


**CITY MANAGER'S OFFICE MEMORANDUM
#4-2024**

DATE: Feb. 26, 2024
TO: Honorable Mayor Meredith Leighty and City Council Members
FROM: Heather Geyer, City Manager 
SUBJECT: Council Protocol 7 – Urgent Information Communication to City Council

PURPOSE

To propose urgent information criteria to City Council, receive input and feedback, and ensure alignment of understanding of the criteria between City Council and the City Manager.

BACKGROUND

In 2023, City Manager Heather Geyer initiated a review of Council Protocol 7 – Urgent Information Communication to City Council based on questions and concerns from City Council about what information they were receiving. Criteria for urgent information has been outlined in Attachment 2. The Leadership Team assisted with the development of the proposed criteria.

BUDGET/TIME IMPLICATIONS

If City Council supports the proposed criteria, staff would bring back recommended amendments to Council Protocol 7 at a future City Council meeting for approval in the form of a resolution.

There are no financial impacts.

STAFF RECOMMENDATION

Staff recommends City Council provide input and feedback on the criteria for urgent information.

STAFF REFERENCE

If Council Members have any questions, please contact Heather Geyer, City Manager, at hgeyer@northglenn.org or 303.450.8706.

ATTACHMENTS

1. Presentation
2. Council Protocol 7 – Urgent Information Communication to City Council

PROTOCOL 7: URGENT INFORMATION COMMUNICATION TO COUNCIL

Heather Geyer

City Manager

303.450.8706

hgeyer@northglenn.org

Council Meeting

Feb. 26, 2024



**CITY OF
Northglenn**

PURPOSE

To provide City Council with criteria for “urgent” information.

To receive input and feedback from City Council.



PROTOCOL 7: CURRENT VERSION

Protocol 7: Urgent Information Communication to Council Members, Criteria of “Urgent”

1. Major incident
2. Emergency situation
3. Topic likely to receive multi-media posting
4. Method of contact: Council members will be notified via mobile phone text. Details of the matter may be provided via email if they are too lengthy for a text, but texting will be the manner in which to ensure uniform notice.



PROPOSED: OVERALL

Black Font = Existing City Council Protocol

Blue Font = Clarification of Existing City Council Protocol

Overall: Questions from the Mayor and City Council on urgent information should be directed to the City Manager or the Deputy City Manager in the City Manager's absence. The Mayor and City Council are encouraged to reach out to the City Manager with any questions regarding incidents that they do not receive a notification about. Staff will make every effort to provide accurate information. There may be times that information is reported by the media or shared on a social media outlet that was not distributed by the City and may not be accurate.



PROPOSED: OVERALL

CONT'D

The City Manager makes a judgment call on whether to share information based on the status of an incident, pending investigation, and whether or not a news release will be issued on public safety-related events.

Please note, staff may or may not know information regarding incidents that are not related to City services. Information about incidents related to electricity and gas (Xcel Energy), fires (North Metro Fire Rescue District), schools (Adams 12) or in neighboring jurisdictions depends on what other agencies share.



PROPOSED #1: MAJOR INCIDENT

1. Major incident

The following constitutes a major incident:

- Natural disaster
- Unfolding police response to a significant public safety incident and threat to the general public. Examples include, but are not limited to, threat to the general public, active shooter situation, officer-involved shooting, kidnapping, school lockdown, homicide and armed robbery.
- Code Red can be issued citywide or by neighborhood depending on the incident. Individual Council Members will be notified after the alert is issued unless the Council Member is signed up for the alerts and it is a citywide alert or for the area where the Council Member resides.



PROPOSED #1: MAJOR INCIDENT

CONT'D

1. Major incident

The following constitutes a major incident:

- Significant damage to City property (fires, floods)
- House fires (significant property damage and bodily injury)
- A significant incident resulting in death or severe injury to an individual in service to the City. In the case of a death, a name will not be released until notification of next of kin.
- Cyber-related attacks against the City or partner systems that affect the City's ability to do business. For example: ADCOM.



PROPOSED #2: EMERGENCY SITUATION

2. Emergency situation

The following constitutes an emergency situation:

- Water line or sewer line break which involves service cut off to homes and businesses or is in a high visibility area
- Police response to an incident that may pose danger to the public
- Code Red is issued citywide or for a neighborhood.
- Hazardous spill on a roadway within Northglenn limits (City is not always notified of I-25 spills.)
- Evacuation of residences due to gas leaks



PROPOSED #2: EMERGENCY SITUATION

CONT'D

2. Emergency situation

The following constitutes an emergency situation:

- Weather-related events. For example, widespread power outages, significant snowstorms, heat waves, etc.
- Closure of City facilities due to an emergency situation (this does not include programming cancellations). For example: A water leak that has flooded the gym.
- An emergency situation involving an individual in service to the City



PROPOSED #3: OPERATIONAL SITUATIONS

3. Operational situations

- Closure of City facilities for weather delays
- Resignation of an elected official or Council appointee



PROPOSED #4: TOPIC LIKELY TO RECEIVE MULTI-MEDIA POSTING

4. Topic likely to receive multi-media posting.

Method of contact: Council Members will be notified via mobile phone text by the City Manager or the Deputy City Manager. Details of the matter may be provided via email if they are too lengthy for a text, but texting will be the manner in which to ensure uniform notice.



PROPOSED #5: NEWS RELEASES

- 5. Council Members will receive news releases from both the City PIO (Diana Wilson) and NPD PIO (Jamie Burlison) regularly.**
- PD PIO sends out PD news releases unless out of office; a member of Command staff will issue a release when PD PIO is out.
 - City PIO sends out City news releases unless not in the office. A member of the Communications Team will work with the City Manager to issue a release if needed when the City PIO is out.
 - Protocol 9: Speaking for the City will be utilized in response to any incidents where appropriate and determined by the City Manager.



COUNCIL CONSENSUS

- **Proposed criteria of urgent information communication to Council members**



QUESTIONS?



CITY OF
Northglenn

*Internal Document – Not for General Distribution***Protocol 7: Urgent Information Communication to Council Members, Criteria of “Urgent”**

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3. Operational situations

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