

SUBJECT – CITY COUNCIL Mayor and City Council Protocol and Code of Conduct	Number 115.15	Revised 05-08-23 XX-XX-25	Effective Date 4-08-13	Page 1 of 5
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City Council Requests for Information from Staff:

Protocol 1 – Simple Information (Readily available – Typically taking less than 5 minutes but occasionally up to 20 minutes)

- a. Contact the appropriate Assistant City Manager, Department Director or designated departmental employee
- b. City Manager may choose to handle matters personally whenever he/she deems it appropriate
- c. Not necessary to share with entire City Council

Protocol 2 – Complex Information or Research (Requiring staff time of more than 20 minutes but less than one hour)

- a. Contact the City Manager or appropriate Assistant City Manager
- b. City Manager will seek City Council direction if necessary
- c. City Manager must respond with information to entire City Council

Protocol 3 – Question on Agenda Item

- a. Contact the City Manager, appropriate Assistant City Manager or the City Attorney
- b. The City Manager’s Office or City Attorney will respond with information to entire City Council
- c. “Okay” to re-ask the question at the City Council meeting
- d. Motions are to be clear and concise and should be restated by the Mayor or City Clerk to ensure the motion is correctly recorded and appropriate and clear direction is provided to staff.

Protocol 4 – City Council Request for Lobbying or Legislative Advocacy

- a. Council Member should submit request to City Manager for assignment to staff or lobbyist as appropriate. This ensures the City is able to coordinate efforts.
- b. City Manager shall generally use previous City Council positions, Strategic Plan, and NCLM Legislative Advocacy Goals to guide current legislative positions in the absence of specific direction
- c. In the event the City Manager determines that the legislative interest of the City is unclear, City Manager will refer the issue to City Council for direction

Protocol 5 – City Council Request of PWC for Information

SUBJECT – CITY COUNCIL Mayor and City Council Protocol and Code of Conduct	Number 115.15	Revised 05-08-23 XX-XX-25	Effective Date 4-08-13	Page 2 of 5
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- a. Council Member should submit information request to City Manager for assignment to staff.

City Council Service Request From Citizens:

Protocol 6 – Citizen Service Requests

Intent:

- Help citizens to understand the City’s process and City Council responsibility
- Provide a timely, accurate response
- Be accountable for City actions
- Recognize that some citizens have special needs – limited capacity to learn, use the system or access to technology

Protocol:

- a. If the Citizen has not contacted the City:
 1. Refer the citizen to Fay-Fix-It, 433-1FAY or www.1fay.com work order system or,
 2. Link the citizen to appropriate person or department
 3. The Chief of Staff or Designee is the City Council point of contact for follow-up tracking

- b. If the Citizen has an unresolved or unsatisfactory response to an issue:
 1. Ask citizen for name and/or department of concern
 2. Contact the Corporate Communications Director for follow up
 3. Chief of Staff or Designee will coordinate with appropriate Department Director or Assistant City Manager
 4. Chief of Staff or Designee will respond to City Council Member with resolution

- c. For police matters, Council Members should request citizens call the Police Department (9-1-1) directly

City Council Staff Expectations:

Protocol 7 – City Staff Response Time

- a. Staff will acknowledge City Council email or voicemail within 48 hours (refers to business days; excludes weekends)
- b. Staff will respond with information to the entire Council if protocol 2 or 3 applies

SUBJECT – CITY COUNCIL Mayor and City Council Protocol and Code of Conduct	Number 115.15	Revised 05-08-23 XX-XX-25	Effective Date 4-08-13	Page 3 of 5
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- c. Response not required on weekends unless it is an emergency
- d. **Emergency** – Place call to the City Manager

Protocol 8 – Public Meetings Held by Staff

- a. The ranking City Council Member (Mayor, Mayor Pro Tem, District Council Member, or Senior Member) should be invited to give welcoming remarks of less than 1 minute. This also applies when staff is invited to meetings held by others.
- b. All City Council Members present should be recognized by the ranking member of City Council in the welcoming remarks. If no remarks are given, staff shall recognize members of Council present.
- c. City Council Member will not campaign or make stump speeches.

City Council Interactions:

Protocol 9 – Communication among Mayor and City Council

- a. To be determined by City Council
- b. Adhere to Code of Conduct
- c. It is recommended for Council Member Requests, that Council Members reach out to one another in advance of the Work Session.

Protocol 10 - Council Work Session Policy

- a. Council does not take formal votes.
 - 1. Formal Votes at Work Sessions are only permissible in the event a final policy decision is required prior to the next regular City Council meeting.
 - 2. In the event Council desires to take a formal binding vote during a Work Session:
 - i. A procedural motion must be made and approved to add the agenda item. (Requires ¾ of Body or 8)
 - ii. A substantive motion and vote can then be taken on the item. (Requires simple majority)
- b. Normal options include:
 - 1. No Action – Council simply accepts information and provides comment as appropriate
 - 2. Forward for Action – Majority of Council votes to forward item to Regular Council meeting for action.

SUBJECT – CITY COUNCIL Mayor and City Council Protocol and Code of Conduct	Number 115.15	Revised 05-08-23 XX-XX-25	Effective Date 4-08-13	Page 4 of 5
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- 3. Additional Information – Council directs staff to obtain additional information or develop revised proposal(s). Item will be brought back by staff to a future Work Session.
- 4. No Direction – Staff work completed. No majority of Council to move item forward.
- c. Once discussion of item has ended, the item can come back to future Work Session via Council Request Process. (see below)

Protocol 11 – Council Member Request to Add Agenda Items (Replaces current code)

- a. All Council agenda requests will be presented at a monthly Work Session.
- b. The request will be submitted prior to close of business Monday one week prior to the Work Session meeting.
- c. The Councilmember making the request will be given 5 minutes at the end of the Work Session to make a presentation in support of their request and 5 minutes will be allotted for questions for a total of 10 minutes
- d. It requires a majority vote to direct staff to incorporate the requested item into staff’s work plan and bring it back to a future Work Session or regular Council meeting.

Protocol 12 – Council Modification of Existing Agenda

- a. In the event Council desires, or the City Manager requests to add an item to a published regular meeting agenda:
 - 1. A procedural motion must be made and approved to add the agenda item. (Requires ¾ of Body or 8)
 - 2. A substantive motion and vote can then be taken on the item. (Requires simple majority)
 - 3.

Protocol 13 – Review of Agenda Items

Consistent with Section 2-3(b) of the City Code, the agenda for any meeting of the City Council shall be prepared by the City Manager. The City Manager shall make agenda items available for review by the Mayor and Mayor Pro Tem prior to the items being placed on the agenda.

SUBJECT – CITY COUNCIL Mayor and City Council Protocol and Code of Conduct	Number 115.15	Revised 05-08-23 XX-XX-25	Effective Date 4-08-13	Page 5 of 5
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Code of Conduct

1. Adhere to the City’s Core values. Serve the citizens and lead the organization with R.E.S.P.E.C.T.
2. Focus on what is “best for the City”
3. Communicate in an open, transparent, direct and truthful manner
4. Share information openly
5. Do not speak for another City Council Member
6. Treat each other with trust and respect; avoid personal criticism
7. Make direct contact with individuals for conflict resolution
8. Keep confidences
9. Focus on the future, not the past
10. Decide as a Council and support the City Council decision