

**Resolution of Council
City Council Meeting**

Title: Use of X by the City of Peterborough
Date: March 17, 2025

Whereas X has become a media platform that is not adequately responding to hate speech and misinformation;

Whereas continued use of X could be perceived as tacit approval of or association with ideologies that are inconsistent with the City of Peterborough's commitment to freedom, inclusivity, and nondiscrimination.

Whereas the City of Peterborough maintains other social media accounts to reach residents about municipal services and news that provide comparable functionality like Instagram, Facebook, and LinkedIn.

Whereas Peterborough Transit relies on X as one of its main methods to communicate with customers about Transit service changes;

Whereas Peterborough Transit has implemented customer service enhancements such as real time tracking of buses through the My Transit Rid-GPS Tracker map for transit customers to see when the next bus will arrive;

Whereas emergency services require the ability to use all available channels to reach residents for emergency messaging;


Therefore, be it resolved that Council approve the following:

a) that to support enhanced communication with residents and customers and to reduce reliance on social media that City staff report back to Council during the 2026 Budget deliberations with recommendations and associated budget implications for implementing a Snow Plow Tracker service for residents and a smartphone app for Peterborough Transit, which includes the ability to send notifications to subscribers, with the goal of improving customer service and eliminating the use of X; and

b) that the City of Peterborough discontinue the use of X, formerly known as Twitter, except for Peterborough Transit, Fire Services, and emergency information as necessary.

c) That, a copy of this resolution be forwarded to all Ontario municipalities and the Association of Municipalities of Ontario (AMO).

The above resolution, adopted by City Council is forwarded for your information and action, as required.
Thank you.



John Kennedy, City Clerk