

MEMORANDUM



TO: MAYOR AND CITY COUNCIL
FROM: VICTOR CARDENAS, CITY MANAGER
SUBJECT: UPDATE CITY COUNCIL COMMUNICATION MATRIX
DATE: FEBRUARY 5, 2026

In 2024, after a new Mayor and Council took office, [a defined Communication Matrix was developed](#) to ensure expectations were agreed upon for events/situations/occurrences taking place in and around Novi. Since then, staff, with input from the Mayor and Council, continue to refine how City staff supports your role as elected officials. I am providing this updated communication framework to clarify how and when you can expect to receive information from staff regarding events, incidents, and emerging issues within the City.

Our objective remains the same: to ensure you are promptly informed with accurate, relevant, and useful information so that you are prepared to engage with residents, stakeholders, and the broader community. The timing, method, and level of detail in these communications will continue to correspond to the nature and urgency of each situation.

Attached to this memo is a **revised communication matrix** that outlines common categories of events or situations and the corresponding notification methods and timing you can expect from the Manager's Office. This matrix is intended to serve as the standing expectation for how City Council will be notified when something occurs. While it reflects our standard operating approach, it may be adapted if circumstances warrant—particularly in a major emergency or catastrophic event, when the City will follow [National Incident Management System \(NIMS\) protocols](#).

For sensitive matters—such as police incidents, personnel issues, or ongoing investigations or litigation—we will provide the City Council with the essential facts that can be lawfully shared at that time. Please note that this information may differ from what is circulating on social media or other informal platforms. Legal constraints, privacy protections, and investigative integrity may limit the details we can disclose, even to elected officials. When possible and appropriate, we will provide redacted or high-level information and update you as additional details become available for release.

If you have questions about the matrix, would like to discuss any category in greater detail, or believe adjustments are warranted, please do not hesitate to reach out.