

City of La Vista



Standard Operating Procedures

City of La Vista

Standard Operating Procedures

The City of La Vista standard operating procedure (SOP) refers to a written document that outlines the specific steps and instructions for how city employees should perform routine tasks or handle specific situations. This is a guidebook for city staff, ensuring consistency, efficiency, and adherence to regulations in various city operations and Council Policy Statements. These procedures shall not be in conflict with any ordinances of the City nor policies of the City Council.

These SOPs are established and implemented for all functions common to all departments. Department heads are encouraged to establish written operation policies for use within their departments. The City of La Vista Standard Operating Procedures are issued by the City Administrator, with the date of approval that signifies the SOPs are aligned with City Council Policies and City Ordinances. Existing SOPs should be reviewed at regular intervals to reassess the applicability of the policy.

Index of Policies **December 4, 2025**

200	Scheduling City Hall Meetings	Issued: October 23, 1974
201	Construction, Modification of, or Installation of Radio Equipment and Wiring, Antenna and Antenna Wires on Existing City-Owned Buildings	Updated: October 1, 1998
202	Personnel Requisition	Issued: September 30, 1998
203	Handling Citizen's Complaints	Updated: October 1, 1998
204	Access to and from the Internet, E-mail and Computer Use Standards	Issued: March 3, 2015
205	Press Releases - Public Relations	Updated: April 5, 2001
206	Travel and Training	Updated: September 30, 2002
207	City Hall/Community Center Emergency Response Procedures	Issued: November 21, 2006
208	Preparation of Agenda Items for City Council Packets	Issued: February 17, 2009
209	Weather Related Closing of City Offices	Issued: February 27, 2004
210	Accepting and Handling Credit Card Payment	Issued: November 2, 2010
211	Social Media	Issued: December 18, 2012
212	Purchasing Procedures	Updated: May 23, 2025
213	Employee Dress and Appearance Guidelines	Issued: June 20, 2006

214	Community Mass Notification System	Issued: January 21, 2014
215	City Active Shooter Policy	Issued: March 1, 2016
216	Construction Alternatives - CMR	Issued: March 21, 2017
217	Accounts Payables Procedures	Issued: June 10, 2025
218	Customer Service Policy	Issued: December 4, 2025

Scheduling City Hall for Meetings

La Vista City Hall facilities shall not be used unless authorized. Scheduling shall be on a first-come, first-served basis. Users of La Vista City Hall facilities shall be responsible for security, damages and clean up of such meeting place after use. City Hall facilities may be made available to official governmental entities and authorized non-profit private groups and organizations. In order to provide for the security of City Hall and to place responsibility for cleaning/repair of possible damage, all persons, groups, or organizations* desiring to use La Vista City Hall facilities shall request such use through the office of the City Administrator.

* Other than official City Boards, Committees or commissions having regularly scheduled meetings.

Construction, Modification of, or Installation of Radio Equipment and Wiring, Antennas and Antenna Wires on Existing City-Owned Buildings

In order to coordinate the installation of radio equipment/antennas on City owned buildings all construction, modification of, insulation of electrical wiring, plumbing, or installation of radio equipment and radio wiring, antennas and antenna wiring in existing city owned buildings must be approved by the City Building Inspector, Public Buildings Superintendent and the City Administrator prior to installation or construction.

The City Building Inspector shall be responsible for ensuring that all construction, modification of, installation of electrical wiring, plumbing, or installation of radios and radio antennas and wiring in existing City-owned buildings are in compliance with City Building Codes and meet minimum standards of installation for specific equipment.

The Public Buildings Superintendent shall be responsible for ensuring that all proposed construction, modification, installation of electrical wiring, plumbing, or installation of radio equipment or wiring, radio antennas or antenna wiring to existing City buildings is authorized, is within the budget limitations of the department proposing such construction, does not conflict with or duplicate planned future construction or installation of radio equipment antennas or other equipment by any other department or ongoing construction and, where necessary, shall request approval of the Mayor and the City Council for proposed construction, modification, installation of electrical wiring, plumbing, installation of radio equipment and wiring of antennas.

Departments desiring to construct, modify, install electrical wiring, plumbing, radio equipment and wiring, or antennas and wiring in existing City-owned buildings shall prepare plans and submit them to the City Building Inspector for his approval and recommendations. Upon completion of review of such plans by the City Building Inspector, they shall be submitted to the City Administrator for final approval.

Personnel Requisition

Pursuant to §5.2 of the Personnel Rules and Regulations, Department heads will notify the City Administrator as far in advance as possible of any request for additional personnel. Hiring/ promotions for sworn police employees shall follow the Civil Service Commission's Rules and Regulations. If there are no suitable current City employees available for promotion or transfer to the position, the position may be filled by appointment. The following information must be filled out completely — incomplete forms will not be processed.

Date Required: _____ Department: _____

Position Title: _____ Full Time Part Time _____
Hours/Days

Pay Range: _____ Requested Starting Step: _____ Exempt Non-Exempt

New Position Approved and Budgeted Yes _____ No
Date

Replacement _____
Prior employee

Attach the following:

- Approved Job Description
- Proposed Announcement for Newspaper
- Purchase Order for advertising job announcement (regardless of amount of PO prior approval is required, including list of proposed publications). The City Clerk will run the announcements.

Is there a current employee qualified to fill this vacancy? Yes No

If yes, please list name(s) and employee's current position

Who will screen applicants? _____

Upon approval of request to hire, Departments may complete candidate screening and recommend the most qualified candidate. A Personnel Action Form (PAF) shall serve as a recommendation to the City Administrator to hire. Only after the PAF has been approved by the City Administrator may *Human Resources* extend a conditional offer of employment. **DEPARTMENTS MAY NOT MAKE OFFERS OF EMPLOYMENT.**

Requested by: _____ Date: _____

For City Hall Use Only

Date Approved _____ Approved By (City Administrator) _____

Job Announcements Published by City Clerk (date and publication): _____

Handling Citizens' Complaints/Requests for Service

Procedure

Citizen complaints or requests for service are important to the City, primarily because they may indicate that the desired level of service to the community is not being performed. All complaints/requests for service, whether received by telephone, in person, or by any other method, should be handled by the same procedure.

Any City employee could be called on to respond to citizen complaints/requests for service. If the matter is handled properly and efficiently, services to citizens are improved for the betterment of the City's public relations. Alternatively, if a complaint/request for service is not addressed, the situation may worsen.

City employees should remember that the person making the complaint/request for service might be making their first contact with an official of the City. The employee's conduct will greatly affect the citizens' impression and opinion of the entire city organization.

When a citizen makes a complaint/request for service, the problem is a real and important issue to the citizen, regardless of our perception as city employees. It is each employee's responsibility to treat the matter with this thought in mind.

Handling a Complaint or Request for Service

When handling such complaints/requests for service, each employee is to be polite, firm, and never become angry or argue with the citizen, even if she/he is unreasonable, angry, and insulting towards you and the City. Do not take his/her comments personally. Always remember to use "We" instead of "I". Four suggestions for handling an unreasonable person are:

- Let the person talk themselves out. After a citizen tells you what is on their mind, they may calm down and listen to what you have to say.
- In your friendliest manner, tell the citizen you are sorry that they did not receive their expected service, rather than trying to excuse or justify the action.
- Offer to do what you can to solve the citizen's problem — if the citizen would like to speak to a supervisor, let them. If a supervisor is not available, log the complaint in the Citizen Request for Service system. Be sure to record the citizen's contact information and assign the request to the Supervisor for processing and follow-up. This is no reflection on your ability and may go far in calming them down.
- Assure the person of the goodwill of the City, and when the conversation is ending, thank them for calling.

City of La Vista

Standard Operating Procedure

Handling Citizens' Complaints/Requests for Service

All complaints are to be recorded in the Citizen Request for Service system. The Request for Service system is available on the website or app.

The following are important stages for the successful handling of citizen complaints/requests for service:

- Receiving a complaint and recording information pertinent to the complaint/request for service.
- Assignment of responsibility for investigation and correction to the appropriate department or official.
- Follow up on all complaints/requests for service, explaining the problem and corrective action. It is important that this stage be set forth in writing for future case reference.
- Finally, notify the complainant as to what action has been taken on his/her complaint.

Handling a Complaint or Request for Service within the Department

If the nature of the complaint/request for service is within the jurisdiction of the department receiving it, the Department Head or designee may assign the complaint to a member of his/her department for review and recommended action. After the necessary action is taken, the Department Head or designee will review the recorded action to ensure it has been handled promptly and correctly.

Handling a Complaint or Request for Service for another Department

If the nature of the complaint is not within the jurisdiction of the Department receiving it, the complaint or inquiry portion shall be completed and forwarded to the appropriate department for action. The Department assigned the complaint or inquiry shall then follow the procedure as outlined above.

Handling a Complaint or Request for Services for Multiple Departments

Some complaints/requests for service may have to be handled by more than one department. If your Department has done some work on a service request and it must be transferred to another department for additional attention, follow the procedure above, including all information you have and all the actions your department has taken. Then forward to the next department for follow-up and completion.

Handling complaints can be difficult, however, all employees, as representatives of the City, are responsible for resolving problems promptly and efficiently by following the established procedures of the City. It is not always possible to give the answer the citizen wants to hear, but do your best to explain the situation and state that it is the desire of the City is to provide the best service possible under the conditions that exist.

Access to and from the Internet, E-Mail and Computer Use Standards

Policy

The intent of this policy is to protect City of La Vista (City) employees, partners and the organization from illegal or damaging actions by individuals, either knowingly or unknowingly. This policy is not intended to impose restrictions that are contrary to the City's established culture of openness, trust and integrity.

Internet/Intranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, web browsing, and file transfer protocol, are the property of the City. These systems are to be used for business purposes in serving the interests of the City, and of our clients and customers in the course of normal operations.

Effective security is a team effort involving the participation and support of every City employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

Purpose

The purpose of this policy is to outline the acceptable use of computer equipment at the City of La Vista. These rules are in place to protect the employee and the City. Inappropriate use exposes the City to risks including virus attacks, compromise of network systems and services, and legal issues.

Scope

This policy applies to the use of information, electronic and computing devices, and network resources to conduct City business or interact with internal networks and business systems, whether owned or leased by the City, the employee, or a third party. All employees are responsible for exercising good judgment regarding appropriate use of information, electronic devices, and network resources in accordance with the City's policies and standards, and local laws and regulation. Exceptions to this policy are documented in section 5.2.

This policy applies to employees and to all equipment that is owned or leased by the City.

General Use and Ownership

City of La Vista proprietary information stored on electronic and computing devices whether owned or leased by the City, the employee or a third party, remains the sole property of the City.

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

The City's I.T. projects are managed by the I.T. Committee, which is comprised of representatives from all departments. The City's I.T. budget is set by the City Council and managed by the Director of Administrative Services.

You have a responsibility to promptly report the theft, loss or unauthorized disclosure of City of La Vista proprietary information.

You may access, use or share City of La Vista proprietary information only to the extent it is authorized and necessary to fulfill your assigned job duties.

Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of Internet/Intranet/Extranet systems. If there is any uncertainty, employees should consult their supervisor or manager.

For security and network maintenance purposes, authorized individuals within the City may monitor equipment, systems and network traffic at any time.

The City of La Vista reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

It is the responsibility of City employees, contractors, vendors and agents with remote access privileges to the City's corporate network to ensure that their remote access connection is given the same consideration as the user's on-site connection to the City. All mobile and computing devices that connect to the internal network must comply with this policy.

General access to the Internet for recreational use by immediate household members on a City-issued device is prohibited.

Requirements

Secure remote access must be strictly controlled.

At no time should any City employee provide their log-in or e-mail password to anyone, not even family members.

City employees and contractors with network access privileges must ensure that their City-owned or personal computer or workstation, which is remotely connected to the City's corporate network, is

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.

Users are prohibited from utilizing third-party e-mail systems and storage servers such as Google, Yahoo and MSN Hotmail to conduct City business such as creating binding transactions or to commit City resources. Such third-party systems may be used to monitor alerts for things such as news items and legislation.

Reconfiguration of a home user's equipment for the purpose of split-tunneling or dual homing is not permitted at any time.

Non-standard hardware configurations must be approved by Sarpy County Information Systems and must approve security configurations for access to hardware.

All hosts that are connected to City internal networks via remote access technologies must use the most up-to-date anti-virus software, this includes personal computers. Third party connections must comply with requirements as stated in the Third Party Agreement.

Organizations or individuals who wish to implement non-standard Remote Access solutions to the City production network must obtain prior approval from Sarpy County Information Systems.

Access via VPN

Approved City employees may utilize the benefits of VPNs, which are a "user managed" service. This means that the user is responsible for providing their own Internet connection and wireless signal. Further details may be found in the Remote Access Policy.

Additionally,

1. It is the responsibility of employees with VPN privileges to ensure that unauthorized users are not allowed access to City internal networks.
2. All computers connected to City internal networks via VPN or any other technology must use the most up-to-date anti-virus software that is the corporate standard; this includes personal computers.
3. VPN users will be automatically disconnected from the City's network after 30 minutes of inactivity. The user must then log-on again to reconnect to the network. Pings or other artificial network processes are not to be used to keep the connection open.
4. Only Sarpy County Information Systems-approved VPN clients may be used.

By using VPN technology with personal equipment, users must understand that their machines are a de facto extension of the City's network, and as such are subject to the same rules and regulations that apply to City-owned equipment.

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

All City-owned computing devices must be locked or logged-off when they are unattended in a shared workspace environment. All users should lock their machine at the end of every day.

Postings by employees from a City e-mail address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of the City, unless posting is in the course of business duties.

Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware.

Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of the City authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing City-owned resources.

The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions:

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the City.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the City or the end user does not have an active license is strictly prohibited.
3. Accessing data, a server or an account for any purpose other than conducting City business, even if you have authorized access, is prohibited.
4. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

5. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
6. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
7. Using a City computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
8. Making fraudulent offers of products, items, or services originating from any City account.
9. Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
10. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
11. Port scanning or security scanning is expressly prohibited unless prior notification to Information Systems is made.
12. Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
13. Circumventing user authentication or security of any host, network or account.
14. Introducing honeypots, honeynets, or similar technology on the City's network.
15. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
16. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

E-mail and Communication Activities

When using City resources to access and use the Internet, users must realize they represent the City. Whenever employees state an affiliation to the City, they must also clearly indicate that "the opinions expressed are my own and not necessarily those of the City". Questions may be addressed to the Sarpy County Information Services Department

1. Sending unsolicited e-mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (e-mail spam).
2. Any form of harassment via e-mail, telephone or paging, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of e-mail header information.

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

4. Solicitation of e-mail for any other e-mail address, other than that of the poster's account, with the intent to harass or to collect replies.
5. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
6. Use of unsolicited e-mail originating from within the City's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by the City or connected via the City's network.
7. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

Compliance Measurement

The Sarpy County Information Systems team will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the City.

Exceptions

Any exception to the policy must be approved by the Sarpy County Information Systems team in advance.

Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions and Terms

Honeypot

Programs that simulate one or more network services that you designate on your computer's ports. An attacker assumes you're running vulnerable services that can be used to break into the machine. A honey pot can be used to log access attempts to those ports including the attacker's keystrokes. This could give you advanced warning of a more concerted attack.

Honeynet

A honeynet is a network set up with intentional vulnerabilities; its purpose is to invite attack, so that an attacker's activities and methods can be studied and that information used to increase network security.

Host

Any computer that has full two-way access to other computers on the Internet. Or a computer with a web server that serves the pages for one or more Web sites.

City of La Vista

Standard Operating Procedures

Access to and from the Internet, E-Mail and Computer Use Standards

Spam

Electronic junk mail or junk newsgroup postings.

Split-tunneling

A computer networking concept which allows a VPN user to access a public network and a local network at the same time using the same physical network connection.

Dual-homing

A networked device is built with more than one network interface. Each interface or port is connected to the network, but only one connection is active at a time. The other connection is activated only if the primary connection fails.

Communications & Marketing

The City of La Vista is committed to open, honest communication with residents, businesses, the media, City employees and visitors.

It is the policy of the City of La Vista to present a positive and consistent image to La Vista residents, the public, including news media and general public. Communication to these audiences should be a priority in the development and planning of programs, services and/or initiatives. All City personnel are involved in communication efforts on a daily basis, whether it be through the telephone, face-to-face interactions or in performing their essential duties. All City personnel will maintain a professional demeanor and attitude so that the City's image and reputation remains positive.

The City of La Vista utilizes a centralized approach to its public communication and the City's Communications & Marketing Division is the designated avenue for all such efforts and all departments will work with the division on any effort pertaining to communications and/or marketing to the public.

In order to facilitate this communication policy, the Communications and Marketing Manager (CMM) and the Communications & Marketing Specialist (CMS) will be the point of contact for all city employees. All decision making authority related to this policy is the responsibility of the CMM. In the absence, the CMM or CMS, the Assistant City Administrator (ACA) fills this role.

Communications from the City will maintain the highest levels of accountability and transparency and any communication channels maintained by the City will be administered with consistency, accuracy and quality as the top priorities. The purpose of this policy is to set out expectations and best practices for each of the communication tools and methods at the City's disposal and to assign responsibilities of City personnel in a variety of communication scenarios.

MEDIA RELATIONS

The City of La Vista is committed to open, honest communication with the news media.

It is vital to the success of the City to communicate with the media regarding a variety of issues, topics and events, so it is the policy of the City to present a positive and consistent image to the media. The purpose of this policy is to set out expectations and best practices for maintaining this consistent image while communicating with members of the media.

DEFINITIONS

Press Release – a message communicated to more than one member of the news media.

City of La Vista

Standard Operation Policies

Communications & Marketing

Media Distribution List – an e-mail contact list of members of the local media who have requested to receive press releases from the City. This will be kept current by the Communications & Marketing Division and will be sent to the City Administrator, Assistant City Administrator, Chief of Police and Police Captains for their use.

RESPONSIBILITIES

All media inquiries will pass through the CMM, or CMS, unless in an emergency or public safety situation.

In public safety situations, when an event takes place within the city limits and when news media make inquiries about such an event (either at the scene or via other means), appropriate personnel are authorized to release information according to department policy.

The City Administrator, ACA and CMM will be notified when:

- Information is distributed at the scene or afterwards to the media, to allow for notification of elected officials as well as message and image tracking purposes.
- News media inquiries reach the point that department personnel feel they cannot manage both the scene and the media.
- The Incident Command Structure is implemented and the Public Information Officer is activated.
- Use of the City website and/or other electronic means is needed to quickly disseminate information.

All news media inquiries regarding city and departmental policy will be coordinated between the Communications & Marketing Division, ACA and City Administrator.

PRESS RELEASES

All City-originated contact with the media should be made by the Communications & Marketing Division or public safety personnel when appropriate. If City personnel feel the media should be contacted regarding a specific issue, topic or event, the CMM will be involved AND will work with department personnel to craft the message and will initiate contact with the media.

While press releases are a free tool, much caution should be given their use and distribution. A press release should only be used when information needs to be disseminated to multiple media outlets at the same time and only when that information is deemed newsworthy. Accordingly, the CMM should be consulted in the creation and dissemination of every press release.

Departments wishing to issue a press release will contact the CMM, who will help draft the release using common media style guidelines. Departments will review drafts and will approve the final version.

City of La Vista

Standard Operation Policies

Communications & Marketing

All press releases, other than those necessitated by a public safety situation, must be sent to the CMM prior to release to the media. This is to ensure that all releases have a consistent appearance and contain consistent and relevant information. If it becomes necessary to distribute a press release outside of normal business hours, the CMM can be contacted via cell phone and/or e-mail.

Press releases regarding public safety situations may need to be sent after regular business hours. An effort should be made to coordinate such releases with the CMM, ACA and City Administrator, but if the release needs to be sent before that is possible, the appropriate personnel are authorized to send the release as long as the Communications & Marketing Division, ACA and City Administrator are copied on the original message to the media.

After a press release has been drafted and/or approved for distribution, it will be sent to the media distribution list, which kept current in the Communications & Marketing Division. This ensures consistency in notifying the correct internal and external groups.

All press conferences will be coordinated through the CMM, who will work with appropriate department personnel to coordinate logistics, gather and package relevant information and to ensure all news media is given access to the press conference.

BRAND MANAGEMENT

Besides a well-written message, the use of graphics is the most important tool in the communicator's toolbox. The City takes great pride in its brand and the creative resources used to express that brand, so it is crucial for the City to be intentional in how those resources are used to communicate with the public. The purpose of this section of the policy is to govern how employees use the brand and other creative elements related to it. La Vista's brand standards document is the source of authority on how the brand should be applied, and it is available for review in the office of the Communications & Marketing Division.

LOGO USAGE & COLORS

The City logo is most commonly associated with the City's brand, and it is a visual link between the City and the general public. Any communication material using the City logo is an official message from the City, and so every usage should conform to specific standards.

The Communications & Marketing Division is authorized to use any City-related logos, and they are to approve any use of these materials to be used by other employees.

The City logo is available in a variety of color combinations and orientations and employees can contact the Communications & Marketing Division for the logo version they need. The City's brand also has an

City of La Vista

Standard Operation Policies

Communications & Marketing

approved color palette and list of fonts to be used in official City communications, all of which can be obtained by contacting the Communications & Marketing Division.

ADVERTISEMENTS

Print, radio and television ads can be an effective way to promote City events, but can also be among the most expensive options. Other advertising options include social media, billboards and other outdoor signage (i.e. banners).

Advertisements for all City events will be coordinated through the CMM to ensure consistency of message and appearance. Because of the resources that may be needed to produce and broadcast these advertisements, long-term planning is essential for the City's marketing/advertisement needs.

DIGITAL GRAPHICS & RESOURCES

Most messages coming from the City to the public are communicated using some kind of graphic, including fliers and graphics optimized for social media. All digital graphics will be created by the Communications & Marketing Division unless agreed upon otherwise.

From time to time a special event or initiative may require the use of a special logo. The Communications & Marketing Division will be included in this process and no special logos will be generated or used without the approval of the Communications & Marketing Division.

DIRECT MAIL/POSTCARDS

The City utilizes direct mail several times a year to deliver publications and special event information to residents and businesses. Direct mail continues to be an effective method of communication for the City, but it requires strategy and planning to be effective.

The Communications & Marketing Division will be notified anytime a mailing is sent to a large group of addresses. Special care will be given to the planning of a mailing and crafting of the message if the mailing:

- is of a controversial nature
- refers to or relies on the City's website to communicate the message

If the mailing is anticipated to generate a large volume of responses from residents and/or the media, additional staff will be involved in the planning and creation of a direct mail campaign.

City of La Vista

Standard Operation Policies

Communications & Marketing

WEBSITE

The website will be kept current at all times. Personnel from most departments are trained in publishing pertinent information to the site and are expected to regularly review and update their content for accuracy and consistency.

The CMM and CMS are responsible for overseeing the City's website maintenance, including formatting and overall content and appearance. The overall appearance and navigation of new pages and sections of the website must be approved by the CMM and/or CMS.

PUBLICATIONS

The Communications & Marketing Division produces six publications per year, four quarterly newsletters and two Community Guides, all of which are mailed to every resident and business. A weekly electronic newsletter is also produced, which is e-mailed to anyone who wishes to subscribe to it.

CityWise Weekly

The weekly newsletter is distributed electronically to a large list of residents, patrons of the Recreation Department and Library, businesses, media, City employees and elected and appointed officials. The content of this newsletter is generated, designed and distributed by the Communications & Marketing Division. All departments are encouraged to submit items for inclusion in this communication piece.

Viewpoints

The quarterly newsletter is coordinated by the Communications & Marketing Division. Departments are expected to contribute content as it applies to their mission and objectives. This requires advanced planning by departments so full and correct details and information about future events and programs can be included. It is the responsibility of departments to provide correct information that is correctly formatted. Newsletter deadlines are as follows:

- Winter (November-December-January): September 1
- Spring (February-March-April): November 1
- Summer (May-June-July): March 1
- Fall (August-September-October): June 1

Departments also receive proofs of the quarterly newsletter and are expected to review it on a timely basis for mistakes and inaccuracies.

Community Guide

The Community Guide is coordinated by the CMS as well as the Community Guide Team, made up of employees from Recreation, Library, Community Events and Communications & Marketing. These

City of La Vista

Standard Operation Policies

Communications & Marketing

departments are expected to contribute content as it applies to their programs and events according to the following deadlines:

- Spring/Summer (March-August): January 2
- Fall/Winter (September-February): July 1

SOCIAL MEDIA

The City utilizes social media on a regular basis to communicate on behalf of all departments. The City maintains one account on Facebook, X (formerly Twitter) and Instagram, plus Police-specific accounts on each of those platforms. The CMM and/or CMS will be administrators on all of these accounts. It is the responsibility of departments to proactively communicate information or changes to the CMM and CMS in a timely manner so that messages that go out on social media reflect correct information. The CMM and CMS and departments need to work collaboratively to determine messaging for social channels. Departments are encouraged to submit items, however, must recognize there are limitations to what fits on social content calendars.

A social media calendar is maintained by the CMM and CMS, which contains a day-by-day schedule of posts planned for the City's social media channels. The City's social media content is strategically planned well in advance with information from the quarterly newsletter, community guide and any other information from other departments as it becomes available. Departments are required to inform the CMM and CMS when information published in the quarterly newsletter or Community Guide changes. To ensure an ongoing thoughtful approach to social media, any information that needs to be communicated this way should be requested as soon as possible.

Employee expectations and responsibilities can be found in the **Social Media Standard Operating Procedure**.

City of La Vista
Standard Operating Procedures

Travel and Training

Pursuant to §7.12 of the Personnel Rules and Regulations, prior to traveling outside of the metropolitan area, employees shall receive the permission of the City Administrator. Requests must be submitted at least ten (10) working days in advance of any Council meeting for which payment of registration fees, travel costs, and per diems are requested. Only those costs requested on this form and approved by the City Administrator will be reimbursed. The following information must be filled out completely – incomplete forms will not be processed.

Date _____ Department _____

Employee _____ Title _____

Travel Proposed is Budgeted: Yes _____ date _____ No

Requested Travel/Training:

City Administrator
Approval

Name of School/Conference:					
Name of Sponsoring Organization:					
Cost of Registration		\$			
Dates of Travel	Fr:	To:			
Method of Travel		Cost of Travel	\$		
Dates of Lodging	Fr:	To:			
Locale/Facility		Cost of Lodging	\$ Daily	\$ Total Lodging	
Per Diem for Meals	Fr:	To:	\$ Daily	\$ Total Meals	
Local Travel Method		Cost of Local Travel	\$ Daily	\$ Total Local Travel	

City of La Vista

Standard Operating Procedure

Travel and Training

Attach the following:

- ✓ Completed Pink Slip
- ✓ Requisition (REQ) for Registration Fee and ✓ Copy of Conference Program
- ✓ REQ for Travel
- ✓ REQ for Lodging and ✓ Copy of Conference Lodging Information
- ✓ REQ for Per Diem Expenses (includes any local travel costs)

Upon approval of request, Departments may complete registration, travel and lodging arrangements as approved above. Employees must complete an expense reimbursement form within 10 working days following travel/training (receipts are required for all reimbursements) and file with the City Treasurer. A memo style report evaluating the travel/training must also be filed with the employee's supervisor upon return to work regarding the merits of the travel/training.

Department Head Approval: _____ Date: _____

For City Hall Use Only

Date Approved _____ Approve by (City Administrator) _____

City Facilities Emergency Response Procedures

Procedure Statement

This procedure establishes responses in emergency situations to ensure the safety of all City employees and citizens occupying city facilities.

It shall be the responsibility of all employees to know and carry out the emergency procedures outlined in this procedure and to take any other action deemed necessary to ensure the personal safety of employees and citizens. The procedures outlined may not cover every condition that might develop, but are created as a guideline to address the most common emergency situations.

If a fire occurs:

1. Activate the fire alarm system and evacuate the building according to the evacuation plan.
2. Call 911 from a telephone/location outside the building. If the fire alarm system sounds, the fire alarm should be automatically reported by the City's alarm company; however, to ensure immediate response, call 911.
3. Do not re-enter the building until instructed to do so by authorized personnel.

If a tornado warning has been issued by the National Weather Service:

1. Make an announcement that a tornado warning is in effect and direct all occupants of the building to proceed to the designated tornado shelter area(s).
2. Direct members of the public to the designated shelter area(s).
3. Employees should monitor weather reports issued by the National Weather Service.
4. Employees and members of the public will remain in the shelter area until the all-clear is given by Emergency management personnel.

If a gas smell or leak occurs:

1. If escaping gas can be heard or the gas odor is excessively strong inside, evacuate the building according to the evacuation plan; however, DO NOT use the fire alarm system, switch on/off lights or the intercom system as this may ignite the gas. Messages should be verbally delivered to everyone in the building
2. Do not use any additional sources of ignition (light switches, computers, copiers, etc.) until the leak has been checked out by a representative of the gas company.
3. Call 911 from a telephone/location outside the building, as well as the gas company, **Black Hills Energy** at **1.800.694.8989**.

City of La Vista

Standard Operation Procedures

City Facilities Emergency Response Procedures

Evacuation Plan

If the fire alarm system sounds or an emergency situation is announced over the intercom or in person that requires evacuation, the following procedure should be followed:

1. All building occupants shall immediately evacuate the building in an orderly manner using the nearest available, safely accessible exit.
2. Do not spend time collecting personal possessions, City records, etc.
3. Employees should assist members of the public in evacuating the building.
4. Individuals with impairments are experts on their own disabilities and know best how to be moved out of a building in an emergency situation. Employees are expected to communicate with impaired individuals to ensure a quick and safe evacuation.
5. If safe to access, employees should check restrooms on the way out of the building.
6. All employees and citizens exiting the building will meet in a pre-designated location and account for all employees.
7. A Senior City Official or their designee shall establish contact with the on-scene Fire Commander or other emergency official following a building evacuation.
8. No one shall be permitted to return to the building until directed to do so by the senior fire or other emergency official on the scene or the Senior City Official.

Other Emergencies

Medical Emergencies:

1. A medical emergency would include any life-threatening situation, such as a heart attack, air obstruction, or severe bleeding.
2. Call 911 – be prepared to give the nature of the emergency, the name of the building, the street address, and tell them which door to enter. (A staff member should be stationed at the door to meet emergency personnel and direct them to the victim.)
3. If you are trained and feel comfortable, perform CPR/AED and/or first aid to the degree that you are able.
4. When the emergency is over, a City Incident Report should be filled out and submitted as directed.

Chemical Spill

If spill fumes outside the building:

1. Keep employees and building occupants inside.
2. Call 911 – be prepared to give the nature of the emergency, the name of the building, and the street address.
3. Notify the Director of Public Works or their designee to shut down air handling units.
4. Close and secure windows and doors.

City of La Vista

Standard Operation Procedures

City Facilities Emergency Response Procedures

5. Be prepared to evacuate the building, if necessary. Follow the direction and instructions of the Fire Commander or other emergency official on the scene.

If spill fumes inside the building:

1. Evacuate the building according to the evacuation plan—do not use exit routes near the hazardous area.
2. Call 911 from outside the building – be prepared to give the nature of the emergency (if you know what hazardous material is involved, this would be helpful), the name of the building, the street address, and tell them which door to enter. (A staff member should be stationed at the door to meet emergency personnel and direct them to the area involved.)
3. Notify the Buildings Department, Director of Public Works, or their designee to shut down the air handling system.
4. Follow the direction and instructions of the Fire Commander or other emergency official on the scene.

Bomb Threat

1. Upon receipt of a bomb threat, the person discovering or receiving the threat should notify a senior management staff member in the building immediately.
2. If the threat is received via telephone, prolong the conversation. **DO NOT HANG UP THE PHONE.** (Another staff member should contact 911.)
3. **DO NOT USE CELLPHONES OR MOBILE RADIOS** to contact 911.
4. Using the Bomb Threat Checklist, write down as much information as can be secured from the caller.
5. Identify background noises and any distinguishing voice characteristics.
6. Ask the caller for a description of the bomb, where it is located, and when it is set to go off.
7. Record the exact words used by the caller as well as the time the call was received.
8. Based on the information received, a decision will be made regarding building evacuation.

Other Threats

1. Any type of threat to the health or safety of an individual or any threat to damage public facilities should be taken seriously and reported to the senior management staff member in the building immediately.
2. If a threat is received via telephone, follow the bomb threat procedure for recording information.
3. If a threat is made in person, record as much information as is known about the party and the circumstances surrounding the threat.
4. If a threat is received in the mail, the letter should be delivered to the senior management staff member in the building.
5. In all cases, the threat and the circumstances surrounding the threat shall be reported to law enforcement.
6. Any decision regarding evacuation or other action due to a threat shall be made by the senior management staff member in the building in conjunction with law enforcement.

City of La Vista
Standard Operation Procedures

City Facilities Emergency Response Procedures

Bomb Threat Checklist

Date _____

Time _____

Record the exact words used by the caller.

Ask:

What time is the bomb set to go off? _____

Where is the bomb located? _____

What does the bomb look like? _____

Who are you? _____

Why are you doing this? _____

Evaluate:

The voice of the caller:

Background noise:

_____ Man

_____ Accent

_____ Music

_____ Conversation

_____ Woman

_____ Speech Impediment

_____ Children

_____ Machine Noise

_____ Child

_____ Intoxicated

_____ Typing

_____ Traffic

_____ Age (approx.)

_____ Other

_____ Airplanes

_____ Other

Notes:

Preparation of Agenda Items for City Council Packets

This policy establishes procedures and timelines for preparation of items to be considered for placement on the agenda by the City Administrator.

It shall be the responsibility of all department heads to know and carry out the process of preparing items for the City Council agenda. The procedures outlined may not cover every situation that might develop, but are created as a guideline to address the most common agenda item submittals.

All agenda item materials must be submitted to the City Clerk, who will compile for review by the City Administrator. Agenda materials include but are not limited to:

- Blue Letter
- Any other supporting documents such as correspondence, pictures, maps, drawings, or other pertinent information that would need to be included in the packet.

Upon review the City Administrator will determine if the information is correct and appropriate for each item and if additional information is required.

The City Clerk will prepare ordinances and resolutions as necessary. (If a specially prepared ordinance or resolution is necessary the department head should provide this ordinance with their other documents)

The following timeline will be followed unless the City Administrator deems it necessary to change.

Monday one week before City Council Meeting: (By 10:00 a.m.)

- All agenda items and documentation including blue letters turned into the City Clerk. (Exceptions may only be made by the City Administrator or her designee.)

Monday afternoon and Tuesday morning one week before City Council Meeting:

- City Clerk will compile the agenda items for City Administrator review. If any items are not approved for this agenda or require additional information, the City Clerk will notify the Department head.

Tuesday afternoon and Wednesday morning one week before City Council Meeting

- City Clerk will prepare ordinances and resolutions for the agenda items as needed.

Wednesday (by end of day) before City Council Meeting:

- Any documents requiring changes must be submitted to the City Clerk.

Thursday before City Council Meeting:

- The City Administrator shall give final approval for the packet items submitted and approve the correct placement of these items on the agenda.

City of La Vista

Standard Operating Procedures

Preparation of Agenda Items for City Council Packets

Friday morning before City Council Meeting (by 12:00 p.m.):

- Deputy City Clerk/City Clerk will prepare the City Council packets and distribute accordingly as well as all pertinent postings and information.

Emergency Related Closing of City Offices

Purpose

During times of inclement weather or in case of an emergency declaration, it shall be the city's priority to ensure the safe and efficient movement of emergency vehicles and access to essential services such as hospitals, police and fire stations, and other businesses. The secondary priority of the City shall be to keep public access to routine (non-emergency) services at the City Hall, Community Center, Community Development, Police Department, Public Library, and Public Works facilities open during established business hours.

Policy

- A. Inclement weather means abnormal climate conditions – including flooding rains, heavy snowfall, or significant icy conditions.
 - 1. Severe inclement weather is inclement weather so severe that it results in the closure of designated city buildings.
- B. Emergency declaration means a closure due to an emergency (i.e. broken pipes, loss of electricity that is anticipated to last more than two (2) hours, or other emergency events) which might result in restrictions on public access for routine (non-emergency) services at City Hall, Community Center, Police Department, Public Library, and Public Works facilities. An emergency declaration that might result in restrictions on public access for routine (non-emergency) services at City Hall, Community Center, Community Development, Police Department, Public Library, and Public Works facilities will be at the direction of the City Administrator. The general parameters of this policy shall also apply to emergency declarations.
- C. During times of severe inclement weather, the Director of Public Works or his/her designee shall determine if there are adequate resources available to keep open public access for routine services in addition to public street maintenance responsibilities and access for emergency vehicles to and from Police and Fire stations.
- D. Upon such determination there are not adequate resources available to keep open public access for routine services, the opening and closing times for City Hall, Community Center, Community Development, Police Department, Public Library, and Public Works facilities shall be determined by the Director of Public Works or his/her designee. The Communication Manager (or in his/her absence the Director of Community Services) shall be notified of the closing. Any decision to close due to inclement weather or emergency will be announced using the City's Automated Notification System and communicated through social media, radio, and

City of La Vista

Standard Operating Procedures

Emergency Related Closing of City Offices

- TV stations. Non-emergency staff shall report as outlined in "E", "F" and "G".
- E. Library Closing - In cases when City Facilities are to remain open, the opening and closing times for the Public Library will be determined by the Library Director or his/her designee and shall consider any determination made by Metropolitan Community College. Library Director or their designee will determine if activities or programs will be canceled, based on/in line with department policy. If activities at the Library are canceled, the Library Director or their designee will notify the Communication Manager (or in his/her absence the Director of Community Services) of any decision to cancel activities or programs due to inclement weather or emergency. The cancellation of activities or programs will be announced using the City's Automated Notification System and communicated through social media, radio, and TV stations.
 - F. Community Center Closing - In cases when City Facilities are to remain open, the opening and closing times for the Community Center and bussing services will be determined by the Recreation Director or their designee. This decision, including any activity or program cancellations, will be made in accordance with the department policy.. If activities in Recreation are canceled, the Recreation Director or their designee will notify the Communication Manager (or in his/her absence the Director of Community Services) of any decision to cancel activities or programs due to inclement weather or emergency. The cancellation of activities or programs will be announced using the City's Automated Notification System and communicated through social media, radio, and TV stations.
 - G. The time of any delayed opening or early closing of the Community Center or Public Library will generally be at the decision of the Recreation Director or the Library Director or their designee, based on/in line with department policy, and shall notify the Communication Manager (or in his/her absence the Director of Community Services) of any closings which may not be consistent with that of other city facilities. In the event that the city delays opening until later or closes earlier than MCC, the library will close with other city facilities. The Library Director or his/her designee shall notify the Communications Manager (or in his/her absence the Director of Community Services) of any closing which may not be consistent with that of other city facilities.
 - H. When it is announced before normal starting time that City offices will be closed due to inclement weather or emergency declaration, the non-emergency departments will also be closed. All full-time employees who were scheduled to work will be paid for such time off. Part-time employees will only be paid if normally scheduled to work that day and only for those hours which the employee would normally work. Employees on their regular day off during a closure period will not receive any additional pay or leave as a result of the closure.

City of La Vista

Standard Operating Procedures

Emergency Related Closing of City Offices

- I. When the City announces a late start, all employees will be expected to make reasonable efforts to get to work at the announced start time. All full-time employees who were scheduled to work will be paid for such time off as affected by the late start. Part-time employees will only be paid if normally scheduled to work that day and only for those hours which the employee would normally work but was unable to due to the late start.
 - 1. All employees should use their best judgment when trying to report to work. If an employee chooses not to report to work, the employee will contact their department supervisor and report their absence before the start of their workday. Employees may use accrued vacation, personal leave, or other accrued leave (sick leave may not be used) if they cannot make it to work.
- J. On days when weather conditions worsen as the day progresses, the City may decide to close early. In such cases, a decision and an announcement will be made to all employees. Employees will be expected to remain at work until the appointed closing time unless they receive permission from their supervisor to do otherwise. Employees receiving permission to leave early will use accrued vacation, personal leave, or other accrued leave (sick leave may not be used).
- K. Paid time off for weather-related closures shall not be counted as hours worked when computing weekly overtime, unless requesting paid time off benefits that are considered worked time.
- L. Generally, the time of any delayed opening and early closing will be consistent for City Hall, Community Development, Police Department, and Public Works facilities.

Accepting and Handling Credit Card Payments

Policy

The following procedures are established for the proper handling of credit card transactions processed through automated systems and/or manual procedures.

Payment Card Industry Data Security Standard (PCI-DSS) Compliance

Any City of La Vista department that accepts, captures, stores, transmits and/or processes credit card information including accepting credit cards as payment for goods and/or services, must comply with PCI-DSS to ensure the security of cardholder information. Compliance with the requirements of this policy (as updated or amended) satisfies the elements of compliance with PCI-DSS.

Authorization and Training

Only authorized and properly trained individuals may accept and/or access credit card information. No individual is authorized to accept, access or support systems housing credit card information until the following requirements are satisfied:

- The individual must be authorized by their appropriate Department Head to do so.
- The individual must be trained in the proper handling of credit card information. Individuals who are new to the role must be trained prior to taking on their credit card handling duties. Individuals whose credit card handling responsibilities preceded the implementation of this policy should receive training as soon as possible. The content of the training program must be reviewed and approved by the City Administrator and/or his/her designee to ensure that City of La Vista objectives are met.
- The individual must acknowledge his or her understanding of this policy and must confirm his or her commitment to comply with all related City of La Vista policies and procedures before he or she assumes credit card handling duties. This requirement will be satisfied by the individual signing the "Credit Card Security and Ethics Agreement" in Appendix A of this document indicating his or her understanding and intent to comply with this policy.
- Only authorized individuals can access any lists, reports and/or storage areas where credit card information is stored in electronic, magnetic, optical and/or physical (e.g., paper) form, or support computer systems that store or process credit card information.

Acceptance Methods

Credit card payments may only be accepted by the following methods: in person, via telephone, via FAX, via physical mail (not e-mail).

City of La Vista

Standard Operating Procedures

Accepting and Handling Credit Card Payments

Access to and Handling of Information

Individuals who have access to credit card information are responsible for properly safeguarding the data and must comply with all requirements of the City of La Vista to protect the integrity and privacy of such information.

The following pieces of information are considered “confidential” within the meaning of this policy and must be protected appropriately from initial capture through destruction regardless of the storage mechanisms used (e.g., on computers, on electronic, magnetic or optical media, on paper, etc.):

- Credit card number
- Credit card expiration date
- Cardholder Verification Value (CVV2) – the 3- or 4-digit code number generally located on the back of the credit card.
- Cardholder’s name, address and/or phone number when used in conjunction with the above fields.

Special note:

The use of Social Security Numbers in conjunction with credit card information is strictly prohibited. City of La Vista’s use of Social Security Numbers is highly restricted and, as such, Social Security Numbers should never be used.

Point-of-sale devices must be configured to print only the last four characters of the credit card number on both the customer and the merchant receipts, and on any reports that may be produced by the device. Physical documents, such as customer receipts, merchant duplicate receipts, reports, etc., that contain credit card information should be retained only as long as there is a valid business reason to do so, and no longer than 90 days. While the documents are retained, they must be stored in locked cabinets in secured areas with access restricted to authorized individuals on a need-to-know basis. Keys that allow access to such containers must be immediately collected from any individual who leaves the City of La Vista or whose responsibilities no longer require him or her to access such documents. When combination locks are used, the combination must be changed when an individual who knows the combination leaves the City of La Vista or no longer requires access to perform assigned work. For any physical documents that contain credit card information, all but the last four digits of the credit card number will be physically cut out of the document. Overwriting the credit card number with a marker is not acceptable since the number can still be viewed in certain circumstances. The three- or four-digit credit card validation code (CVV2) must never be captured in any form. No lists should be maintained that include entire credit card numbers. Credit card information may be shared only with individuals who have been authorized to access such data by the appropriate Department Head.

City of La Vista

Standard Operating Procedures

Accepting and Handling Credit Card Payments

All credit card information must be destroyed as soon as it is no longer necessary, and may not be retained for more than 90 days after the transaction is processed. All physical documents that are no longer necessary must be shredded using a commercially available shredding device.

Departments handling credit card transactions must segregate, to the extent possible, all duties related to data processing and storage of credit card information. A system of checks and balances as approved by the Finance Director shall be put in place in which tasks are performed by different individuals in order to assure adequate controls. For example, the same person should not process credit card transactions/refunds and perform the monthly credit card reconciliation. Where staffing permits, it is strongly recommended that the responsibility for processing transactions and refunds be segregated as well. The Finance Director or his/her designee should not handle or have access to credit card transactions. He or she will verify that the original supporting detail records agree with deposits on the General Ledger. Terminal or web-based reports must not be the only supporting detail record.

Department Compliance Procedures

Each department that handles credit card information must have written procedures tailored to that department's operation, which are consistent with this policy and PCI-DSS. Departmental procedures should be reviewed, signed and dated by the Department Head indicating compliance with the City of La Vista's Credit Card Policy. These procedures also must be submitted to and approved by the Finance Director or his/her designee. These departmental procedures will include, but are not limited to, the following: Segregation of duties, Deposits, Reconciliation procedures, Physical security, Disposal, Cash register procedures (if applicable).

General Procedures

Bank card receipts should typically be treated with the same care as you would treat large sums of cash. The Department Head will be responsible for any losses due to poor internal or inadequate controls.

Sensitive cardholder data (i.e., full account number, type, expiration or other data) cannot be stored in any way on computers or networks.

Bank card numbers shall not be transmitted in an unsecure manner, such as by email or inter-office mail. Bank card numbers may be faxed only to a fax machine in a secure location. Printed customer receipts that are distributed outside the Department must show only the last four digits of the bank card number.

City of La Vista

Standard Operating Procedures

Accepting and Handling Credit Card Payments

All documentation containing card account numbers must be maintained in a "secure" environment limited to authorized staff. Secure environments include locked drawers, file cabinets in locked offices, and safes. Do not store bank card information in a customer database or electronic spreadsheet.

The City is required, in good faith, to maintain a fair policy for the exchange and return of merchandise and for resolving disputes over merchandise and/or services purchased with a bank card. If a transaction is non-returnable, non-refundable merchandise, that must be indicated in the appropriate area on the Department's web site with a link to your return policy.

A cash advance or withdrawal to a cardholder, or to an employee, is not authorized.

Proper credit for returns and adjustments must be done by performing the proper function as required by the bank card processor. Under no circumstances may a cardholder be paid in cash or check for any card refund or adjustment. If cash or a check is given as a refund and the cardholder files a dispute, the Department will bear the loss of income from the transaction.

The Department must provide, upon demand, any information, evidence, assignments or other assistance needed for any billing dispute with a cardholder or any dispute with a cardholder over the nature, quality or performance of the goods or services or in connection with any return or rejection of such goods or services. This request must be complied with in a timely manner.

No employee may disclose or acquire any information concerning a cardholder's account without the cardholder's consent. The City of La Vista or its employee(s) shall not sell, purchase, provide, disclose or exchange card account information or any other transaction information to any third person, unless ordered by applicable law or regulation.

Bank card regulations prohibit assigning a minimum or maximum purchase amount or adding a surcharge to bank card transactions.

Bank card regulations prohibit listing the cardholder's personal information on the bank card draft/ticket. Such information includes, but is not limited to, phone number, driver's license or Social Security number.

Reporting Suspected Theft of Information

Any individual who suspects the loss or theft of any materials containing cardholder data must immediately notify their department head.

City of La Vista

Standard Operating Procedures

Accepting and Handling Credit Card Payments

Violations of this policy and these procedures may result in the following for the Department and/or the employees involved: discontinuance of the practice of accepting bank cards, loss of computer or network access privileges, disciplinary action, suspension, termination of employment, and/or legal action.

Social Media

Policy

Social Media can be a powerful and efficient way to communicate a message to a large audience in a short amount of time, and to highlight the work and mission of various City departments. The purpose of this policy is to set out expectations and best practices for using social media tools and methods at the City's disposal and capitalize on the benefits of Social Media while minimizing the risks to the City.

Goal

To establish official City Social Media channels that will be used to promote events and to convey information such as emergencies, street closures, public meetings and to promote and market City programs and services such as park use and Recreation programs.

Definitions

Social media refers to media designed to disseminate content (information, images, audio, video) through social interaction, created using highly accessible and scalable Web-publishing techniques.

Social media tools are programs, typically Internet-based, commonly used for social media and include, but not limited to: Facebook, Twitter, YouTube, LinkedIn, Flickr, Google Plus, Skype and MySpace.

Web Team refers to the group of City employees who serve to ensure the City's online presence, including social media, is professional, up-to-date and technologically current; to establish consistency throughout the City's Web site and social media accounts and to ensure staff redundancies across the organization.

Work time refers to the period of time during any day of the week when a City employee is performing official duties and is being paid to do so.

Non-work time refers to the other times during the week when a City employee is not performing their official duties and is not being paid.

Procedures/Responsibilities

It is essential for employees of the City of La Vista to recognize that the proper functioning of any government organization relies upon the public's confidence and trust in the individual employees and the organization to carry out its functions. Therefore, any matter which brings individual employees or the City into disrepute has the corresponding effect of reducing public confidence and trust in the City, thus impeding our ability to work with and serve the public. Professionalism is the

City of La Vista

Standard Operating Procedure

Social Media

most significant factor in high level performance which in turn builds the public confidence and trust. While employees have the right to use personal social media accounts and sites, as employees of the City of La Vista, they are public servants who are held to a higher standard than the general public with regard to standards and ethics. As such, the policy of this City is to maintain a level of professionalism in both work and non-work times that fulfills the mission of the City. Any publication, through any medium which is potentially adverse to the operation, morale or efficiency of this agency will be deemed a violation of this policy.

The City will maintain and promote a consistent image online through a limited number of social media opportunities. The City will maintain and promote a small number of accounts for each social media site, as deemed appropriate by the Web Team (i.e. Facebook, Twitter, etc.). These accounts will be the exclusive way to convey official city-related information in a social media context. Only the Web Team and personnel appointed by their department head will be authorized to post information to official city social media sites. At the effective date of this policy, personnel authorized for social media use will determine the best methods of posting content (from a computer, mobile device, etc.)

This policy is meant to be general to the entire City organization. Departments with specific social media requirements for their personnel shall develop their own operational procedures, subject to the approval of the City Administrator.

Establishing a Social Media Presence

Use of social media will support the objectives of the City and present the City in a positive, professional manner. The Web Team is responsible for overall management of the City's social media presence.

The best, most appropriate City uses of social medial tools generally fall into two categories:

1. As channels for disseminating time-sensitive information as quickly as possible (i.e. emergency information).
2. As marketing/promotional channels, which increase the City's ability to broadcast its messages to the widest possible audience.

Members of the Web Team will monitor content on all City of La Vista social media tools.

At the effective date of this policy, the Administration, with the Web Team, will determine which existing social media accounts will be allowed to continue and which will be discontinued.

City personnel authorized to post and edit information on official social media accounts communicate on behalf of all City personnel, appointed officials and the Mayor and City Council, therefore they have the duty to represent the City professionally and positively. Failure to do so could result in revocation

City of La Vista

Standard Operating Procedure

Social Media

of social media authorization and/or other disciplinary action, up to and including termination. When possible, authorized City personnel will also be members of the Web Team.

When the City has multiple accounts on one channel, all accounts will follow a template-based appearance as determined by the Web Team.

Whenever possible, City information posted to a Social Media account must follow a content schedule developed by the Web Team. The goal of this schedule will be to have a post at least every other day per Social Media Tool. All departments and events will be included on this schedule, which will be designed to be a fluid document. Deviations from the schedule are expected, especially in emergencies. If regularly scheduled content is preempted, it will be posted as soon as possible.

Departments will use proper grammar and standard AP style, avoiding jargon and abbreviations.

Prohibited Content

Content posted by employees or the public, which violates this list of prohibited content will be removed immediately. If posted content, which does not violate this list, but is offensive and/or controversial, Web Team members and any other administrator for that social media tool have the authority to remove that content. If content is removed, the person removing it will take a screen shot of it and save it and send it to all administrators for that social media tool.

Content on official City social media channels will not include the following:

- Nudity/pornography, adult and/or hate language, tobacco, alcohol or similar information
- Establishments where the distribution or sale of alcoholic beverages is a primary business function.
- Tobacco products.
- Firearms or other weapons.
- Hostility or violence.
- Attacks on sexual orientation, ethnic, racial or religious groups.
- Illegal discrimination against any person or group.
- Illegal or inappropriate use of firearms or drugs, or any illegal activity.
- Sexual, obscene or indecent, or explicit messages
- Sexual overtone or innuendo.
- Products or services with sexual overtones such as escort services, or establishments featuring for show or sale X-rated or pornographic movies, materials or performances.
- False, misleading or deceptive sponsorships/advertisements.
- Language or information that is obscene, foul, vulgar, scurrilous or scatological.
- Information harmful to children or is of a nature to frighten children, either emotionally or physically.
- Cruelty to animals.
- Online casino gaming, gambling or betting.
- Information affiliated with or promoting political campaigns or philosophies.

City of La Vista

Standard Operating Procedure

Social Media

- Programs and events not officially sponsored by the City of La Vista.
- Solicitations for donations, except for official City-sponsored activities.
- Endorsements of specific, commercial brand name products or services for advertising or marketing purposes.
- Inaccurate or misleading information about City programs, events, employees or officials.

Employee Use

Use of social media during work hours by City personnel will conform to the standards set forth in the Computer Use Standard Operating Policy found in the City Standard Operation Policy (SOP). It is the responsibility of the Information Technology Committee to administer security and monitoring measures that support this policy.

Employees of the City of La Vista who utilize social media sites in their non-work time shall maintain an appropriate level of professionalism and appropriate conduct so as not to broadcast in a manner which would have a detrimental effect to the image or operation of this City.

Employee references on personal social media accounts that indicate they are employed by the City may include casual references. For example, photos at City events, receiving awards and photos with family members while in uniform. These references will not include:

- Logos, patches, badges or other identifying symbol of the City.
- Accounts of non-public events, which occur within the City's organization, such as personnel issues.

Employees shall not use a social media site to post any materials of a sexually graphic nature, promote violence or weaponry or which would be detrimental to the mission and function of the City.

Employees of the City of La Vista are prohibited from using their title as well as any reference to the City in any correspondence to include e-mails and posts on social media sites unless the communication is of an official nature and is serving the mission of the City. This includes signature lines in personal e-mail accounts. An employee may seek City approval for such use.

City personnel are expected to be positive representatives of the City. Knowingly posting inaccurate or confidential information about the City, its policies, contractors or fellow employees is prohibited. Personnel whose online actions violate this policy may face disciplinary action, up to and including termination.

City personnel who become aware of incorrect, inflammatory or potentially damaging information about the City that is posted to a publicly accessible social media Web site will notify their department head and/or a member of the Web Team as soon as possible.

City personnel should use good common sense when establishing Social Media connections with co-workers, department heads and City elected officials.

City of La Vista

Standard Operating Procedure

Social Media

If personnel with administrative access to any official City Social Media channel leaves the organization, that access will be cancelled on the effective date of their termination.

If an employee's duties require them to update social media sites during work time and away from their desk, they are expected to abide by the requirements set forth in the following documents: Safety Manual, Traffic Safety Plan and the Cell Phone Usage Agreement while Driving City Vehicles and While Conducting City Business.

All employees shall be briefed by their respective department head upon employment of this SOP and it shall be the responsibility of each department head to insure that subordinate employees are familiar at all times with the content of this Standard Operating Policy.

Purchasing Procedures

Procedure Statement

This procedure is intended to be a guide to the City of La Vista's Council Policy Statements – 138 Financial Policies. When used properly, these procedures will enable the City to obtain needed materials, equipment, supplies, and services efficiently and economically. These procedures are designed to comply with the legal requirements of public purchasing and procurement, including City Code and State Statute.

Definitions

Single sourcing: When a supplier is chosen by the city for strategic reasons, even when other suppliers are available. For example, the City chooses to buy Motorola radios instead of any other brands because of the commonality with other entities.

Sole sourcing: When there is only one supplier available for the required product or service.

Signed Contract: For the purpose of this documents, signed contract refers to the contract signed by the approved signer from the City of La Vista and may not be the fully executable contract.

General Guidelines

I. Contracts for CIP Projects

Unless the vendor is a sole source or single source vendor, or state bid, the requirements for bids should follow the Purchase Policy.

If the estimated contract is over \$30,000 for Public Works General Improvement or over \$50,000 for all others, then the City Council must authorize a formal Request for Proposal for bidding. This request should be submitted to packet@cityoflavista.org along with a staff report and resolution (if applicable) for inclusion on a City Council meeting agenda.

Once all bids are secured, a vendor is chosen and a contract is received from that vendor, a staff report along with a resolution (if applicable) needs to be submitted to packet@cityoflavista.org for inclusion on a City Council meeting agenda. City Council approval is needed for all contracts for CIP projects.

City of La Vista

Standard Operating Procedure

Purchasing Procedures

Upon City Council approval, the requesting department will enter a requisition in BS&A using the consent workflow approval. The following items (if applicable) must be attached to the requisition in BS&A:

1. Required Bids
2. Quotes
3. Signed Council Resolution
4. Signed Contract

The signed resolution and contract will be available in Laserfiche by Friday after the City Council Meeting.

The requisition will go through the BS&A consent approval workflow, and a PO will be issued.

When invoices are received for progress payments on these PO's, the invoices need to be emailed to packet@cityoflavista.org. These invoices are not entered at the department level. Please make sure the PO number is listed on the invoice and all required signatures are on invoices (see Accounts Payable Procedures). The invoices will be on the next City Council meeting consent agenda. City Clerk's office will enter the invoices in BS&A against the PO with the consent agenda workflow. Finance will run consent checks the day after the meeting.

If there are changes to original contracts, a staff report and resolution need to be submitted to packet@cityoflavista.org for inclusion on a City Council meeting agenda.

After approval, the department requesting the change will enter a change order against the original PO in BS&A and will route to the consent approval workflow. The following must be attached to the change order in BS&A:

1. Quotes
2. Signed Council Resolution
3. Signed Contract (if applicable)

City of La Vista

Standard Operating Procedure

Purchasing Procedures

II. Contracts for Professional Services and Ongoing Technical Services (non-CIP) over \$50,000

If the estimated contract is over \$50,000, and we are not using a single/sole source vendor or state bid, the City Council must authorize a formal Request for Proposal for bidding. This request should be submitted to packet@cityoflavista.org along with a staff report and resolution (if applicable) for inclusion on a City Council meeting agenda.

Once all bids are secured, a vendor is chosen and a contract is received from that vendor, a staff letter along with a resolution (if applicable) needs to be submitted to packet@cityoflavista.org for inclusion on a City Council meeting agenda. The City Council must approve all contracts over \$50,000.

Upon City Council approval, the requesting department will enter a requisition into BS&A using the consent workflow approval. The following items (if applicable) must be attached to the requisition in BS&A:

1. Required Bids
2. Quotes
3. Signed Council Resolution
4. Signed Contract

If the contract is open-ended and for services as requested or monthly services, a blanket requisition should be entered in BS&A that will cover the current fiscal year.

The signed resolution and contract will be available in Laserfiche by Friday after the City Council meeting.

When invoices are received for progress payments on professional services contracts (examples of this would be designs, engineering, studies...), the invoices need to be emailed to packet@cityoflavista.org. These invoices are not entered at the department level. Please make sure the PO number is listed on the invoice and all required signatures are on the invoices (see Accounts Payable Procedures). The invoices will be on the next City Council meeting consent agenda. City Clerk's office will enter the invoices in BS&A against the PO with the consent agenda workflow. Finance will run consent checks the day after the meeting. For contracts for services (examples of this would be janitorial services, ABM...), they should be entered at the

City of La Vista

Standard Operating Procedure

Purchasing Procedures

department level against the PO with the department approval workflow. If you are unsure about which procedure applies to your invoice, contact the City Clerk or Deputy Clerk for verification.

If there is a contract change over 10% of the original contract or over \$50,000, a staff report and resolution need to be submitted to packet@cityoflavista.org for inclusion on a City Council meeting agenda.

After approval, the department requesting the change will enter a change order against the original PO in BS&A and will route it to the consent workflow approval. The following (if applicable) must be attached to the change order in BS&A:

1. Quotes
2. Signed Council Resolution
3. Signed Contract

If the change order is under 10% of the original contract and less than \$50,000, follow the instructions for contracts under \$50,000.

III. Contracts for Professional Services and Ongoing Technical Services (non-CIP) under \$50,000

All contracts under \$50,000 must be signed by the City Administrator or designee. The requested contract, along with 3 informal bids (where applicable), must be presented to the City Administrator for signature. Once the contract is signed, if it is over \$5,000, a requisition must be entered into BS&A. Use your department workflow for approval. The following items (if applicable) must be attached to the requisition in BS&A:

1. Required Bids
2. Quotes
3. Signed Contract

If the contract is for multiple months, then the requisition should be for a blanket PO.

Invoices received on these contracts should be entered at the department level against the PO with your department's approval workflow.

City of La Vista

Standard Operating Procedure

Purchasing Procedures

If there is a contract change less than \$50,000 over the original contract, the department requesting the change will enter a change order against the original PO in BS&A and will route with the department workflow approval. The following must be attached to the change order in BS&A:

1. Quotes
2. Signed Contract

IV. All Other Purchases

Purchases less than \$500 – Use P-card. No department P-cards will be issued. A card will be issued to whoever needs it. We will be eliminating local open accounts and will begin using a P-card for those purchases. **Purchase cards and Amazon purchases do not require a PO.*

Purchases Less than \$5000 – No PO is required; however, a PO is recommended. Requisitions should be entered with the department workflow approval. The exception is if the purchase is part of a capital outlay purchase, then you are required to enter a requisition regardless of the amount. Invoices are entered into AP against the PO number at the department level with the department approval workflow.

Purchases \$5000-\$10,000 – PO required; 3 informal bids or state contract (purchasing co-op) must be attached to the requisition unless sole source or single source. Enter requisition using your department approval workflow, and final approval will be at the finance level. Invoices are entered into AP against the PO at the department level with the department workflow.

Purchases \$10,000-\$50,000 – PO required; 3 informal bids or state contract (purchasing co-op) must be attached to the requisition unless sole source or single source. Enter requisition using your department approval workflow, and final approval will be at the City Administrator level. Invoices are entered into AP against the PO number at the department level with a department approval workflow.

Purchases Over \$50,000 – For purchases that are over \$50,000 and not using a single/sole source vendor or state bid, the City Council must authorize a formal Request for Proposal for bidding. This request should be submitted to packet@cityoflavista.org along with a staff report and resolution (if applicable) for inclusion on a City Council meeting agenda.

City of La Vista

Standard Operating Procedure

Purchasing Procedures

Once all bids are secured and a vendor is chosen, a staff letter along with a resolution (if applicable) needs to be submitted to packet@cityoflavista.org for inclusion on a City Council meeting agenda. The City Council must approve all purchases over \$50,000.

Upon City Council approval, the requesting department will enter a requisition into BS&A using the department approval workflow. The following items (if applicable) must be attached to the requisition in BS&A.

1. Required Bids
2. Quotes
3. Signed Council Resolution

The signed resolution will be available in Laserfiche by Friday after the City Council meeting.

Invoices are entered into AP against the PO number at the department level with a department approval workflow.

V. Closing a PO

BS&A will automatically close a PO if the invoices applied to the PO total the amount of the PO. If there are excess dollars on the PO after everything is invoiced, then it is up to the department to notify Finance to liquidate the PO.

If the PO is left open with a balance, it will show an encumbrance on your budget.

Employee Dress and Appearance Guideline

Policy

The City requires that employees dress neatly and appropriately at all times and that they maintain adequate personal hygiene. This “Dress for your day” policy allows employees to choose appropriate attire based on their work to be performed, working conditions, interactions, and the image presented to the public. This promotes comfort, flexibility, and professionalism.

Guidelines

The key factor in determining your attire is **who you’ll be interacting with**. If your day involves working with co-workers, a more casual approach is acceptable. However, if you have more formal meetings or presentations, opt for a more traditional office attire. Remember, you represent your city, so always maintain professionalism. When in doubt, defer to the formal side.

1. General Attire

- **Casual Days:** When working primarily with colleagues or in a non-public-facing role, employees may dress casually.
 - **Jeans:** Clean, non-distressed jeans are allowed.
 - **Shirts:** Collared button-down shirts, blouses, sweaters, long or short sleeve logo shirts.
 - **Footwear:** Dress shoes, loafers, dressy sandals, or clean sneakers.
- **Professional Days:** For council meetings, presentations, or formal public interactions, traditional professional attire is expected.
 - **Dress, skirt/skort, capri pants, cotton leggings or slacks:** Knee length or longer.
 - **Shirts:** Collared button-down shirts, blouses, sweaters, long or short sleeve logo shirts.
 - **Footwear:** Dress shoes, loafers, or dressy sandals
- **Uniformed employees:** The City provides uniforms at no cost to certain categories of employees. These employees will wear the prescribed uniform except when otherwise approved or directed by the department head.

2. Non-Acceptable Clothing:

- **Shorts shorter than above fingertips, miniskirts, overalls**
- **Athletic wear:** No sweatpants, athletic leggings, or workout clothes.
- **Beachwear:** No Flip-flops, Crocs, tank tops, midriff tops.
- **Inappropriate or offensive:** Alcohol, tobacco, Partisan, offensive slogans or messages, revealing or see-through material.

City of La Vista

Standard Operation Policies

Employee Dress and Appearance Guideline

- **Sweatshirts/Hoodies, t-shirts, and sports jerseys:** *except* as uniform or in office settings on Fridays and in the event of snow and closing of the Papillion/La Vista Public Schools or a later opening time for city offices/departments.
- **City uniforms or logos:** While performing work for another employer without prior permission from the department head, or while consuming alcohol.

3. Other:

- Department Heads have the discretion to adopt a more restrictive policy as deemed necessary for their department.
- Employees whose dress is deemed unacceptable by the department head may be asked to leave and return with appropriate attire. Time required to meet the standard may be charged as vacation, or if unavailable, leave without pay.

Community Mass Notification System

Policy

This policy establishes guidelines and procedures for use of a community mass notification system that utilizes telephone, text, and/or email to distribute information. The system may be used to send emergency and other notifications to the general public and as an internal communication tool with employees. Discretion will be used in determining when the system will be used for notifications other than those of an emergency nature.

System administrators will be identified and are expected to have the capability to send an emergency alert at all times.

In addition to system administrators, select other staff will be able to access the system for internal communication functions. These users will have different permissions, controlled/limited access to specific areas of the system and will not be authorized to send alerts, advisories or community messages.

Four types of messages have been identified for use

Alert level messages are reserved for emergencies and urgent information involving health, life, safety and property dangers, such as an Amber Alert, a hostage situation, a boil order for drinking water, a health pandemic, or a shelter-in-place order. In extreme and unusual situations the City will utilize the federal IPAWS capability, which will follow the standards and requirements set forth by FEMA, NEMA and Sarpy County. The City will not be issuing alerts regarding severe weather.

Advisory level messages would be sent to residents in a specific geographic area and examples include lost children, missing persons, shootings, crime sprees, water main breaks, and major road closures.

Community Messages are neighborhood notifications sent only via e-mail and would include information about such things as City-sponsored events, situations that will impact a specific area, and important public meetings or gatherings.

Internal Communication messages will be sent only to City staff and will include notifications about facility closings and mobilizations for emergency and/or after-hours operations, including snow and/or debris removal and the activation of the Emergency Operations Center or other similar as determined necessary.

City of La Vista

Standard Operating Procedures

Community Mass Notification System

Guidelines when sending notifications

System Administrators will comply with the following guidelines when sending mass notification messages from the City Account:

- Alerts will be messages about immediate health, life, safety and property dangers and System Administrators shall have the authority to send Alerts. However, if an Incident Commander has been designated, information included in the Alert will be reviewed and approved by the Incident Commander or their designee. As soon as possible after sending an Alert, the System Administrator will notify the City Administrator or their designee.
- Advisories will be issued after a System Administrator has evaluated the necessity of sending such a message by taking into consideration the duration of the event or incident and the number of people impacted by the situation. If a System Administrator determines an Advisory is necessary, they are authorized to do so.
- Community messages should be sent to a System Administrator at least five business days in advance. A System Administrator will evaluate the necessity of sending such a message by taking into consideration the potential disruption to the area impacted by an event, the duration of the event and the importance of any meeting or gathering. If a System Administrator determines a Community Message is necessary, they are authorized to do so.
- The use of internal communication messages will be at the discretion of each department. It will be the responsibility of each department to maintain the emergency contact information for their staff.

City Active Shooter Policy

Policy

In order to preserve life and address the reality of an active shooter event, these guidelines have been established to guide our response to this event to maximize survivability. Most importantly, quickly determine the most reasonable way to protect your own life.

Definitions

Active Shooter - An **active shooter** is defined as "... an individual actively engaged in killing or attempting to kill people in a confined and populated area." In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

Procedures

The intent of most active shooters is to kill as many people as quickly as possible. In order to save lives, the Police Department will initiate an immediate response.

Upon discovery of an active shooter situation, **AS SOON AS POSSIBLE** and **ONLY** when safe to do so, notify law enforcement (**911**).

The phone call to 911 should provide the following information:

1. Description of suspect and possible location.
2. Number and types of weapons.
3. Suspect's direction of travel.
4. Location and condition of any victims

The goal of law enforcement is to locate, isolate, and neutralize the shooter as quickly as possible to prevent additional deaths or injuries.

Responses

Evacuate - If there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering the area of the active shooter
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

City of La Vista

Standard Operating Procedure

City Facilities Response to Active Shooter

Hide out - If evacuation is not possible, find a place to hide where the active shooter is less likely to find anyone.

- Direct personnel or citizens into office rooms or other adjacent rooms, close the door and attempt to barricade the door.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., locating into a bathroom and locking the door, stay as low to floor as possible and remain quiet and still)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

Fight - Take action against the active shooter - As a last resort, and only when your life is in imminent danger, attempt to:

- Disrupt and/or incapacitate the active shooter by:
- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- BE COMMITTED TO YOUR ACTIONS

Recovery

Share Information with Employees - The health and wellbeing of our residents and employees is critical. As soon as possible after law enforcement has relinquished Command and

City of La Vista

Standard Operating Procedure

City Facilities Response to Active Shooter

Control of the scene, the Police Department and facility administrator will develop information strategies to address resident, employee, and family questions related to the event.

Initially, the site of a violent incident will be secured as a crime scene. After the authorities have completed their investigation and have released the crime scene, management will need to have the facility appropriately cleaned and sanitized. Cleanup for the safe removal of bio-hazardous substances including blood borne pathogens must take place, yet must be sensitive compassionate, and caring for the deceased.

Buffer those Affected from Post-Event Stresses - Effective coordination with the media and timely dissemination of information can help reduce media pressure on those who are the most vulnerable. Assistance with employee benefits and other administrative issues can reduce the burden on victims and families. A Public Information Officer will be designated and authorized to speak on behalf of the City to the media.

Bring in Crisis Response Professionals - Before an incident ever occurs, management will identify trained mental health professionals who would be available to respond in the event of an incident. When an incident occurs, these emergency mental health consultants will, as soon as possible, provide any necessary physical, emotional and psychological support.

Construction Alternatives- Construction Management at Risk

The purpose of this Policy is to authorize the City, pursuant to the Political Subdivisions Construction Alternatives Act, Neb. Rev. Stat. §§13-2901 to 13-2914 (the "Act"), to enter into a construction management at risk contract for public projects.

The City shall not use a construction management at risk contract for a project, in whole or in part, for road, street, highway, water, wastewater, utility, or sewer construction.

Definitions

For the purposes of this Policy, the following terms, as outlined in the Act, shall mean:

- 1) Construction management at risk contract: A contract by which a construction manager:
 - a. Assumes the legal responsibility to deliver a construction project within a contracted price to the City;
 - b. Acts as a construction consultant to the City during the design development phase of the project when the City's architect or engineer designs the project; and
 - c. Is the builder during the construction phase of the project?
- 2) Construction manager: The legal entity which proposes to enter into a construction management at risk contract.
- 3) Letter of interest: A statement indicating interest to enter into a construction management at risk contract for a project.
- 4) City: City of La Vista, Nebraska.
- 5) Proposal: An offer by a construction manager in response to a request for proposals to enter into a construction management at risk contract for a project pursuant to this Policy.
- 6) Request for letters of interest: The documentation or publication by which the City solicits letters of interest.
- 7) Request for proposals: The documentation by which the City solicits proposals.

Procedures

CONSTRUCTION MANAGEMENT AT RISK CONTRACTS

Authorization

The construction management at risk alternative system may not be used for a project to be constructed by the City unless the Mayor and City Council of the City of La Vista have adopted, by the affirmative votes of at least two-thirds of the members of the City Council, a resolution authorizing the use of that alternative system for the specific project.

City of La Vista

Standard Operating Procedures

Construction Alternatives- Construction Management at Risk

Letters of interest/Prequalification Procedure

The City, if wishing to enter into a construction management at risk contract for a proposed project, shall prepare a request for letters of interest seeking indications of interest of prospective construction managers to enter into a construction management at risk contract for the project. Requests shall describe the project in sufficient detail to permit the construction manager to submit a letter of interest.

Requests for letters of interest shall be published in a newspaper of general circulation within the City at least thirty (30) days prior to the deadline for receipt of letters of interest. Requests for letters of interest should also be sent via first class mail to any construction manager upon request, and may also be made available on the City's website or as the City otherwise determines.

A submitted letter of interest shall serve to indicate to the City the prospective construction manager's interest in responding to a subsequent request for proposals concerning the proposed project and shall describe the prospective construction manager's (a) qualifications to serve as construction manager, (b) prior experience under construction management at risk delivery systems, and (c) experience in managing projects of size and scope similar to those of the proposed City project.

Letters of interest shall be reviewed by the City and the City shall select prospective construction managers based on information submitted to the City in response to the request for letters of interest, in accordance with this Policy and any procedures and standards adopted by the City. At least three (3) prospective construction managers shall be selected, except that if fewer than three (3) construction managers have submitted letters of interest, the City shall select at least the number of prospective construction managers submitting letters of interest; provided, however, if fewer than two letters of interest are received, selection of the sole prospective construction manager shall be subject to approval of the City Administrator, City Engineer or her or his designee. Selected construction managers shall then be considered prequalified and eligible to receive a request for proposal.

Request for Proposals

The City shall prepare a request for proposals for a proposed project for which the City proposes to enter into a construction management at risk contract. The request for proposals shall be sent only to the pre-qualified construction managers selected based on information submitted to the City in response to the request for letters of interest. Construction managers shall submit proposals as required by the request for proposals.

Notice of the request for proposals shall be published in a newspaper of general circulation within the City at least thirty (30) days prior to the deadline for receipt and opening of proposals.

The request for proposals shall contain, at a minimum, the following request for proposal elements:

- 1) The legal identity of the City and that the City intends to build the project and execute a construction management at risk contract ;

- 2) The policies adopted by the Mayor and La Vista City Council to be used when executing a construction management at risk contract;

City of La Vista

Standard Operating Procedures

Construction Alternatives- Construction Management at Risk

- 3) The proposed terms and conditions of the construction management at risk contract, including any terms and conditions which are subject to further negotiation. The proposed general terms and conditions shall be consistent with nationally recognized model general terms and conditions which are standard in the design and construction industry in Nebraska. The proposed terms and conditions may set forth an initial determination of the manner by which the construction manager selects any subcontractor and may require that any work subcontracted be awarded by competitive bidding;
- 4) Any bonds and insurance required by law or as may be additionally required by the City;
- 5) General information about the project which will assist the City in its selection of the construction manager, including a project statement which contains information about the scope and nature of the project, the project site, the schedule and estimated budget;
- 6) The criteria for evaluation of proposals and the relative weight of each criterion; and
- 7) A description of any other information which the City chooses to require.

Proposal. Evaluation

Proposals shall be sealed and shall not be opened until expiration of the time established for making proposals as set forth in the request for proposals. Proposals may be withdrawn at any time prior to acceptance. The City shall have the right to reject any and all proposals except for the purpose of evading the provisions and policies of the Act. The City may thereafter solicit new proposals using the same or different request for proposal elements.

The City shall refer the proposals for recommendation to a selection committee. The selection committee shall be a group of at least five (5) persons designated by the City. Members of the selection committee shall include, at a minimum:

- 1) One or more of the Mayor and/or Members of the La Vista City Council;
- 2) One or more members of the administration or staff of the City;
- 3) One or more of the City's architect or engineer;
- 4) One or more persons having special expertise relevant to selection of a construction manager under the Act; and
- 5) One or more residents of the City other than an individual listed above.

No member of the selection committee shall be employed by or have a financial interest in a construction manager who has a proposal being evaluated. No member of the selection committee designated under item "4" or item "5" above shall be employed by the City.

The selection committee and the City shall evaluate proposals taking into consideration the criteria listed below, with the maximum percentage of total points for evaluation that may be assigned to each criterion, in the request for proposals and in conducting the evaluation, as indicated below:

City of La Vista

Standard Operating Procedures

Construction Alternatives- Construction Management at Risk

- 1) The financial resources of the construction manager to complete the project, ten percent (10%);
- 2) The ability of the proposed personnel of the construction manager to perform, thirty percent (30%);
- 3) The character, integrity, reputation, judgment, experience, and efficiency of the construction manager, thirty percent (30%);
- 4) The quality of performance by the construction manager on previous projects, thirty percent (30%);
- 5) The ability of the construction manager to perform within the time specified, thirty percent (30%);
- 6) The previous and existing compliance of the construction manager with laws relating to the contract, ten percent (10%); and
- 7) Other information as may be secured having a bearing on the selection, twenty percent (20%).

The records of the selection committee in evaluating proposals and making recommendations shall be considered public records.

The City shall evaluate and rank, in order of preference, each proposal of the prospective construction managers pursuant to and on the basis of best meeting the criteria in the request for proposals and taking into consideration the recommendation of the selection committee. At least three (3) prospective construction managers shall be selected for purposes of ranking, except that if fewer than three (3) construction managers have submitted proposals, the City shall select for ranking at least the number of prospective construction managers submitting proposals; provided, however, if fewer than two proposals are received, selection of the sole prospective construction manager shall be subject to approval of the City Administrator, City Engineer or her or his designee.

The City shall attempt to negotiate a construction management at risk contract with the highest ranked construction manager and may enter into a construction management at risk contract after negotiations; provided, however, if fewer than two proposals are received, attempted negotiation with the sole prospective construction manager shall be subject to approval of the City Administrator, City Engineer or her or his designee. The negotiations shall include a final determination of the manner by which the construction manager selects a subcontractor.

If the City is unable to negotiate a satisfactory contract with the highest ranked construction manager, the City may terminate negotiations with that construction manager. The City may then undertake negotiations with the second highest ranked construction manager and may enter into a construction management at risk contract after negotiations. If the City is unable to negotiate a satisfactory contract with the second

City of La Vista

Standard Operating Procedures

Construction Alternatives- Construction Management at Risk

highest ranked construction manager, the City may undertake negotiations with the third highest ranked construction manager, if any, and may enter into a construction management at risk contract after negotiations.

If the City is unable to negotiate a satisfactory contract with any of the ranked construction managers, the City may either revise the request for proposals and solicit new proposals or cancel the construction management at risk process.

A construction management at risk contract may be conditioned upon later refinements in scope and price and may permit the City in agreement with the construction manager to make changes in the project without invalidating the contract. Later refinements shall not exceed the scope of the project statement contained in the request for proposals.

Nothing in the Political Subdivisions Construction Alternatives Act or in this Policy shall limit or reduce statutory or regulatory requirements regarding bonding or insurance.

Miscellaneous. The City Administrator is authorized to promulgate or specify additional procedures for the implementation of this Policy that are not inconsistent with the Act or with this Policy. If provisions of any such additional procedures or this Policy conflict with any provision of the Act, provisions of the Act shall control.

This Policy is solely for the use and guidance of the City and its representatives. It shall not be interpreted or applied so as to confer any right or entitlement on any construction manager, potential construction manager, contractor, consultant, vendor, or any other individual or entity.

Protest Procedures: Any individual or entity wishing to file a formal protest relating to the solicitation or execution of any construction management at risk contract by the City may file a written protest with the City Administrator within five (5) business days after the protester knew or should have known of the facts upon which the protest is based. The written protest must set forth a full recitation of the facts giving rise to the protest, state the grounds or *basis* for the protest, and include copies of all documents supporting *the* protest. Unless the protest is sooner resolved by mutual agreement between the protester and the City Administrator, the Mayor and City Council will consider and act upon such a timely filed protest by not later than the next regular City Council meeting held not less than five (5) calendar days after the written protest is received by the City Administrator. The decision of the Mayor and City Council will be final.

Implementation: Unless otherwise expressly required by this Policy, the Act, or other applicable law, the City Administrator, City Engineer, or any designee of the City Administrator or City Engineer from time to time, shall be authorized to implement and carry out any and all provisions of this Policy on behalf of the City, including without limitation, issuing or executing any notices or documents or making any determinations on behalf of the City.

Legal Reference

Nebr. Rev. Stat. 13-2901 Act, how cited
13-2902 Purpose
13-2903 Terms, defined

City of La Vista

Standard Operating Procedures

Construction Alternatives- Construction Management at Risk

- 13-2904 Contracts authorized; governing body; resolution required
- 13-2905 Political subdivision; policies; requirements
- 13-2906 Letters of interest; requirements
- 13-2909 Construction management at risk contract; request for proposals; requirements
- 13-2910 Construction management at risk contract; evaluation of proposals; requirements; negotiations
- 13-2911 Contract proposals; evaluation; selection committee; duties
- 13-2912 Contracts; refinements; changes authorized
- 13-2913 Act; bonding or insurance requirements
- 13-2914 Projects excluded

Accounts Payable Procedures

Purpose

The purpose of this policy is to establish guidelines and procedures to effectively manage the Accounts Payable processes. It establishes procedures and practices for the payment of goods and services.

***NOTE:** No purchase made by an employee shall bind the City to receive and or pay for the goods or services procured, unless authorized by the purchasing methods described in the purchasing policies set by the City Council.*

Procedures

All invoices must be emailed, faxed, or mailed directly to the City of La Vista or appointed designee.

Department Directors are responsible for the proper approval of all accounts payable paperwork; however, duties may be delegated to designees if that individual is responsible for preparing and managing those activity budgets. Approval from this level or higher is required on all invoices, store receipts, disbursement claims, and requests for payment.

All applicable documents must be properly entered and coded into BS&A by 5 p.m. the Wednesday prior to City Council meeting. Invoices must be approved and processed through accounts payable by 12:00 p.m. the Thursday prior to a City Council meeting. Regular Council meetings occur on the first and third Tuesdays of every month unless posted otherwise due to mitigating circumstances.

Requests for payment not received prior to the applicable due date will be held until the next scheduled City Council Meeting.

Vendor payments are authorized at the City Council meetings unless posted otherwise or due to mitigating circumstances.

Accounts payable checks will be distributed the day following the City Council meeting unless otherwise authorized.

Accounts payable electronic payments – or EFTs – will be initiated when approved by the Finance Director for vendors under an approved contract, vendors that provide operational services where disruption would cause inability to serve the public, vendors that are designated utility providers to the City, and any payments that are required under state or federal regulations.

Noncompliance with these policies and procedures may result in the return of improperly authorized or prepared documents, nonpayment of vendor invoices, return of goods, or other sanctions as determined necessary after consultation with the Department Director and/or City Administrator.

City of La Vista

Standard Operating Procedure

Accounts Payable Procedures

The City does not prepay for goods or services or utilize prepaid devices such as gift cards. If a vendor requires prepayment for goods or services, authorization must be obtained from the City Administrator's Office or the Finance Director.

I. Department Invoice Processing

1. Receipt of Goods and Services

Goods purchased over the counter must have approver's signature and general ledger (GL) coding on the store receipt to indicate goods have been received and are acceptable.

Packing slips for goods purchased through order and delivery must be stamped or signed by the individual receiving the goods to indicate that goods have been received and are acceptable. The individual must verify that the shipment matches the packing slip and note any deficiencies. When the invoice is received, the invoice will be matched with the packing slip to verify quantities. Both the invoice and packing slip should be attached to the entry in BS&A. ***The City does not pay off of packing slips.***

Maintenance agreements, ongoing service contracts, rents and leases, subscription renewals, or annual dues must have the approving director (or designee's) signature and GL coding on monthly, quarterly, or annual invoices to indicate the acceptance, completion, or continuance of services.

Services and/or equipment contracted or ordered must have the approving director's (or designee's) signature and GL coding on invoices to indicate acceptance of goods and services.

Capital improvement projects for services or public improvements require invoices from the contractor with signatures and coding from the Project Manager verifying quantities and level of completion. Final payments and retainage releases for public improvement contracts also require a Certificate of Completion from the City Engineer.

2. Posting Invoices in BS&A and Authorizing Payment (thru BS&A workflow)

The Administrative Specialist receiving the documents described in Section 1 must review the documents to ensure that the documentation requirements have been met and that the goods and services meet the required specifications, contract terms, or purchase order. At this step, any deficiencies to the original purchase order or contract, including vendor information, quantity, price, etc. should be noted and appropriately documented on the invoice.

City of La Vista

Standard Operating Procedure

Accounts Payable Procedures

The Administrative Specialist will then input all documentation and invoices into BS&A for proper approval from the department making the purchase. All payments require an invoice or receipt to be attached to the entry in BS&A. Payments cannot be made using just a statement or a packing slip. The following items should be attached to the entry in BS&A:

- Packing slip (stamped with received stamp or dated and initialed)
- Signed invoice authorizing payment
- Other documentation available such as contracts, correspondence, bid summaries, statements, etc. The documents attached must be in PDF format. External documents such as Excel, Outlook, and other items are not approved documentation as they can be altered. These items must be converted to PDF before uploading to BS&A.

All invoices entered in BS&A must be filled out entirely. The invoice and posting dates should be as follows:

- Invoice date is the date on the invoice.
- Posting date for all invoices is the date the invoice is entered in BS&A. Exceptions to this policy are stated below.
 1. Any invoices received in October for the prior fiscal year will have a posting date of September 30 XXXX.
 2. Any invoices received after October 30th for the prior fiscal year will be sent to the Finance Department to be entered.
 3. Any other special mitigating circumstances that need to be considered must be submitted and evaluated by the Finance Department to determine the proper period of posting.

Invoices will route through the approval process in BS&A according to the selected workflow. All invoices must then be reviewed by the assigned approver for the following items:

- Manager/Director – approving the purchase and allocation to the correct GL account.
- Accountant – approving that all attachments are included and that attachments match entry in BS&A.
- Finance – approving purchase aligns with budget.
- City Administrator – approving all purchases over \$10,000.
- City Council – approving all purchases over \$50,000.

Payments for services or construction contracts for a capital projects and final payments will be listed individually on the City Council Consent Agenda.

City of La Vista

Standard Operating Procedure

Accounts Payable Procedures

II. Check/ACH/EFT Issuance

1. Payment Processing

Invoices in BS&A with the proper paperwork and approvals will be processed for payment.

Accounts Payable checks will be printed the Thursday prior to the City Council meeting.

All checks will be signed digitally by the Finance Director and the Mayor. Actual signatures will be used only in situations where digital signatures are unavailable and proper approval has been given by the Finance Director, Managing Director of Administrative Services, or appointed designee.

A list of all checks issued since the previous City Council meeting will be given to the City Clerk and to the Finance Director for review on the Thursday prior to the City Council meeting. The City Clerk or designee will then simultaneously publish the claims on the City's website along with the City Council Agenda on the Friday prior to the City Council meeting for public viewing. By noon on the Friday prior to the City Council meeting, the Account Specialist or appointed designee will review the claims list and then provide a detailed claims report to a previously designated City Council Member for review. The City Council Member's questions resulting from the review will be answered by the Finance Director or designee and submitted to the Council prior to the scheduled Council meeting.

Once approved, the Finance Department loads the claims into the bank's positive pay system for checks to allow for verification of vendor name and amount prior to the bank clearing the presented check. A file with approved ACH payments will be sent to the bank for issuance of funds.

Approved checks are mailed on the Wednesday following the Council meeting.

2. Special Checks or EFTs

Special checks or EFTs are payments that are processed outside of the normal check processing schedule. Special checks and EFTs may be permitted for the following reasons:

1. Emergencies
2. Payments previously authorized by City Council
3. To void and reissue previously authorized checks
4. As approved by the Finance Director, City Clerk, or Managing Director of Administrative Services

Unless listed above, all payments must be approved at a regular City Council Meeting.

City of La Vista

Standard Operating Procedure

Accounts Payable Procedures

3. Lost or Stolen Checks

Replacement checks for lost or stolen checks may only be requested by the payee listed on the original check.

Any lost or stolen check must be voided and removed from positive pay before a new check may be issued.

Payee must wait until the current check has been voided, verified that it has not been cleared through the bank, and approved before issuance of the new check.

The new check, once issued, will then either be mailed out or directly issued to the payee.

4. Outstanding Checks

Any checks that have not cleared the bank after 90 days since the issuance of a check, the City will attempt to contact the vendor in writing for a statement of account.

If the payee statement indicates that the payee is still due the money from the City, the City will void the original check and reissue a new check.

Any amounts owed to vendors from outstanding checks and that have not responded within 30 days to the written notification from the City will then be voided and turned over to the Treasurer of the State of Nebraska as prescribed by law.

Customer Service Procedure

Policy

The City of La Vista, "City," prioritizes effective customer service. Exceptional service results in the City meeting the needs of its residents and customers in a consistent and professional manner.

Employee Responsibility

All employees of the City are to be made aware of the importance of customer service. Employees are aware that customer service is vital at all levels of work and will impact performance evaluations and promotional opportunities.

The City of La Vista commits to the following principles and practices in customer service.

Friendly, professional interactions:

- Always speak respectfully
- Listen carefully and allow individuals to explain the circumstances fully
- Always communicate factually, honestly, and accurately
- Strive to exceed expectations

Promote the **GUEST** principle:

G – Greet: Look up, smile, ask/say their name

U – Understand: Take time to understand exactly what their need or issue is

E – Educate: While making eye contact, educate them on what you can and can't do and areas they don't understand

S – Satisfy: Ensure that their issue will be looked into

T – Thank you: Always say thank you for calling/coming in

Whether it's a resident, your coworker, a regular caller, or someone you've never met, you should give the best customer service.

The City of La Vista recognizes employees for exceptional customer service.

Employees are recognized for exceptional customer service through the Performance Evaluation and the annual Employee Recognition award processes.

Supervisors and Management

Leadership, by example, is a key component of exceptional customer service. Managers continually promote the importance of customer service in their actions, words, and writing. Performance evaluations of management will be impacted by the ability of a manager to provide high levels of customer service and the ability to effectively train and supervise City employees to do the same.

City of La Vista

Standard Operating Procedure

Customer Service Procedure

Standards of Performance

There are many processes that require formal procedures to be followed. City departments must strive to make these processes as simple as possible. Simplification of forms, easy-to-understand directions, and short timelines are examples of efforts that should ensure customer service processes are in place.

Information and Referral

Many times, residents and callers will inquire about issues that are not within our domain. Every effort will be made to refer them to the governmental or community service agency that is best able to handle their concerns. All referrals, external and internal, should include the phone number or location of the suggested agency. If the caller is being referred to a different department, they should be given the direct dial number for future reference and then transferred.

Dealing with a Difficult Customer

There are times that a customer can become unruly and/or difficult to deal with. In those cases, continue to use the GUEST principle. If the customer continues or escalates the unruly behavior, it is appropriate to seek involvement of a manager/supervisor. If their behavior escalates to being abusive, politely end the interaction by politely hanging up or ask them to leave. You may need to get a supervisor or manager involved if the encounter is in person. However, make sure you inform your supervisor of the incident.

If the visits or phone calls persists, clearly state that you cannot continue the conversation under these conditions. You can say, "I'm going to step away (or hang up) now and revisit this later" or "This conversation isn't respectful, and I won't continue it". Again, make sure you inform your supervisor of the incident.