

Email Transparency: Frequently Asked Questions

What is Loveland's Email Transparency Project?

In the interest of making public business as visible as possible, the City of Loveland will place all emails sent to or received by City Council members after March 8, 2016, online for public review on-demand and in real time. This service is provided through Global Relay Inc., under contract with the City to maintain a searchable email archive for public use.

Why does the City of Loveland make councilors' email public?

City Council email messages, with limited exceptions, are public records under the Colorado Open Records Act (CORA), CRS 24-72-204. City Council members have said they would like to be as open as possible in allowing their constituents the ability to review emails sent by or to them. Since many of the messages relate to how City business is conducted and how City decisions are reached, councilors are voluntarily making this public commitment.

Will all City Council emails be public via the online system?

With the exception of confidential messages, all emails to or from City Council after March 8, 2016, will be accessible. Any City Council emails prior to March 8, 2016 may be obtained through a written public records request submitted to the City Clerk's Office. Access the request form [here](#). Emails marked "restricted" in the online system are usually limited to those that must be kept confidential by law. Examples include communications involving attorney-client privilege, certain personnel matters or proprietary business information.

How do senders indicate their messages should be confidential?

The Global Relay system will automatically mark a message "restricted" any time the term "#private#" appears in the subject line of an email. Citizens and Councilors should be mindful that subject lines that may include terms like "private developer" or "private enterprise" might unintentionally be flagged as restricted. **Be aware:** While the content of "restricted" messages will not be displayed, email addresses in any message will be publicly visible, even though the subject line and content are not. Also know that citizens or others may ask to view emails that are marked "restricted." In such cases, requesters will be provided with a reason that the message is shielded from view. If the message is found not to be confidential under the law's provisions, the "restricted" status will be dropped and the message made available for public view.

If I copy or blind-copy people on an email to Councilmembers, will those recipients appear in the system?

Yes. All email addresses on an email to or from Council will be visible in the system, even if they are in the “blind copy” (BCC) field, as the blind copy function will not be recognized by the electronic archive system. Also remember that even those addresses on emails with #private# in the subject line will be visible.

Is data ever deleted from the system?

Emails cannot be deleted manually from the system by City Councilors or City employees. However, the City may restrict an email in the system if it is determined to be confidential under state law. All City Council emails will be retained in accordance with the City’s current email retention policy.

How can I access the system?

To access the Loveland City Council email archive, send an email to emailarchive@cityofloveland.org. You will receive an automatic reply with the current user name, password and instructions.

A search window will open on the page. To view all City Council email messages, scroll to the bottom and click “Search Message Archive.” A list of all stored email messages will appear.

NOTE: When selecting and opening a message, do not use the “back” button to return to the message list. Look for the button marked “Up” with an arrow symbol at the page top. Users may use the search window to select date ranges or other criteria to find specific email messages.