

	ADMINISTRATIVE POLICIES	RESOLUTION NO.	PAGE 1 of 3
		REVISION	SUPERSEDES
SUBJECT  Communication and Incident Notification to Elected Officials		APPROVED BY:  	

## A. PURPOSE

To establish expectations and a structure for communicating important information and providing timely notification to the Mayor and City Council (“Elected Officials”) on issues, incidents, and matters that could impact the City’s mission, operations, or public image.

## B. POLICY

The need for regular and ongoing communication between the City Manager and Elected Officials is essential to effective decision making. Sharing information timely with the Mayor and City Council is one of the City Manager’s highest priorities.

### 1. GENERAL

- a. It is the policy of the City of San Bernardino to ensure Elected Officials are:
  - i. Informed timely of issues, incidents, and matters affecting the City.
  - ii. Proactively and fully informed on all aspects of important emerging issues.
  - iii. Kept updated on special projects and presented with equitable opportunities to provide input.
  - iv. Provided responses to inquiries from Elected Officials in accordance with Article IV, Section 401(d) of the City Charter and Chapter 2, Section 2.02.080 of the City Municipal Code.

### 2. ROUTINE MATTERS AND NON-CRITICAL INCIDENTS

- a. The City Manager will ensure Elected Officials are:
  - i. Informed on major policy issues or issues that may attract media or public attention.
  - ii. Notified of issues, incidents, and matters affecting the City or that may be of interest to the City as soon as the City Manager is made aware of them and has had ample time to gather facts and evaluate the situation.
  - iii. Provided updates through briefing meetings, informational memoranda, and department reports.
  - iv. Furnished with detailed information through workshops and study sessions as appropriate and as needed.

- b. Responses to individual requests for information from the Mayor and Council members will be shared with all Elected Officials, ensuring information is distributed equally.
- c. Project status updates will be provided by staff equally to the Mayor and Council members to ensure Elected Officials remain current on initiatives and other items in progress.
- d. To provide the Mayor and Councilmembers with timely information related to agenda items, Elected Officials are encouraged to submit their questions to the City Manager as far in advance of the meeting as possible to help ensure staff can be prepared to respond at the Council meeting.

### **3. CRITICAL INCIDENTS**

- a. It is the policy of the City of San Bernardino that Elected Officials are notified of all critical incidents. This will help ensure the Mayor and City Council are in the best position to respond appropriately and effectively to events impacting the city.
- b. Critical Incidents, as applicable to this policy, are defined as occurrences or events, natural or manmade, that threaten individuals and/or the community which require swift, decisive action that may involve multiple components in response to and occurring outside of the normal course of routine business activities.
- c. Critical incident notifications involving public safety agencies will be as follows:
  - i. San Bernardino Police Department
    - a. Incidents will be reported to the City Manager, Assistance City Manager, City's Public Information Officer (PIO), and Elected Officials in accordance with the San Bernardino Police Department Policy Manual section 201.3: *Notification to City Officials*.
  - ii. San Bernardino County Fire Department
    - a. The Assistant Fire Chief will notify the City Manager, Assistant City Manager, and City's PIO of critical incidents requiring Fire Department response.
      - i. Notification will be done as soon as the Assistant Fire Chief is made aware of a critical incident and has had ample time to gather facts and evaluate the situation.
      - ii. An event not deemed critical but determined by the Assistant Fire Chief to be importance to the city will be reported via email with a synopsis of the event and outcome within 48 hours.
- d. The City Manager's Office's responsibilities include, but are not limited to, the following:
  - i. The City Manager or Assistant City Manager will notify the Mayor and City Council of a critical incident after gathering facts and evaluating the event to help ensure Elected Officials are provided with current and accurate information.

- a. Critical incidents, especially events that are rapidly evolving, may require an evaluation period before notifications are sent. It is the intent of the City Manager and Assistant City Manager to notify Elected Officials quickly and brief them on the facts as they are known.
- ii. The City Manager's Office will collaborate with the City's PIO to prepare notifications and updates to the Mayor and City Council, develop talking points if warranted, and other communications including press releases.
- iii. A contact list with phone numbers and email addresses for Elected Officials, key members of the City Manager's Office and the City's Public Safety Agencies, and other individuals vital in carrying out this policy will be maintained, kept current, and updated as needed.

This policy will be reviewed and updated as needed to ensure communication expectations are current.