

OPERATIONS PROCEDURES

The City Council has adopted the following procedures

PROTOCOL 1 | REQUESTS SIMPLE INFORMATION (READILY AVAILABLE)

1. Contact the Department Head, City Manager, or appropriate department staff.
 2. Inform the City Manager of the request.
 3. Always cc. the department head on an email if contacting a department staff member.
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PROTOCOL 2 | RESEARCH ON A TOPIC (MORE THAN 2 HOURS)

1. Contact the city manager and discuss the topic: expectations, desired outcomes, problems/concerns, and ideas/concepts.
 2. If it takes more than two hours of staff time, the topic will be taken to the Mayor and City Council for direction.
 3. Information or report goes to the Mayor and City Council members.
 4. The city manager will maintain a list of topics requested and by whom and distribute it to the Mayor and City Council.
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PROTOCOL 3 | CITIZEN SERVICE REQUEST

1. First City Contact

- a. Contact the appropriate city staff, who will document all calls.
- b. Inform city staff of your expectations: follow-up communications, outcomes, etc.

2. Unsatisfactory Experience

- a. Contact the city manager
- b. Discuss information, expectations, actions and time frame.
- c. City staff will follow up with the city's response to the Mayor and City Council.

3. Monthly Reports

- a. City staff will provide a monthly report on PeoriaCares (494-CARES) initiation topic response.
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PROTOCOL 4 | PERFORMANCE PROBLEMS

1. Contact the city manager in private
2. Discuss the information that you received and expectations.
3. The city manager documents, investigates, and responds.