

# **PHOENIX FIRE DEPARTMENT**

## **VOLUME 1 – Operations Manual**

### **EMPLOYEE CONTACT WITH ELECTED CITY OFFICIALS**

**MP102.01A 04/06 – R**

#### **PURPOSE**

The purpose of this procedure is to establish Fire Department policy for employee contact with elected City officials, to standardize a procedure for providing accurate information to District Council Representatives and also to keep Fire and City management advised of issues that may be of consequence to District Council Representatives.

#### **POLICY**

All Fire Department members are to immediately notify the Public Information Deputy Chief of the nature of inquiries and subsequent contacts pertaining to City business, Fire Department policies and activities, regardless of whether the contact was initiated by the employee or the Council Member (or his/her representative).

In anticipation of inquiries to Fire Department employees by elected District Council Representatives, this policy will assist Fire Department employees in providing accurate information to the Council Representative in an expeditious and efficient manner.

All Department members shall, to the best of their ability, respond to inquiries and requests for information by District Council Representatives in a courteous and professional manner. If inquiries cannot be answered accurately or completely by the initial employee contacted, the person soliciting the request shall be referred to the Shift Commander, Section Supervisor or Fire Administration.

The reporting requirements of this regulation do not apply to personal communications with your representative or to matters which are of no reasonable concern to the Department, nor does it apply to correspondence between Union Officials and Elected Officials regarding legitimate Union concerns.