

## **City of Chamblee Communication and Social Media Guidelines**

1. The mayor and all council members shall observe the requirements of the City Charter that, except for the purposes of inquiries and investigations as authorized by a majority vote of the council, they “shall deal with city officers and employees who are subject to the direction and supervision of the city manager solely through the manager; and neither the mayor, the city council, nor individual members of the city council shall give orders to any such city officer or employee, either publicly or privately.” Charter, Article V, § (e).
2. Correspondence from the mayor or a council member for the purpose of providing or requesting information shall be directed to the city manager and may copy the appropriate staff member. Correspondence from the mayor or a council member requesting action by city staff shall be directed to the city manager only.
3. An internal communication from the mayor or council member regarding council action shall copy the mayor and all council members.
4. City staff shall not respond to requests from the mayor or council member for action or information unless authorized to do so by the city manager.
5. When responding to requests for action from the mayor or any council member, the city manager and/or staff shall provide the response to the mayor and all council members at the same time.
6. The mayor and council members shall not communicate to third parties that the council will take a specific action before the potential action has been presented to council for consideration.
7. The mayor and council members shall not communicate with third parties regarding legal matters which have been delegated to legal counsel to manage, contracts and other agreements with the City, without the knowledge of the council members and legal counsel.
8. When responding to requests for information or action from members of the public or other external parties, the mayor and council may provide an initial response which follows the following format:

Thank you for contacting the City of Chamblee. Hearing from members of our community is of great importance to the Mayor and Council, who review and read all emails sent by our stakeholders.

The City Charter governs the administration of City business and requires the Mayor and Council to communicate through the City Manager regarding day-to-day administrative operations of the City, including direction of staff and personnel matters. If you are writing to us with a concern about City operations, your message will be forwarded to the City Manager who will forward it to the staff member who can best address your concern.

Please be advised that all communications with the City, including emails and written correspondence, are subject to disclosure under the Georgia Open Records Act (O.C.G.A. § 50-18-70 et seq.).

The Mayor and Council have also adopted a set of norms that govern our local communication protocols. These include:

1. Emails to individual elected officials are shared with the entire Council.
  2. Issues and concerns received by the Council and or individual members will be referred to the City Manager.
  3. The Mayor or in the Mayor's absence the Mayor Pro Tem will reply to emails from constituents sent to all members of the Council. That reply will include the City Manager and Council members on the thread and inform the constituent that the City Manager or their designee will respond to the inquiry/request.
9. The Mayor and Council members may post to social media sites such as Facebook, X, and online forums, but if they chose to do, they must post a disclaimer that the views expressed in the social media account is that of the member; not of the full Council or the City. Social media sites may not be used by the Mayor or Council members to conduct Council business, particularly legal and fiscal matters that have not already been released to the public. Posts by the Mayor or Council members regarding quasi-judicial issues, where the Council acts in a manner similar to a judge, are prohibited. The disclaimer to be included in social media posts or pinned to a homepage or profile shall be in substantially the following form:
- The views expressed represent the views of the author and may not reflect the views of the Chamblee City Council. Comments posted in response to a Councilmember-initiated communication may be subject to public disclosure under the Open Records Act. If you are a resident of Chamblee and would like to discuss city business, please go to [official page] or contact me at [official email].”
10. Violation of Policy. Violation of these guidelines may result in censure pursuant to the censure procedure adopted by the Council.