



# THE CITY OF OLMOS PARK

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July 10, 2012

All Employees  
City of Olmos Park  
120 West El Prado  
Olmos Park, Texas 78212

**SUBJECT:** Policy on Employee Communications with Residents

This policy letter establishes the guidelines for municipal employee's communications with residents of Olmos Park, including communications concerning other employees or elected officials of Olmos Park. The underlying guideline is respectful, truthful communication based upon actual knowledge by all employees to all other persons.

**Background:** Some municipal employees have aired grievances to Olmos Park residents. These grievances have included complaints about fellow employees, supervisors, working conditions and elected officials. Employees complaining to residents about such issues only result in slowing any appropriate remedial action and reflects a lack of respect for supervisors and municipal elected officials and a lack of professionalism on the part of the employee.

### **Policy:**

1. Employees are encouraged to communicate freely with Olmos Park residents. All such communications must be truthful, respectful of those in authority and within the employees' area of expertise.

2. Employees who have complaints are encouraged to address those complaints through the employee supervisory chain up to the City Manager. The City Manager maintains an open door policy. Any employee can meet with the City Manager on any subject at any time. Just let your supervisor know where you are when you come to utilize the open door policy. No appointment is necessary to visit the City Manager, but employees arriving without an appointment are not guaranteed immediate access to the City Manager.

3. Employees may address their concerns to the elected officials of Olmos Park without supervisory permission. Once again, the employee should ensure the content of the communication is truthful, within the employee's area of expertise or direct knowledge and respectful of the

- employee's supervisors. If the communication concerns a municipal supervisor, the employee shall address those concerns through his or her supervisory chain before taking a complaint or issue to an elected official.
4. Employees are directed to answer any elected official's question succinctly, truthfully and completely. If, as a result of answering an elected official's question, the employee must give truthful derogatory information about a supervisor or other municipal employee, the employee shall notify his or her supervisor of the exchange with the elected official at the first opportunity following the communication. In no case shall an employee make any derogatory comment about an elected official to anyone except the employee's supervisor in an attempt to resolve an issue.
  5. Employees are encouraged to get to know and communicate with the residents of Olmos Park. Employees shall ensure, however, that critical or derogatory information concerning the employees' supervisors or working conditions are addressed through their supervisory chain and not to residents.
  6. Employees shall not make derogatory comments concerning any Olmos Park municipal elected official to any resident. There are no exceptions to this policy.
  7. Employees shall not make derogatory comments concerning their supervisor to any Olmos Park resident. There are no exceptions to this policy.
  8. All employee complaints shall be routed through the employee's supervisory chain to either the City Manager or the City Council for resolution. In no case, shall a municipal employee communicate complaints to the residents of Olmos Park.

The intent of this policy is not to stifle complaints, but to ensure complaints are presented respectfully to those personnel who are responsible to supervise City operations and have the authority to resolve the issues which gave rise to the complaint.

Violation of this policy on communications with residents and communicating complaints could result in disciplinary action being taken pursuant to the Employee Manual.

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Michael W. Simpson  
City Manager