



Council Communication Chart

When to Contact the City Manager vs. Department Directors

Situation	City Manager	Department Director
Major city-wide issues	✓	
Information on city laws or regulations	✓	
Complaints about city services or policies	✓	
Reporting employee misconduct	✓	
City-wide budget inquiries	✓	
City-wide planning or strategic matters	✓	
Specific service or department problems		✓
Information on departmental services or rules		✓
Updates on specific projects		✓
Minor local issues (e.g., potholes)		✓

Examples – Contact City Manager (CM) or Department Director (DD):

1. At the next Finance Meeting, provide a listing of every employee who received a bonus in 2023.
2. I noticed a possible water main break at 452 W Main Street; please send someone to investigate.
3. The east side of the City hasn't been plowed yet. Why is it always plowed last?
4. What is the budget allocation for PC replacement in 2024?
5. I'm having a problem with my City email address, can you help?
6. How much did the City spend on assessment services in 2023?
7. I would like the following placed in an employee file.
8. What employee benefits does the City offer?
9. Over the past 10 years, how many times has the fire department been called to Twin Oaks?
10. I saw a firefighter in shorts. What is the fire department's uniform policy?
11. The report of a citizen complaint regarding the lakes.
12. Department Director-Please provide an update on your goals and accomplishments at the next Council meeting.
13. What happened at the last Landmarks Committee meeting?
14. What is the plan for the Aquatic Center?
15. The City needs something posted on social media OR the City needs to do a press release on...