



CONTRA COSTA COUNTY

Committee Meeting Minutes

Internal Operations Committee

Supervisor Candace Andersen, Chair
Supervisor Diane Burgis, Vice Chair

Monday, September 22, 2025

10:30 AM

1516 Kamole Street, Honolulu, Hawaii
3361 Walnut Blvd, Suite 140, Brentwood
<https://cccouny-us.zoom.us/j/81079842919>
Call in: (888) 278-0254, Conference code:
845965

1. Introductions

Chair Candace Andersen called the meeting to order at 10:31 a.m.. The meeting commenced with introductions from Andersen and Supervisor Diane Burgis. Andersen acknowledged she was joining from Honolulu to celebrate her father's 95th birthday but would return to Contra Costa County the following day.

In attendance were Danielle Fokkema, Jill Ray, Andrew Mainardi, Chris Toler, Dawn Kruger, Anissa Basoco-Villarreal, Ted Asregadoo, Esa Ehmen-Krause, Tamina Alon, Navi Singh, Glenn Kimball, Cristina Ugaitafa, Kristin Sherk, Karl Fischer, Nathan James, Ellen McDonnell, Sarah Shkidt, Isiah Thompson, Chris De Dios, Leslie Walker, Tasha Scott, Dyanne Fankhauser, Emlyn Struthers, Steve Burdo, District 3 office, Kristi Jourdan, Todd Fitzsimmons, Tish Gallegos, Brooke Converse, Kelly Kalfsbeek, Kiki Farris, and Julie Enea.

Present: District II Supervisor Candace Andersen and District III Supervisor Diane Burgis

2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two (2) minutes).

No one requested to speak during the general public comment period.

3. RECEIVE and APPROVE the Record of Action for the July 28, 2025 Internal Operations Committee meeting. (Julie Enea, County Administrator's Office)

Attachments: [DRAFT IOC ROA 7-28-25](#)

Aye: Chair Candace Andersen and Vice Chair Diane Burgis

Result: Passed

4. RECEIVE presentation and CONSIDER proposed updates to the County's Social Media Policy. (Kristi Jourdan, Director, Office of Communication and Media)

Attachments: [IO_Social Media Policy Presentation_092225](#)
[Social Media Policy - redline update 9.22.25](#)
[Social Media Policy - Final Draft 9.22.25](#)

The primary focus of the meeting was a presentation by Kristi Jourdan, Director of the Office of Communications and Media, on proposed updates to the County's social media policy. Kristi emphasized that social media is a valuable tool for communication but is not mandatory for departments. The policy aims to maintain consistency across over 100 county accounts while allowing flexibility for departments.

Kristi outlined several targeted updates to the social media policy, including defining direct messaging, advertising, and the use of personal accounts for page management. She also discussed the importance of archiving social media records for compliance and allowed departments to turn off comment functions when necessary due to safety concerns.

Proposed Changes to the Social Media Policy / Rationale for Changes

Define direct messaging and allow its disabling / To avoid receiving inappropriate content

Clarify advertising guidelines / To prevent perceived endorsements

Allow personal accounts for page management / To improve authenticity and access

Ensure archiving of records / To comply with retention requirements

Allow disabling of comments for safety / To protect employees from harassment and reduce mis- and disinformation

Kristi concluded by discussing the implications of artificial intelligence on content creation and the County's cautious approach regarding TikTok due to security concerns. The meeting highlighted the need for ongoing evaluation of these platforms to ensure safety and compliance.

The Committee expressed concerns about AI misuse, with Vice Chair Burgis sharing an incident where fake audio was applied to a video of her. Kristi acknowledged potential future intersections between AI and content creation and proposed updating the policy as needed. Vice Chair Burgis asked Kristi to develop a protocol to guide departments on what to do when any such false content is discovered. Kristi agreed to seek input from the County's webmasters but said the best strategy is to continue sharing accurate information about how the County is improving the quality of life for its communities.

Regarding impersonation of County accounts, Kristi reported that unauthorized accounts are reported to the platform. The County maintains an inventory of its webpages and accounts and uses limited media monitoring tools. Public information officers and webmasters regularly monitor and report on social media issues.

She also mentioned President Trump's announcement on a U.S.-China deal to keep TikTok in the United States, with Oracle operating TikTok's algorithm for U.S. users. Chair Andersen raised concerns about the safety of information shared by the County and potential risks from downloading TikTok onto County devices. The Committee asked staff to consult the CIO and make a recommendation to the Board of Supervisors on whether TikTok should be permitted or discouraged on County devices.

Steve Burdo spoke in favor of allowing the TikTok platform and granting departments discretion to disable public comments and DMs.

Ted Asregadoo asked about the fake AI video of Vice Chair Burgis and the social media platform's response once reported. He thought it warranted further investigation. He doubted the security of the TikTok platform even if Oracle obtains the algorithm.

At the conclusion of the discussion, Chair Andersen directed staff to consult CIO Marc Shorr and bring final recommendations on social media policy updates directly to the Board of Supervisors.

Aye: Chair Candace Andersen and Vice Chair Diane Burgis

Result: Passed

5. CONSIDER follow-up report and recommendations for updating the County's policy on purchasing and distributing gift cards as program incentives, especially by contracted community organizations. (Julie Enea, County Administrator's Office)

Attachments: [Attachment 1: Admin Bulletin 615 Incentives for County Programs 12-12-09](#)
[Attachment 2: DRAFT Updated Gift Card Policy_Mark-up from 2024 Original version](#)
[Attachment 3: DRAFT Updated Gift Card Policy_Clean_No Mark-up](#)
[Attachment 4: Draft Gift Card Special Conditions_Mark up Compared to July IOC](#)
[Attachment 5: DRAFT Gift Card Special Conditions for Contractors_Clean No Mark-up](#)

Following the social media discussion, the committee reviewed recommendations for updating the County's policy on purchasing and distributing gift cards as incentives by County departments and through community organizations. Julie Enea presented the need for clarity in the application of the policy to ensure accountability and proper use of funds.

The proposed changes include:

- Extending the policy to cover gift cards administered by contractors.*
- Limiting gift cards to one per person per programmatic goal per year.*
- Excluding public transportation from the prohibition on transfer of gift cards.*

The committee emphasized the importance of ensuring that gift cards are used for their intended purpose and to prevent any misinterpretation of the policy that could lead to legal issues. The updates aim to enhance accountability to taxpayers and maintain the integrity of County programs.

No one else requested to comment on this matter.

Aye: Chair Candace Andersen and Vice Chair Diane Burgis

Result: Passed

6. The next meeting is currently scheduled for October 27, 2025.

The Committee confirmed its next two regular meeting dates of October 27 and November 24, 2025. A December meeting will be scheduled if needed.

Adjourn

The meeting concluded with a consensus to implement the discussed updates and to continue monitoring the effectiveness of social media and incentive policies.

Chair Andersen adjourned the meeting at 11:10 a.m.

For Additional Information Contact: Julie.Enea@cao.cccounty.us