

OUR WANTS AND EXPECTATIONS FROM COUNCIL MEMBERS
(Council Norms)
January 2018

To Council Members:

1. Be prepared ... do your homework
2. Appropriate "public decorum" ... wait to be called upon
3. Be completely open among us
4. Always have honest dialogue
5. Respect the current Town policies and regulations or seek a process to change them
6. No "surprises" with each other ... and use Jeff when appropriate
7. Share the workload (ie: Committees)
8. Balance our private, professional and "elected" lives
9. Call on staff to assist you
10. Get to know each other as "people"
11. Don't "nitpick" or inappropriately "bore-in" on detail and don't derail discussion focus
12. Listen and hear each other
13. Be credible and demonstrate integrity
14. Be aware of the public's need to know
15. Don't "badmouth" others or issues
16. Don't "kill messengers"
17. Keep staff informed on what we're hearing in the community
18. Respect staff and see them as "people".
19. Honor the "Council-Manager" form of our Town government ... don't direct staff, micro-manage, etc. ... but share ideas with staff
20. Be sensitive to demands on staff time
21. Respect and abide by the Council decision even if your opinion is contrary
22. Be receptive, friendly and encourage public input
23. Any time a Council member has media contact on an issue (especially those pending before Council), it is important to say these are the comments of me as one Council member not the Council as a whole or the Town. Prior to (if there is time) or after a media contact, it is a good idea to let the Town Manager know so other Council members can be apprised.
24. Be careful of replying to or creating "chain email" between Council members that could violate the Brown Act.
25. It is very helpful to ask questions and discuss items before the Council meeting, but please limit this to Department Heads and/or Town Manager level of staff.

Expectations of how Council treats Staff:

1. Have open and honest communications ... personally and at meetings
2. If you hear something, don't be shy about telling us the background (behind your question) ... we can keep confidences
3. No "surprises".
4. As you do your homework, ask questions before meetings where possible
5. We're concerned about the public perceptions about your deliberations ... ask us questions publicly as well
6. Provide routine feedback to us

7. Stay focused on the big picture
8. If you have a problem with a department, don't complain to others - go directly to Jeff (or Andy for Legal issues)
9. Recognize that on divisive issues, we are sometimes "caught in the middle"
10. Think that when you're asking/suggesting things to staff that there may be time and workload issues involved

Council's expectations of Staff:

1. Present good staff reports
2. Give us "heads up" on issues ... "we don't want to learn about it about it in the media... "and you're doing okay now"
3. Present good visuals
4. Stay well organized with your work ... "presentations, etc."
5. Work cooperatively and demonstrate cooperation among staff
6. Provide good service to our "customers"
7. Be loyal to the Town "including "public demeanor"" at all times
8. Don't "badmouth" others or issues
9. Tell us "bad news" ... we won't "kill messengers"
10. Let us know when things are "slipping"
11. Keep us informed ... we won't "micro-manage"
12. Know us as "people" "" not just elected officials
13. We like to hear what's going on with employees ... we're interested

Expectations of how Staff treats Council:

1. Provide accurate information
2. Respect the Council's goals
3. Honor the decisions of the Council
4. Respect the Council's time

Elections – Candidate and measure endorsements:

1. Not appropriate for current Council members to endorse Council candidates
2. It is appropriate for a previous Council Member to endorse Council candidates (do not use former title of Council Member, Mayor, and Vice Mayor)
3. To preserve relationships between jurisdictions, current Council will not endorse local special district or County candidates
4. Endorsing ballot measures and non-local candidates with name only, no titles