



G R E A T E R S A L T L A K E

Municipal Services District

Greater Salt Lake

Municipal Services District (MSD)

Communications Policy & Procedures

Greater Salt Lake Municipal Services District
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Communications Policy & Procedures

A. Purpose

This policy establishes guidelines for the Greater Salt Lake Municipal Services District (MSD) to provide the foundation for efficient, effective, timely, transparent, and internal and external communications. MSD communications shall be well-coordinated, effectively managed, inclusive, secure and responsive to the diverse needs of the public in both traditional and digital environments.

B. Policy Statement

It is the policy of the Greater Salt Lake Municipal Services District to foster and encourage an atmosphere of openness and transparency and to:

1. Provide the public with timely, accurate, precise, objective and complete information about its policies, programs, services, events and initiatives, using plain language whenever possible.
 2. Employ a variety of ways and means to communicate and provide information in multiple formats to accommodate diverse needs, including compliance with ADA/WCAG accessibility standards.
 3. Identify and address communication needs and issues routinely in the development, implementation and evaluation of policies, programs, services and initiatives, including considerations of equity, language access, and emerging technologies.
 4. Consult the public, listen to and take account of people's interests and concerns when establishing priorities, developing policies and planning programs and services.
 5. Deliver prompt, courteous and responsive service that is sensitive to the needs and concerns of the public and respectful of individual rights, while safeguarding data privacy and information security.
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C. Communication Audiences

The Greater Salt Lake Municipal Services District (MSD) is the service provider for five communities (Brighton, Copperton, Emigration Canyon, Kearns, Magna and White City) and the unincorporated communities of Salt Lake County.



MSD recognizes the need to communicate effectively with the following audiences:

- MSD Board of Trustees
 - City and Town Mayors and Council Members
 - Residents of the MSD Member Communities
 - Community Councils
 - Salt Lake County
 - Service providers
 - News Media
 - MSD Employees
 - Businesses located in the MSD service area
 - Contractors
 - State and Federal agencies
 - Digital audiences, including social media followers, website visitors, and newsletter subscribers.
 - Vulnerable populations, including seniors, non-English speakers, and individuals with disabilities.
 - Other Internal and External Stakeholders
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D. Duties and Responsibilities

The Communications Manager is responsible for MSD Communications in coordination with the General Manager and Associate General Manager. The Communications Manager will serve as the designated Public Information Officer (PIO) for the MSD.

- The Communications Manager will oversee all internal and external communications, including website content, newsletters, social media, news releases, community outreach, and branding.
 - The General Manager will work with the Communications Manager to ensure that communication efforts are consistent with MSD policies and priorities.
 - All employees are expected to support the MSD's communication efforts by providing accurate and timely information, and by participating in training in communications, GRAMA, cybersecurity, and accessibility requirements.
 - Each MSD department will designate a liaison to work with the Communications Manager to provide updates, content, and support for communications related to their department, with responsibility for maintaining content accuracy under Communications Manager oversight.
 - During emergencies, the Communications Manager is responsible for coordinating communication in consultation with the General Manager and Associate General Manager, following the established Incident Command System (ICS) framework.
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E. Press Releases, Advisories and Statements

Press releases are the primary tool for sharing official, accurate, and timely information from the Greater Salt Lake Municipal Services District (MSD) with the public and media.

1. Preparation and Approval

- The Communications Manager is responsible for drafting, reviewing, and distributing all MSD press releases, official statements, media advisories and emergency messages.
- Department Heads requesting a release must provide accurate information and key details to the Communications Manager and review the final draft before distribution.
- All press releases must be approved by the General Manager or designee prior to release.
- When a release concerns a member community, the respective city or township leadership (e.g., mayor, city manager, or designated official) must also approve the content.

2. Content and Verification

- All factual statements must be verified by the department manager before publication. Supporting data, sources, or citations shall be retained in the communications file.
- When appropriate, digital press kits—including fact sheets, maps, and images—should accompany releases.
- Press releases must be written in plain language and comply with ADA and Section 508 accessibility standards.

3. Distribution and Follow-up

- The Communications Manager will distribute releases to local, regional, and national media, post them on the MSD website, and share them on official social media platforms.
- The Communications Manager may issue public statements to clarify MSD positions or correct misinformation.
- In the event of an emergency or urgent public message, the General Manager or Associate General Manager will promptly notify the Board of Trustees, and a copy of the release will be provided.

F. Media Policy

The Greater Salt Lake Municipal Services District (MSD) values open, accurate, and professional engagement with the media to promote transparency, strengthen public trust, and ensure consistent messaging. Media relations shall be coordinated to present accurate, timely, and unified information that reflects the MSD's mission and values.

1. Authorized Spokespersons and Media Inquiries

- Only designated spokespersons—approved by the Communications Manager, General Manager, or Associate General Manager—may speak to the media on behalf of the MSD.
- All media inquiries must be referred immediately to the Communications Manager, who will log the request (including date, time, reporter, media outlet, and topic) and coordinate a response.



- Staff members may not provide statements or interviews without prior authorization. Personal opinions must never be represented as official MSD positions.

2. Coordination and Approval

- All press releases, advisories, interviews, and press events must be coordinated by the Communications Manager and approved by the General Manager or designee.
- Interview requests shall include approved spokespersons, key messages, and—when necessary—legal or subject-matter review.
- Major media outreach shall include a digital media kit and talking points retained in the communications record.

3. Crisis and Emergency Communications

- During emergencies, only designated spokespersons may issue official updates.

4. Professional Conduct

- All information shared with the media must be factual and professional. MSD employees, leadership, and Board members shall refrain from personal attacks or commentary that could damage the MSD's credibility or relationships with partners and the public.

5. Media Monitoring and Response

- The Communications Manager shall monitor traditional and social media for coverage and public sentiment related to MSD operations.
- When misinformation or disinformation arises, particularly when it threatens public safety or misrepresents MSD policy, the Communications Manager shall coordinate with the General Manager to issue a prompt and accurate correction.

For more information, see *Appendix A – Guidelines for Communicating with the Media*.

G. Transparency and GRAMA

The Greater Salt Lake Municipal Services District (MSD) is committed to transparency, accountability, and open communication with residents and the media. Transparency promotes honesty, openness, and public trust in government operations.

1. Public Access to Records

The MSD complies with the Utah Government Records Access and Management Act (GRAMA) (Utah Code § 63G-2-201), which grants every person the right to request public records from a governmental entity in Utah.

Records that may be requested include, but are not limited to, official minutes, documents, emails, social media posts, website materials, and phone records related to MSD business.



2. Submitting a GRAMA Request

Requests for public records must be submitted in writing and include:

- The requester's name, mailing address, and daytime telephone number (if available)
- A description of the record requested that identifies it with reasonable specificity

Requests may be submitted:

- Through the **MSD's online GRAMA form** (available on the MSD website), or
- Using a **printed GRAMA form** available at the MSD front counter.

All GRAMA requests will be reviewed by the **MSD Records Officer**. Employees receiving a request for records must **immediately forward it to the Clerk/Recorder** for proper processing.

3. Confidential and Protected Information

Certain information may be confidential or protected under state or federal law, including:

- Pending legal matters
- Personnel records
- Privileged or proprietary information

Such records must not be disclosed without **General Manager approval**. News releases or public statements shall not contain information deemed confidential under law or received under a representation of confidentiality.

4. Records Retention and Social Media

All public social media content relevant to MSD business is considered a public record.

The Communications Manager and IT shall coordinate to ensure that public posts, comments, and related metadata are **preserved and retrievable** in accordance with the MSD Records Retention Schedule.

5. Response Time and Tracking

The MSD Records Officer shall track all GRAMA requests to ensure statutory response timelines are met.

If a request cannot be fulfilled or must be denied under legal exceptions, the requester shall receive written notice explaining:

- The reason for the denial, and
- The expected timeframe for any delayed responses.



G. Public Engagement

The Greater Salt Lake Municipal Services District (MSD) is committed to providing high-quality customer service through respectful, professional, and responsive communication. Every interaction with residents, business owners, elected officials, and community partners reflects on the MSD's reputation and values of integrity, transparency, and accountability.

1. Professional Conduct

Employees shall conduct themselves with professionalism, courtesy, and patience in all public interactions. Customer satisfaction and positive public relations are essential to the MSD's success. Employees must always represent the MSD in a manner that upholds its mission and values.

2. Timeliness and Responsiveness

- Respond to calls, emails, and inquiries promptly — ideally within the same business day.
- Attend meetings and appointments on time; if delays occur, notify the parties involved as soon as possible.
- Media inquiries must be forwarded immediately to the Communications Manager.

3. Follow-Through and Accountability

All public requests, concerns, and complaints must be handled promptly and effectively from start to resolution. If additional research or coordination is needed, provide the resident or customer with an estimated time frame for follow-up and ensure the commitment is met.

4. Knowledge and Representation

Employees are expected to be knowledgeable about MSD services, programs, and policies. Accurate information and a positive attitude help promote trust and goodwill within the community.

5. Collaboration and Support

Employees must support one another when interacting with the public. At no time should an employee speak negatively about another staff member or department in front of a resident or customer. Concerns about performance or communication should be directed to a supervisor, not discussed publicly.

6. Communication Skills

Employees in public-facing positions must demonstrate clear and effective verbal and written communication skills appropriate to their role. Professional language and tone should be always maintained, whether in person, by phone, or through written correspondence.

7. Employee Input

Employees are encouraged to share ideas and feedback that improve public engagement, communication practices, and customer service. Constructive suggestions should be submitted to supervisors or the Communications Manager for review.



H. Social Media Public Posting Policy

The Greater Salt Lake Municipal Services District (MSD) uses social media to inform, engage, and educate the public while promoting transparency and trust. All official MSD social media accounts are part of the MSD's communication network and must be managed in accordance with this Communications Policy. The MSD Communications Department also posts to some of the social media accounts for its member communities. The Communications Manager will manage and oversee all MSD social media accounts.

1. Administration and Oversight

- The General Manager or Communications Manager serves as the official spokesperson for MSD social media platforms.
- Departments wishing to establish or use social media must obtain approval from the General Manager (or designee) and coordinate with the Communications Manager.
- The Communications Manager will oversee all MSD social media activity to ensure consistency, accuracy, accessibility, and compliance with MSD branding and messaging standards.

2. Appropriate Use and Compliance

- All MSD social media activities must comply with applicable federal, state, and local laws, including GRAMA, copyright, records retention, privacy, and information security requirements.
- Content posted by MSD or the public may be considered a public record and must be maintained in accordance with MSD records retention schedules and IT procedures.
- Posts that violate MSD Social Media policies contain harmful content or violate laws shall be documented and removed.
- Employees may not use personal accounts, emails, or devices to represent the MSD and must conduct themselves professionally and respectfully in all official communications.

3. Content and Conduct

Employees representing the MSD on social media must:

- Post only authorized, work-related content that supports MSD programs and services.
- Avoid offensive, discriminatory, harassing, or defamatory language.
- Protect confidential and sensitive information.
- Refrain from posting or sharing content that could harm the reputation or security of the MSD.
- Not attribute personal opinions to the MSD or imply organizational endorsement.

4. Technology, AI, and Paid Media

- Use of automated tools, AI-assisted content, or chatbots requires prior approval from the Communications Manager or IT Manager and must comply with the MSD's AI Policy.
- Paid promotions or advertisements must be approved in advance and follow MSD procurement and budgeting procedures.
- Social platforms must be configured to meet record retention and metadata capture requirements.
- Posts containing images or videos must include captions or accessible descriptions whenever feasible.



I. Public Interaction and Commenting Policy

MSD's social media accounts are limited public forums intended to share accurate, timely, and relevant information. A social media policy is posted on the MSD website and on all MSD social media platforms.

- The Communications Manager will monitor platforms for misinformation and ensure timely corrections.
- Inappropriate or off-topic comments—including those that are obscene, threatening, harassing, discriminatory, deceptive, or politically partisan—may be removed in accordance with MSD policy.
- All moderation actions will be documented to ensure accountability and compliance with First Amendment protections.
- MSD will not tolerate hate speech or the spread of misinformation on its platforms.
- Employees posting on behalf of MSD must ensure all content upholds the organization's commitment to fairness, inclusivity, and professionalism.

J. Email

Email is an official and primary communication tool for the Greater Salt Lake Municipal Services District (MSD). All employees are required to use MSD-issued email accounts for conducting official business in a professional, secure, and transparent manner.

1. Authorized Use

- MSD email accounts must be used exclusively for MSD business. Personal email accounts may not be used to conduct or discuss MSD matters.
- A standardized MSD email signature must be used by all employees. The approved signature format is available in SharePoint under "Communications."

2. Security and Confidentiality

- Sensitive or confidential information must only be transmitted using secure or encrypted email systems.
- Employees must follow cybersecurity best practices, including strong password management, awareness of phishing attempts, and protection of login credentials.
- Email messages may be subject to the Government Records Access and Management Act (GRAMA) and are considered public records that may be disclosed upon request.

3. Professional Conduct

- Emails should maintain a professional tone and purpose. Employees should not initiate or forward personal content such as jokes, memes, or non-business-related material.
- Employees are expected to use discretion and uphold MSD values of professionalism, respect, and transparency in all written communications.

4. Compliance and Accountability



- All MSD email users must comply with this policy and related IT and Personnel policies.
- Failure to adhere to these requirements may result in disciplinary action consistent with the MSD Personnel Policy.

K. Official Website

The Greater Salt Lake Municipal Services District (MSD) maintains its official website as a primary source of public information and community engagement. The website supports the MSD's mission by providing residents, businesses, and partners with accurate, timely, and accessible information about MSD services, programs, and initiatives.

1. Oversight and Content Management

- The Communications Manager oversees all website content and ensures compliance with MSD communication standards.
- Each department is responsible for maintaining accurate, current information and should regularly review and update its web content.
- Authorized employees managing departmental web pages must follow MSD Website Best Practices and coordinate with the Communications Manager for support or approvals.

2. Standards and Accessibility

- Website content must be accurate, timely, and compliant with WCAG 2.2 accessibility standards.
- Outdated information will be managed through MSD's content archiving and retention procedures.
- During emergencies, critical notifications will be prominently displayed on the homepage and alert banner.

3. External Links and Accuracy

- Links from the MSD website should only direct users to verified government or official partner sites.
- MSD staff will make every effort to ensure that all website information remains accurate, reliable, and up to date.

L. MSD Presentations/Publications/Electronic Meeting Participation

The Greater Salt Lake Municipal Services District (MSD) produces a variety of communication materials, including press releases, brochures, newsletters, reports, presentations, signs, and digital publications. All materials representing the MSD must accurately reflect the organization's mission, maintain a consistent brand image, and meet professional standards.



1. Publications and Printed Materials

- All external publications must be reviewed and approved by the General Manager or Communications Manager to ensure accuracy, clarity, and brand consistency.
- Each publication must be reviewed by at least two people for spelling and grammatical accuracy.
- Materials that may be sensitive or controversial should receive review and feedback from at least three employees before release.
- Department Heads must review and sign off on the final version of any publication, flyer, poster, brochure, or PowerPoint prior to printing, posting, or distribution.
- Documents requiring translation must be submitted to a professional translation service to ensure linguistic accuracy, appropriate tone, and proper interpretation of the message.

2. Presentations and Public Speaking

- Employees asked to deliver formal presentations or represent the MSD at conferences, community meetings, or public events must notify the Communications Manager for coordination and support (e.g., slide design, topic development, and content organization).
- Employees presenting on behalf of the MSD must:
 - Represent the organization professionally and refrain from expressing personal, political, or controversial opinions.
 - Dress appropriately and in accordance with the MSD Personnel Policy.
 - Demonstrate familiarity with the topic, anticipate questions, and practice delivery to ensure a polished presentation.

3. Electronic Meeting Participation

- When participating in electronic or virtual meetings, employees must present themselves professionally as representatives of the MSD.
- Cameras should remain on, unless you attend an online meeting and you are part of a large audience. Backgrounds should be free of distractions and reflect a professional environment; virtual backgrounds should not be used unless utilizing MSD approved backgrounds.
- Employees should dress in professional or business attire and conduct themselves as they would in an in-person meeting setting.

M. Newsletters

1. Administration and Content

- The Communications Manager is responsible for designing, producing, and distributing all MSD newsletters.
- All departments are encouraged to contribute content, including announcements, events, initiatives, and other information of public interest.
- Submissions should be timely, accurate, and approved by the appropriate Department Head before being forwarded to the Communications Manager for inclusion.



2. Privacy and Subscriber Information

- Email addresses collected for newsletter distribution will be used solely for that purpose and will not be shared or used for unrelated communications.
- The subscription list is considered a public record and may be subject to disclosure under the Government Records Access and Management Act (GRAMA).

3. Accessibility and Language Access

- Departments should provide translated materials or interpretation services to ensure equitable access to information for residents whose primary language is not English.
- All translations must be completed by professional vendors, as outlined in Section L(d), to ensure accuracy and appropriate cultural context.

N. MSD Logo and Brand Use Policy

The Greater Salt Lake Municipal Services District (MSD) logo is an official symbol representing the organization's identity and must be used consistently across all communications, publications, and materials. The logo reflects the professionalism, integrity, and unified image of the MSD and its services.

1. Authorized Use

- The official MSD logo must appear on all internal and external communication materials, including flyers, invitations, programs, posters, reports, correspondence, marketing materials, signage, vehicles, press releases, websites, social media pages, banners, apparel, and other items representing the MSD.
- The official logo files are available in the shared folder: **SharePoint "Communications"**
- The MSD logo may not be altered, recreated, or combined with other graphics, and it must be used in accordance with the MSD Branding and Logo User Guide.

2. External Use

- No external entity or partner organization may use the MSD logo without prior written approval from the Communications Manager.
- Approved uses by external partners must maintain the logo's integrity and comply with all MSD brand standards.

3. Design and Formatting Standards

When using the MSD logo:

- Do **not** alter the logo's colors, proportions, or design elements.
- Do **not** distort, stretch, or rotate the logo.
- Ensure the logo remains clear, legible, and proportionate when resized.
- Use only the official logo files provided by the Communications Manager or located in the shared folder



Color logo



GREATER SALT LAKE
Municipal Services
District

One-color logo



This logo is used for one-color applications such as reversing from a dark background, or one-color embroidery.

O. Photo Usage

The Greater Salt Lake Municipal Services District (MSD) is committed to using photographs responsibly, respecting copyright and privacy laws, and accurately representing the communities it serves.

1. Copyright and Permissions

- The MSD shall not use, post, or distribute any photograph without owning the copyright or obtaining explicit permission from the copyright holder.
- The MSD does not provide MSD employee's individual photo credits in publications, presentations, or online postings. If a photographer has agreed to allow the MSD to include their photo, the MSD will give the photograph a photo credit in the publication, presentation or online postings.
- Employees should prioritize the use of photographs depicting MSD service areas, including the townships and unincorporated areas of Salt Lake County.
- Staff in need of images for publications, presentations, or promotional materials must contact the Communications Manager for guidance on available images or assistance with purchasing licensed stock photos.



2. Photographs of Minors

- For individual or close-up images of minors, a signed photo release form—available from the Communications Manager—is required prior to publication.
- Group or crowd photos taken at public events may be used without individual consent, provided the images are used in a respectful and appropriate manner.
- When identifying minors in captions, only partial names (e.g., “Susan P.” or “Alex R.”) should be used to protect privacy.

3. Responsibility and Oversight

- The Communications Manager shall maintain copies of signed photo release forms and ensure compliance with applicable privacy and copyright standards.
- Departments are responsible for verifying that all photos submitted for publication meet these requirements.

P. Emergency Communications and Notification System

The Greater Salt Lake Municipal Services District (MSD) utilizes multiple emergency communication platforms—including CivicPlus Alerts, UpAhead Texting, and CodeRED—to deliver timely, accurate, and accessible notifications to residents, businesses, and partner agencies during emergencies or critical incidents.

1. Purpose

The Emergency Notification System enables rapid dissemination of information to protect life, property, and public safety during natural disasters, public health alerts, infrastructure failures, or other emergencies affecting MSD communities.

2. Authority and Coordination

- All emergency alerts shall be coordinated through the MSD Communications Manager and the internal or contracted Emergency Manager, or in collaboration with Salt Lake County Emergency Management.
- Messaging shall follow approved templates and Standard Operating Procedures (SOPs) to ensure consistency, clarity, and accuracy.
- Coordination with local municipalities and first responders is required for joint or region-wide notifications.

3. Authorized Users

- Only designated and trained personnel are authorized to issue alerts through MSD emergency communication systems.



- Sharing login credentials or access to any emergency communication platform is strictly prohibited.
- Authorized users must exercise professionalism, accuracy, and sound judgment when issuing alerts, and shall log in all alerts for recordkeeping and post-event review.

4. Message Standards

- All messages must be clear, concise, and actionable, identifying the nature of the emergency, affected area(s), protective actions, and where to obtain additional information.
- Notifications shall comply with accessibility and language standards (plain language, ADA, and translation requirements when feasible).

5. Review and Maintenance

- The Communications Manager shall ensure that the Emergency Notification System is tested and maintained regularly in coordination with system vendors and emergency partners.
- Following any major incident, MSD will review communications performance and update procedures as needed.



Appendix A: Guidelines for Communicating with the Media

Effective communication with the news media helps the MSD maintain public trust, accuracy, and transparency. Employees contacted by the media should consult with the Communications Manager to prepare for interviews, develop talking points, and confirm appropriate messaging. Department Heads and legal counsel may also provide guidance on sensitive topics.

The following guidelines apply to non-controversial issues within the interviewee's area of responsibility and expertise:

1. Timeliness and Responsiveness

- Return media inquiries promptly. If you need additional time to respond, acknowledge the inquiry and provide an estimated timeframe.
- Reporters often work under tight deadlines and may seek alternative sources if the MSD does not respond quickly.

2. Accuracy and Clarity

- Answer only the questions asked. Keep responses brief and factual.
- Avoid speculation or personal opinions. It is acceptable to say you will follow up once accurate information is confirmed.
- Do not use “no comment,” which may be misinterpreted; instead, provide a factual explanation or indicate that additional information will be forthcoming.

3. Interview Preparation and Conduct

- If time is needed to prepare, you may request the reporter's questions in advance.
- On-camera interviews should be coordinated with the Communications Manager; written statements may be substituted when appropriate.
- Keep responses simple and clear. Avoid acronyms, jargon, or technical language that may confuse the public.

4. Professional Conduct

- Always remember you represent the MSD. Do not express personal opinions or make comments that could be perceived as political or controversial.
- Assume that everything you say—even “off the record”—may be published or broadcast.

5. Documentation and Follow-up

- Record the reporter's name, media organization, and contact information for reference.
- Ask when and where the story will appear and share this information with the Communications Manager.
- Provide accurate contact details for any necessary follow-up.



Appendix B: Social Media Policy and Terms of Use – Posted on MSD’s Social Media Accounts

Any individual (a “User”) accessing this webpage (this “Page”) accepts, without limitation, the following terms and conditions (these “Policies”). The Greater Salt Lake Municipal Services District (“MSD”), retains the right to modify these Policies without notice. Any change is effective upon posting to this Page.

A User of this Page is also subject to the terms of use of the website provider (the “Provider”). MSD has no control over the Provider’s terms of use, content, commercial advertisements or other postings produced by the Provider that may appear on this Page as part of the Provider’s website environment.

MSD operates and maintains this Page as a public service to provide information about MSD's programs, services, projects, issues, events and activities (collectively, “MSD Programs”). MSD assumes no liability for any inaccuracies this Page may contain and does not guarantee that this Page will be uninterrupted or error-free.

Comment and Posting Policy

This Page is a limited public forum moderated by MSD staff. Posted content (including, without limitation, comments, photos, links, information, etc.) (collectively, “Comments”) must relate to MSD - initiated discussion of MSD Programs. Comments posted on this Page will not be edited by MSD, but MSD may hide or delete the following types of Comments from this Page:

- Comments that do not relate to a topic posted by MSD;
- Comments that endorse or oppose a political candidate or ballot proposition;
- Comments that contain personal identifying information or sensitive personal information;
- Comments that promote, foster, or perpetuate discrimination on the basis of race, creed, color, age, religion, gender, marital status, national origin, physical or mental disability, or sexual orientation;
- Comments that include personal attacks, threatening or harassing language, obscene or sexual content or links to obscene or sexual content;
- Comments that advertise or promotes a commercial product or service or solicits commerce, including spam, advertising, or links to other websites;
- Comments that promote or incite violence or illegal activity;
- Comments that contain information that reasonably could compromise individual or public safety;
- Comments that violate a legal ownership interest of any person, including improper use of a trademark or copyrighted material;
- Comments that violate any terms of use or policies of the Provider; or
- Comments that may compromise the safety or security of the public or public systems.

Comments are the opinion of the commentator and do not necessarily reflect the opinion or policy of MSD or its officers, employees or agents. Comments may be a public record subject to public disclosure under the Utah Government Records Access and Management Act (“GRAMA”).

Information and Comments posted on this Page shall in no way constitute legal or official notice or



comment to MSD, and will not be regarded as a request for service. A Comment requesting a public record will not be considered a records request under GRAMA. Information on making public record requests is located on the MSD website or by calling the MSD Records Officer.

To ensure consideration of a Comment regarding a proposed action by MSD 's Board of Trustees, please send an email to (insert here) at least three business days before the scheduled action.

This Page may contain links to other websites not owned or controlled by MSD. MSD is not responsible for content that appears on those websites and provides such links as a convenience only.

MSD reserves the right, at any time and without notice, to delete any Comment by a User which violates these Policies. A User who, in MSD 's reasonable opinion, repeatedly violates these Policies may, at any time and without notice, be denied access to this Page.

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Contact Us

Questions about these Policies or this Page may be directed to malexander@msd.utah.gov or by phone (801) 834-0254.

