

## City of Boerne Personnel Policies

### 2.13 COMMUNICATIONS.

**2.13.1 Staff to City Council, Public, and Media.** Communication with the public and the media about city issues or problems is the responsibility of the City Manager. Employees are to refer members of the news media to the City Manager if a question is non-routine, controversial, or outside the scope of the employee's normal duties, and are to notify the City Manager of scheduled interviews with the news media.

**2.13.2 Internal Communications.** From time to time, an employee may be given work instructions from or asked questions by a city employee or official outside the normal chain of command. In such cases, it is the employee's responsibility to notify his or her immediate supervisor in a timely manner about the instruction or question, its purpose, the relevant facts of the situation, and the employee's response to the direction or question. Supervisors are responsible for reporting these incidents promptly through the chain of command to the City Manager in those instances where there could be adverse consequences.

**2.13.3** In any case, a determination of timeliness for reporting an incident through the chain of command will be based on the nature of the instruction, request, or question; any potential adverse consequences of the employee's response; and/or the time frame during which an amended response could alter potentially adverse consequences. Timeliness generally means not later than the beginning of the next shift.

**2.13.4 Requests for Council Action.** An employee may request that a matter be considered by the City Council by submitting the item in writing to his or her supervisor. Final decisions as to what is to be brought forward to the Council from the staff are determined by the City Manager.

**2.13.5 Council to Staff.** Except for the purpose of inquiries and investigations specifically authorized by statute, the City Council or its members shall deal with city officers and employees who are subject to the direction and supervision of the City Manager solely through the City Manager. Neither the City Council nor any of its members shall give work instructions or orders to any city officer or employee, either publicly or privately, unless specifically authorized by statute or Home Rule Charter.