



## CITY OF DEL MAR CITY COUNCIL POLICY BOOK

120	<b>Referral of Public Communications and Concerns Regarding City Operations</b>	<b>DATE ADOPTED:</b>	12/2/2024
		<b>BY RESOLUTION:</b>	2024-56
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### BACKGROUND:

The City of Del Mar operates under a Council-Manager form of government, as established by the general laws of California, Del Mar Municipal Code, Del Mar City Council and City Manager Guiding Principles, and the City Manager's employment contract. In this system, the City Council sets policies but does not manage the daily operations of the City or direct City staff. The City Manager's role is to implement Council policies, manage City staff, and oversee daily operations.

### PURPOSE:

This policy defines the roles and responsibilities of City Councilmembers and the City Manager in responding to public inquiries related to City operations. Its goal is to ensure timely, accurate, and appropriate responses to residents' and the general public's communications and concerns related to City operations.

### POLICY:

When Councilmembers receive communications from the public regarding City operations (such as issues with facilities, open space, roadways, sidewalks, City staff, or City services) they should promptly refer these communications to the City Manager for handling. Once received, the City Manager will assess and respond in a timely manner and keep the City Council informed as appropriate.