


ADMINISTRATION MEMORANDUM
14-17

DATE: June 2, 2014
TO: Honorable Mayor Joyce Downing and City Council Members
FROM: John R. Pick, City Manager 
SUBJECT: Council Protocol

RECOMMENDATION

I respectfully request that the City Council repeal Resolution 08-96, Series of 2008, which established Mayor and City Council Protocol Operating Guidelines.

BACKGROUND

The Protocol Operating Guidelines that were adopted by Resolution 08-96, a copy of which is attached, create confusion about relations between the City Council, the City Manager, and city employees, and create opportunities for either individual Council members or individual employees to circumvent the City Charter and undermine the authority of the City Manager.

Section 3.10 of the City Charter is clear by stating "The Council shall deal with the administrative service solely and directly through the City Manager...". However, the Council adopted Protocol Operating Guidelines provide instances in which Council members are permitted either to contact Department Heads directly, with copies going to the City Manager, or to contact Department Heads directly without requiring that a copy go to the City Manager. This is not in keeping with the City Charter. To date, nothing serious has happened of which I am aware. However, I have learned, after the fact, of contacts being made between Council members and City staff. As City Manager, I am responsible for everything that goes on within the City Administration. That cannot occur without a direct line of communication between the Council and me.

Therefore, I request that the City Council repeal Resolution 08-96, Series of 2008, so that it is clear that communication between the City Council and the City staff is supposed to go through the City Manager.

BUDGETARY IMPACT

The repeal of Resolution 08-96, Series of 2008 will have no budgetary impact.

STAFF REFERENCE

Please contact John Pick at jpick@northglenn.org or by phone at 303-450-8706 with any further questions.

SPONSORED BY: MAYOR NOVAK

COUNCILMAN'S RESOLUTION

RESOLUTION NO.

No. CR-106
Series of 2008

08-96
Series of 2008

A RESOLUTION ADOPTING THE CITY COUNCIL PROTOCOL FOR THE CITY OF NORTHGLENN, COLORADO


WHEREAS, the Northglenn City Council strives to maintain effective leadership and excellence in public service; and

WHEREAS, the City Council of the City of Northglenn has established operating guidelines and desires to adopt such protocol to ensure that business is conducted in a professional manner.


NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTHGLENN, COLORADO, THAT:

Section 1. The City of Northglenn Council Protocol, as described on the attached Exhibit A, is hereby adopted by the City Council of the City of Northglenn, Colorado.


DATED at Northglenn, Colorado, this 10th day of July, 2008.


for KATHLEEN M. NOVAK
Mayor

ATTEST:


JOHANNA SMALL, CMC
Acting City Clerk

APPROVED AS TO FORM:


COREY X. HOFFMANN
City Attorney

Mayor and City Council Protocol Operating Guidelines

Protocol 1

Simple Information

- Contact City Manager, Department Head or Supervisor
- Be clear on your expectations and timeframe
- Response goes to other Members if related to future policy question

Protocol 2

Research on a Topic

- Contact Department Head, with copy to City Manager
- If research is expected to take more than 10 hours, bring topic to Council meeting or study session for approval.
- Staff provides results of research to all members of Council.

Protocol 3

Citizen Service Request

- a. Citizens' requests without staff contact
 - Council member provides city contact (person and number) to the citizen
 - Council member takes the citizen's number; contacts Department Head and puts them in contact with the citizen
- b. Citizens' with Unsatisfactory Response
 - Gather information from the citizen: who, what happened, timeframe, next step
 - Contact the Department Head, share information, timeframe and expectations
 - Refer individual to ward Representative (if appropriate)

Protocol 4

Question on an Agenda Item

- Send question to Department Head or Manager before meeting
- Staff's response to the question goes to all Members

Protocol 5

Urgent Information

- Contact Mayor and Council members using phone numbers provided

Protocol 6**Formal Communications: Council and Staff**

- Staff initiated contacts follow the City Manager's policy
- Mayor-Council responds to the staff person with contact/copy to City Manager

Protocol 7**Employee Contact**

- a. Employee Initiated
 - Share activities, events, comradely etc. freely
 - If a business issue, ask the employee to follow the chain of command
 - If a complaint about Manager or Council member, contact the City Attorney
- b. Council Initiated
 - Business questions to employees are to be answered without prior approval
 - Council shall not direct, instruct or "suggest" actions to employees.

Protocol 8**Email**

- a. Mayor-Council
 - Avoid blind copy to others
 - Share as much information with others that you can
 - On time sensitive items information, input and decision (selectively) are to be communicated in a timely manner.
 - b. Council-Staff
 - No direction to staff
 - Staff to avoid polling of Mayor-Council except for water rights
 - Background information on topics for discussion or direction at study sessions or meetings should be provided in advance to all members
 - Continue providing informational or event emails
 - c. Council-Community
 - Ward Council Members determine response: "respond on behalf of ..."
 - Send copy to all lists on the email
- ** Warning: Be Careful with "Reply to All"**

Protocol 9**Department Heads Contact**

- Mayor and Council Members may contact Department Heads for information and discussions on substance issues without contacting City Manager
- Department Head will inform the City Manager per his/her standing instructions

Protocol 10**Agenda**

- City Manager prepares the agenda.
- Council members contact the City Clerk to place an item on the agenda with a copy to the City Manager.
- Council members can add item at the Council meeting for discussion only.
- All agenda items and backup to Clerk by the Wednesday prior to Agenda Friday
- For study sessions, Council members should provide: origin, outcomes, issues for discussion and type of study
- Final agenda with all backup will be online for Mayor – Council members on Friday, with the Final, Public Agenda to be posted on Tuesday.
- Sponsorship for management initiated issues will come from the Mayor.

Protocol 11**Study Session: General Discussion (Type 0.5)**

- The purpose of the General Discussion study sessions is to raise ideas, issues or concerns for open discussion among Mayor and Council members (a “family” discussion). Type 0.5 Study Sessions will be conducted every other month.