitive information to people, whether inside or outside of AC Transit, who do not have a need to know that information.

IV. REGULATION

A. Business Purpose

AC Transit provides employees that have a business need with electronic communication tools, including an e-mail account. The District's e-mail system is to be used for business purposes.

This e-mail regulation governs the use of the company's e-mail system at any location and using any device, District-provided or other.

Employees are prohibited from using District resources to operate a business, conduct an external job search, solicit money for personal gain, campaign for political causes or candidates, or promote or solicit funds for a religious or other personal cause.

District e-mail accounts shall not be used for personal use except for incidental use between individual employees.

Sending chain letters or joke e-mails from an AC Transit e-mail account is prohibited.

E-mail signatures, if used, shall only include business-related information such as name, title, District contact information, District logo, links to District websites and/or social media accounts, and District-related messages.

B. Personal E-mail Accounts

Incidental use of AC Transit resources (computers and networks) for accessing personal e-mail accounts is acceptable but only via web browser (e.g., www.yahoo.com, www.gmail.com, www.aol.com).

Employees may not configure auto-forwarding of District e-mail to external e-mail accounts.

Employees may not use personal e-mail accounts or text messages to conduct official District business.

C. Accessing District E-mail on Personal Devices

Any employee who connects to or stores AC Transit work e-mail on his/her personal device is responsible for safeguarding access to his/her District mailbox. Any such device used by the employee must be owned by the employee.

Access to a District e-mail account must be under user control at all times. The employee is responsible for all e-mails sent out from his/her account whether or not s/he intended the e-mail to be sent. The employee is required to maintain a passcode to lock the device for as long as AC Transit work e-mail is accessible from the device.

In the event that the device is lost or stolen, the employee is required to change (or arrange to have changed) his/her network/e-mail password and any others that may be compromised as soon as possible and no more than 24 hours after the discovery of the theft or loss.

The District, its employees, directors, and management staff are not liable for loss of personal information, files, etc. stored on employee's personal device as a result of access to the District's e-mail system.

The District will neither reimburse employees for any percentage of the cost of a personal device nor pay the employee an allowance covering costs associated with plans, fees, or roaming charges associated with the personal device for their use in accessing District e-mail or other resources.

D. Mass E-mail

Mass e-mails must be business-related and may only be sent by authorized employees. Each department chief or executive director may determine who among their staff is authorized to send mass e-mails.

In all cases, the sender must put the e-mail distribution list in the bcc: field to prevent recipients from spamming all other recipients when using the "Reply to All" feature.

Similarly, employees are prohibited from requesting replies to or replying to organization-wide e-mail without the permission of the General Manager. These restrictions also apply to the forwarding of either personal or business mail received by an AC Transit employee.

E. Marketing Campaigns, Public Relations and other related communications

All electronic marketing or public relations campaigns must be conducted through external e-mail marketing services. This includes opt-in communications such as newsletters. Employees are prohibited from sending unsolicited bulk e-mails.

F. Passwords

E-mail passwords are the property of AC Transit. Only specific District approved personnel are authorized to access another employee's e-mail. Misuse of passwords, the sharing of passwords with others, and/or the unauthorized use of another employee's password will result in disciplinary action, up to and including termination.

G. Confidential Information

Unless authorized to do so by their department's Chief/Executive Director or Board Officer, employees are prohibited from using e-mail to transmit confidential information to outside parties. Employees may not access, send, receive, solicit, print, copy, or reply to confidential or proprietary information about AC Transit, its employees, clients, suppliers, and other business associates. Confidential information includes, but is not limited to, client lists, credit card numbers, Social Security numbers and other personally identifiable information, employee performance reviews, salary details, trade secrets, passwords, and information that could create a liability for AC Transit if the information were disclosed to the public.

H. No Expectation of Privacy

All communications and information that pass through AC Transit's computer systems, including e-mail, belong to the District. The federal Electronic Communications Privacy Act of

1986 gives management the right to access and disclose all employee e-mail messages transmitted or received via the organization's computer system. AC Transit intends to exercise its legal right to monitor employees' e-mail activity. When it comes to e-mail, employees should have no expectation of privacy. AC Transit reserves the right to access and monitor e-mail at any time for any reason without notice, and may disclose e-mail to regulators, courts, law enforcement agencies, and other third parties without the employee's knowledge or consent.

I. Offensive Content and Harassing or Discriminatory Activities Are Prohibited

E-mail usage must conform to AC Transit's harassment and discrimination policies ([Board Policy 201](#)). Messages containing defamatory, obscene, menacing, threatening, offensive, harassing, or otherwise objectionable and/or inappropriate statements--and/or messages that disclose personal information without authorization--are prohibited. If you receive this type of prohibited, unsolicited message, do not forward it. Notify your supervisor and/or the Chief Information Officer about the message, then delete the message as instructed by management.

J. Business Record Retention

E-mail messages are written business records and are subject to laws and policies for retaining and destruction of business records.

V. RESPONSIBILITIES

It is the responsibility of all e-mail system users to understand and comply with this regulation. These guidelines are intended to provide AC Transit employees with general examples of acceptable and unacceptable uses of the District's e-mail system.

An employee found to have violated this regulation may be subject to disciplinary action, up to and including termination. The General Manager may suspend or deny use of the e-mail system for any individual or group found to be out of compliance with this administrative regulation.

Approved by:



Michael A. Hursh, General Manager
Alameda-Contra Costa Transit District