



Agenda Abstract

BOARD OF COMMISSIONERS

Meeting Date: Jan. 26, 2026
Department: Administrative Services
Agenda Section: Regular
Public hearing: No
Date of public hearing: None

PRESENTER/INFORMATION CONTACT

Town Manager Eric Peterson
Communications Manager Catherine Wright

ITEM TO BE CONSIDERED

Subject: Working Together (Board and Staff): Guides for requests, direction, lines of succession, and communications process – Annual Review and Discussion

Attachments:

Guide: Board-Staff Interactions and Requests

Summary:

The town manager and communications manager will provide a refresher on the following key guidelines:

1. Board-staff
 - a. 1-Hour Rule – review and purpose.
 - b. Direction(s) to staff – go through town manager/acting manager.
 - c. Individual requests, questions, and inquiries from town board member(s) to the manager.
 - i. What's the trigger point or threshold on the level of information that should be shared with the entire town board?
 - ii. Ideally, the mayor should be copied on requests that go to the manager to ensure they are in the loop on significant staff requests and important public-facing communications involving board members. What might be an exception to this practice?
 - d. Emergency operations.
 - i. Board-staff communications lead. When to switch from the town manager being the primary provider of information, updates, and responding to town board inquiries to the mayor (i.e., mayor or acting mayor serving as “bridge” between town manager or incident commander to manage communications, monitor gaps/progress/issues, and follow-up on key issues?)
 - ii. Mayoral line of succession during emergencies beyond mayor pro tem?
 - iii. Town Manager line of succession.
 - iv. Other?
2. Communications
 - a. Email signatures
 - b. Information process
 - i. Social media
 - ii. Emergency events
 - iii. Media contacts and interviews
 - iv. VIP visit coordination

Financial impacts:

No additional financial impacts.

Staff recommendation and comments:

None.

Action requested:

Receive information and discuss, as needed.