

CITY COMMISSION POLICY & PROCEDURE

CITY OF BENTON HARBOR Regular and Special Meetings

Regular Meetings

All regular meetings of the Commissioners shall be held the first and third Monday of the month in the Lula Lee Chambers at 7:00 p.m. Eastern Standard Time. If there is no quorum present by 7:07 p.m., the meeting may be canceled at the discretion of the Chair. If the meeting day falls on a legal holiday, the Commission shall meet on the next regular business day. The Commission meetings schedule will be approved at the first meeting of the calendar year and be posted at City Hall, as well as the City's website.

Special Meetings

The Mayor, any two (2) members of the Commission, or the Manager, may call special meetings of the Commission upon at least eighteen (18) hours' written notice to each members served via email.

Business at Special Meetings

No business shall be transacted at any special meeting of the Commission unless the same has been stated in the notice of such meeting.

Regular and Special Meeting Notice (Posting) Requirements

For regular meetings of the Commission, the Clerk shall post at the City Hall, within ten (10) days after the first meeting of the Commission in each calendar year, a public notice stating the dates, times and places of its regular meetings for the year.

For a rescheduled regular or a special meeting of the Commission, a public notice stating the date, time and place of the meeting shall be posted at least 18 hours before the meeting.

Minutes of Regular and Special Meetings

Minutes of the proceedings of each regular and special meeting will be kept in the English language by the Clerk and shall be signed by the Clerk and the Mayor, upon approval by Commission.

Proposed minutes of regular or special meetings will be available for public inspection not more than eight business days after such meeting.

Approved minutes will be available via city website not later than five business days after the meeting at which the minutes were approved.

City Attorney

The City Attorney shall attend regular and special meetings of the City Commission, as requested by the City Manager.

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Meeting Procedure

1. Meetings to be Public

All regular and special meetings of the Commission shall be open to the public and citizens shall have a reasonable opportunity to be heard under such rules and regulations as the Commission may prescribe.

2. Order of Business

An agenda for each Regular Commission meeting shall be prepared by the Manager and Clerk in accordance with the following order of business (as appropriate):

- a. Pledge of Allegiance
- b. Roll Call
- c. Approval of Agenda
- d. Approval of Minutes
- e. Public Hearings
- f. Call to Audience (Strict half hour; excess of half hour immediately prior to Call to Commission)
- g. Consent Agenda

All items listed under Consent Agenda are considered routine by the City Commission and will be enacted by one motion. There will be no separate discussion of these items unless a Commission member or citizen so requests; in which event, the items will be removed from the Consent Agenda and considered at the end of the Regular Agenda.

- i. Petitions to be Referred
- ii. Setting of Public Hearing Dates
- iii. Routine Requests and Information
- iv. Requests to take Bids
- v. Submission of Bids
- vi. Reports and Bonds
- vii. Bills, Payrolls, City Attorneys' Expense Statements
- viii. Regular Agenda
- ix. Commission Appointee Report (quarterly)
- x. Commission Liaison Reports (if any)
- xi. Call to Commission
- xii. Closed Session (if necessary)
- xiii. Adjournment

3. Code of Ethics

- a. The City Commission Code of Ethics shall be reviewed in November of each calendar year, and all City Commission members shall agree to abide by the City Commission Code of Ethics, and shall evidence this agreement by affixing their signature to a written copy of the Code of Ethics at the earliest opportunity, and providing a copy to the City Clerk.

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b. Nepotism

This provision applies to relatives of the Commission and City Manager to the second degree of consanguinity including grandparents, sons and daughters, grandsons and granddaughters, siblings, aunts and uncles, nieces and nephews, and first cousins, whether by blood, marriage or law. Applicants who are related by this degree shall not be considered for employment unless the City Manager individually, specifically and in writing determines that the skills, abilities or talents of the applicant are unique and of such a value to the City generally that an exception to the policy is warranted. The Manager must seek the concurrence of the entire City Commission by formal vote at a properly noticed regular or special meeting prior to the hiring of such an applicant.

4. Quorum

A majority of all the members elected to the Commission shall constitute a quorum. The affirmative votes of a majority of the Commission shall be required for the passage of any ordinance or resolution, unless in any given case a greater number is required by the City Charter or state law.

5. Presiding Officer

The Mayor shall be the presiding officer (Chair) of the Commission. The Commission shall, at the first regular meeting, elect a member of the Commission as Mayor Pro Tem, who, during the absence or disability of the Mayor, shall perform those duties, during the time of such absence or disability, and exercise all the duties and possess all the powers of the Mayor. In the absence or disability of the Mayor Pro Tem, the Commission may temporarily appoint one of its members to that office. The Mayor as a member of the Commission shall have the right to vote upon all matters before the Commission and shall possess all the other rights and powers of members of that body. The Mayor shall not have the right of veto.

6. Presentations by Community Organizations

Community/School groups wishing to announce a special event or present an award before the Commission must first obtain approval from the Mayor, any two members of Commission or the Manager. A written summary stating the purpose of the presentation shall then be submitted to the Manager's office. The presentation will be placed on the next available agenda, and the group will be notified by the Clerk's Office of the date.

7. Public Hearings

- a. Speaker appearing before Commission for Public Hearings must limit their remarks to the subject of the Hearing.
- b. Each speaker shall begin by stating his or her name.
- c. During a Public Hearing, the Applicant, Appellant, or main presenter, or his or her designated representative, will be allowed fifteen (15) minutes for his or her presentation unless the Commission shall by majority vote extend that time. Each

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speaker addressing the issue is limited to five (5) minutes unless the Commission shall by majority vote extend that time.

- d. Speakers appearing before Commission for Public Hearings may ask general questions about the subject of the hearing, but shall not ask questions of specific Commission members.
 - e. The purpose of a Public Hearing is to address Commission. Speakers shall address their remarks to the Commission as a whole. Remarks shall not be addressed to individual Commissioner, City staff or the audience.
 - f. During Public Hearings, Commissioners shall maintain a neutral or objective manner as much as possible.
 - g. At the conclusion of a speaker's remarks, the Mayor or presiding officer, or Commissioners or City staff, with recognition by the presiding officer, may answer specific questions posed by the speaker and/or clarify points as deemed necessary. Neither the presiding officer, other Commissioner nor City staff neither shall engage in debate with speakers or other members of the public.
 - h. The purpose of a Public Hearing before City Commission meeting is to discuss City business and not to deal with individual personalities. Consequently, during any portion of any City Commission meeting, including Public Hearings, the Commission shall not permit personally abusive attacks or slanderous or profane remarks about any person. Nothing herein is intended to limit or restrain negative, positive or neutral comment about the manner in which an individual employee, officer, official or Commissioner carries out his or her duties in public office or employment.
 - i. Violation of any of these rules will be considered a breach of order, for which the speaker's appearance will be terminated. Refusal to yield the floor will be considered a breach of peace and subject the violator to removal from Commission Chambers.
8. Meeting Closure Time
A mandatory closure time of 10:00 p.m. is set for all Commission meetings. Remaining business will be rescheduled to the next regular meeting, unless there is a matter of urgency regarding a particular issue. In that case, Commission may schedule a special session to address the item(s) or may suspend the Rules of Procedure to extend the closure time for that particular meeting.
9. Time Limitations
- | | |
|--------------------|--|
| Presentations | Up to 5 minutes (at the Mayor's discretion) |
| Call to Commission | Up to 5 minutes per member (at the Mayor's discretion) |
10. Public Hearings for Special Land Uses
Upon completion of any report and any recommendation by the Planning Commission for a special land use pursuant to the provisions of the City of Benton Harbor Zoning Ordinance, Section 3.04, the City Commission shall hold a public hearing on a special land use application at

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the next regularly scheduled Commission meeting which permits sufficient time for public notice in compliance with the provisions of Michigan Public Act 110 of 2006, as amended.

11. Procedures for the Conduct of Meetings

Relevance of Debate: All discussions must be relevant to the motion before the City Commission. A member is given the floor only for the purpose of discussing the pending question/matter; discussion which departs is out of order. In the instance of a member being out of order, the Mayor or Presiding Officer should direct the speaker to limit discussion to the question/matter before the City Commission.

A motion, its nature or consequences may be debated and/or attacked vigorously. It is never permissible, however to attack the motives, character, or personality of a member either directly or by innuendo or implication. It is the duty of the Mayor or Presiding Officer to instantly stop any member who engages in personal attacks. It is the motion only that is the subject of healthy debate. Measures and ideas can be debated and discussed, not people.

Debate must be fundamentally impersonal. All discussion/comments are addressed to the Mayor or Presiding Officer and must never be directed to any individual.

12. Decorum

Commission Members: Members of the City Commission value and recognize the importance of the trust invested to them by the public to accomplish the business of the City. Commission members shall demonstrate the utmost courtesy to one another, to City employees and to the public appearing before the City Commission.

City Employees: Members of the City staff shall observe the same rules or order and decorum applicable to the City Commission. City staff shall act at all times in a business and professional manner towards City Commission members and members of the public.

Public: Members of the public attending City Commission meetings shall observe the same rules of order and decorum applicable to the City Commission.

Noise in the Chambers: Noise emanating from the audience within the Commission Chambers or lobby area, which disrupts the City Commission meetings, shall not be permitted.

Sergeant-At-Arms: The Director of Public Safety shall be ex-officio Sergeant-At-Arms of the City Commission.

Closed Sessions

1. Purpose

The Commission may only meet in closed session for purposes defined in the Michigan Open Meetings Act (MCL 15.268).

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2. Calling Closed Meetings

A two-thirds roll call vote of the Commission members elected and serving shall be required, except as permitted under the Michigan Open Meetings Act. The roll call vote shall be taken at an open meeting and the purpose for calling the closed session shall be entered into the minutes of the meeting at which the vote is taken.

3. Minutes of Closed Meetings

A separate set of minutes shall be taken at the closed session by the Clerk or, in the absence of the Clerk, by a recording secretary designated by Commission. These minutes will be retained by the Clerk, shall not be available to the public and shall only be disclosed if required by a civil action. The City Clerk shall provide the minutes for the Closed Session at the next City Commission meeting for review by the Commission.

4. Confidentiality of Closed Meeting Information

A person shall not divulge to any unauthorized person confidential information discussed in a closed session in advance of the time prescribed for its authorized release to the public by the Commission. Commission members shall honor the confidentiality of the debate and discussion taken in closed session.

Voting and Discussion

On all parliamentary questions, Roberts' Rules of Order, 10th edition, and as amended, shall govern insofar as they are applicable and except as they conflict with any of these rules.

In putting questions to a vote, a roll call shall be had and the Clerk shall record the "ayes" and "nays" from each member of the Commission voting. In all cases where a vote is taken the Chair or the Clerk at the Chair's request, shall declare the result.

Roll call votes will be taken alphabetically, for all Commission Members, upon first vote of the meeting; for each subsequent vote the voting order will rotate among all Commission Members in a consistent manner with the name previously called first rotated to the last position. The Mayor will always vote last in the roll call order.

Any member of the Commission shall have the right to explain his/her vote on any question.

A motion to reconsider a vote on any question may be made by any member of the prevailing side at the next regular meeting following the meeting at which the vote was taken, provided he/she has filed with the Clerk within seventy-two (72) hours after the motion he/she desires to reconsider was passed, written notice of his/her intention. Provided, further, that in the absence of the member who has filed such a notice, it shall be in order for any other member of the prevailing side, by virtue of said notice, to move for a reconsideration of the question. No motion to indefinitely postpone (or to lay on the table) a

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motion to reconsider shall be entertained at the same meeting at which the action proposed to be reconsidered was taken.

It is the duty of every Commission member to vote, provided however, that no Commission member shall be required to vote if that member identifies a potential conflict of interest. If a member is precluded from voting pursuant to a possible conflict of interest, that member shall refrain from participating in the discussion on the issue.

Time Limitations

- Making a Motion 3 minutes
- Discussion/Debate 5 minutes
- Explanation of Vote 2 minutes

1. Reconsideration of Questions

A motion to reconsider any vote of the Commission may be made by either side of the voted motion and shall require the affirmative vote of the majority of the Commission Members elect. If such a motion to reconsider passes, and new information has been brought forward, then any member of Commission may move to take action on the motion that is to be reconsidered, and any such motion would pass by an affirmative vote of the majority of the Commission Members elect.

2. Rescission of Questions

Rescission of any vote of the Commission shall require the affirmative vote of the majority of the Commissioners.

*Charter states "majority of the members elect."

3. Withdrawal of Motions Prior to Voting

Any motion may be withdrawn by its maker prior to voting. A motion to withdraw must receive a second and the affirmative vote of the majority of the Commissioners present.

Citizen Participation

1. General

Each Commission meeting agenda shall provide time for audience participation to be known as Call to Audience.

2. Time Limitations for Public Comments

- Call to Audience Up to 2 minutes (at the Mayor's discretion)
- Public Hearings Up to 2 minutes (at the Mayor's discretion)
- Regular Agenda Items Up to 2 minutes (at the Mayor's discretion)

3. Persons Addressing the Commission

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Any individual addressing Commission may at his or her discretion omit their address when speaking, but must provide the Commission with their address placed on the log-in sheet. Every speaker, after being recognized by the Chair, shall approach the public microphone and give his/her name prior to speaking.

4. Disorderly Conduct at Meetings

Persons addressing the Commission shall make responsible comments and shall refrain from making personal, impertinent, remarks. The Chair may call to order any person who is being disorderly by speaking when not recognized by the Chair or otherwise disrupting the proceeding by failing to be germane, by speaking longer than the allotted time, or by speaking vulgarities. Such persons shall be seated until the Chair shall have determined whether the person is in order. If the person shall continue to be disorderly and disrupt the meeting, the Chair may order the Police Department to remove the person from the meeting. If disruption continues, person may be arrested and charged with disturbance or a breach of the peace.

Agenda

1. Preparation

The Manager and Clerk shall prepare an agenda for each regular or special meeting of the Commission.

Items of business may be placed on the agenda by the Mayor, any one (1) member of the Commission, or a Commission Appointee. The deadline for Appointees to submit items to the Clerk's Office and for all City staff to submit items to the Manager's Office for a Commission agenda is 12:00 noon on the Friday preceding the Monday Commission meeting. All Items shall be properly prepared on the standard template and shall contain a suggested motion for Commission's consideration.

Requests from governmental entities and authorities, or City boards and commissions shall be made through the Manager's Office by 12:00 noon at least two weeks prior to the Commission meeting. The request shall be submitted on the standard template. The Manager shall review the materials submitted and may suggest additional information and/or changes. A recommendation to Commission on the request shall be prepared by the Manager as part of the standard template.

2. Agenda Material

The deadline for submitting all supporting data for an agenda item is 12:00 noon on the Thursday preceding the Monday Commission meeting. Any agenda item not submitted in its entirety by Thursday at noon will be pulled from the agenda and postponed until the next regular Commission agenda. The Clerk or Manager may make exceptions in the case of emergencies.

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3. Distribution

Agenda packets will be provided to Commission members at least 48 hours before the scheduled regular meeting, or at least 12 hours before a scheduled special meeting.

Commissioners

1. Organizational Meeting

On the first Tuesday following the official canvas of the vote the Commission shall conduct an Organizational Meeting. Newly elected members shall be sworn and assume their duties of office. A Mayor Pro-Tem shall also be elected per City Charter Section 3.9 Mayor shall preside.

The City Clerk shall act as temporary Chair until the Mayor has been elected, at which time the Mayor shall assume the duties of office. Voting shall be by roll call.

After the election of the Mayor and Mayor Pro-Tem, the next order of business at the Organizational Meeting shall be a review of the City Commission Guidelines. At that time Guidelines may be amended for the ensuing year by majority vote. Guidelines will remain in effect from year to year unless modified in accordance with this Section.

Duties and Privileges of Members

1. Right of Appeal

Any member may appeal to the Commission from a ruling of the presiding officer. If the appeal is seconded, the member making the appeal may briefly state the reason for the same and the presiding officer may briefly state the ruling. There shall be no debate on the appeal and no other member shall participate in the discussion. The presiding officer shall then put the question, "Shall the decision of the Chair be sustained?" If a majority of the members present vote "aye" the ruling of the Chair is sustained; otherwise it is overruled.

2. Personal Privilege

The right of a member to address the Commission on a question of personal privilege shall be limited to cases in which the member's integrity, character or motives are assailed, questioned or impugned; or to matters interfering with the conduct of business such as excessive noise, temperature, inability of a speaker to be heard, etc.

3. Dissents and Protests

Any member shall have the right to express dissent from or protest against any ordinance, resolution or motion of the Commission and have the reason therefore entered upon the minutes. Such dissent or protest must be filed in writing and be presented to the Commission not later than the next regular meeting following the action giving rise to the objection.

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Board, Committee and Commission Appointments and Reappointment

All appointments to City boards, committees and commissions shall be made in accordance with appropriate statutes and local ordinance, except as otherwise provided by ordinance or statute. Boards, committees and commissions shall serve at the pleasure of the City Commission and report to the City Commission. All vacancies shall be advertised by the City of Benton Harbor.

1. Appointment of Mayor and Commission Members
Commission shall, at its first regular meeting, under the direction of the Mayor confirm appointments of its members to City boards, committees and commissions.
2. Committees
The Mayor and City Commission are not limited to a selection from among the applicants; however, the Mayor and Commission shall generally give preference to those citizens who show interest in accordance with the terms of the vacancy. The Mayor and Commission shall generally give preference to residents of the City of Benton Harbor, unless otherwise stipulated. The following board and commission members are appointed by the Mayor and City Commission respectively:

MAYOR/CITY COMMISSION

Airport Authority
 BH/St. Joseph Joint Wastewater
 Board of Review
 Brownfield Redevelopment Authority
 Cemetery Board
 Compensation Committee
 Construction Board of Appeals
 Dial-A-Ride Board
 Downtown Development Authority
 Medic 1
 General Pension Board
 Housing Commission
 Golf Course Oversight Panel
 Housing Commission
 Library Board
 Planning Commission
 Police/Fire Pension Board
 Senior Citizen Board
 Economic Development Corporation
 Communications Committee

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Zoning Board of Appeals
Housing Appeals Board

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The City Commission Committees are structured for the purpose of expediting the policy-making and legislative functions of the Commission. In addition, it is organized to more equally distribute the responsibilities and work load among all Commission Members. This affords an opportunity for a greater degree of specialization into each area of responsibility assigned to each Commission Member.

Although the Commission is strictly the legislative and policy-making body of the City government, these policy-making responsibilities should parallel the administrative needs of the City as closely as possible. Legislative decisions are often made on the basis of administrative knowledge and background. The scope of municipal policy is so broad that administrative organization offers a logical guide for legislative and policy considerations.

The Commission, due to its power of inquiry and investigation, cannot escape some involvement in administrative and executive matters, just as the Mayor, due to his leadership and position, is an inevitable participant in policy decisions. Yet, the primary function of the Commission is guiding municipal policy, and the work of committees is basically oriented toward this objective by facilitating decisions more efficiently through policy-area specialization.

The committee organization attempts to divide and group the main Commission responsibilities into the most logical and equal combinations as possible. While the organization and title of each committee parallels administrative needs, there is absolutely no intent to imply that these committees are charged with any administrative authority.

Items that coincide with the respective area(s) of the committee, will be submitted to the committee, for purposes of discussion and vetting only. This will allow for staff to provide any information relevant to the topic, answer any questions, and alleviate the necessity for additional discussion at the Commission meeting.

The following Committees are hereby established by the Benton Harbor City Commission:

- Personnel and Finance
- Public Safety and Recreation
- Legislative
- Planning and Economic Development

The committees shall consist of an appointed chairperson, two (2) City commissioners and two (2) citizen representatives (who shall serve for two (2) years). The committee appointments, including the chairperson, vice-chairperson and committee member, shall be made by the Mayor, in accordance with Section 2-16 (c) of the City Ordinance. The committees shall have the ability to convene an ad hoc Citizen Advisory Group.

Reports of the committees shall be provided, as requested by the Mayor, in accordance with Section 2-17 (a)(12) of the City Ordinance. Members of the commission, not explicitly designated as particular

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committee members, shall participate in a committee's deliberation as a citizen of the City of Benton Harbor.

It shall be the discretion of the chairperson to determine if there exists the necessity to convene a committee meeting. The agenda for the meeting shall be comprised of any of the following:

- Items from the City Manager and/or staff (for consideration by the Commission)
- Presentations
- Public Hearings
- Discussion(s)

As the commission is the legislative body of the city government, **all** action items submitted to the committees will be forwarded to the Commission for a vote.

All appointments by the Mayor are subject to the Commission's approval, unless otherwise specified by statute or ordinance. Nominations for Commission appointments do not require a second.

1. Appointments of Citizens

The Clerk's Office shall receive and forward applications to the appointing authority (Mayor, Commission or Manager) and to the board/commission secretary as information only. The board/commission secretary shall provide the appointing authority with a written recommendation regarding appointments when vacancies occur. The appointing authority or secretary at the direction of the appointing authority may submit a nomination to the Clerk's Office to be placed on a Commission meeting agenda. Normal agenda deadlines apply. The Clerk shall maintain a copy of all applications to be used as a resource for nominations. Recommended appointees shall be forwarded to the Legislative Committee for interviews.

2. Reappointments of Citizens

Board/Commission members whose terms of office are due to expire and who wish to be reappointed shall file with the board/commission secretary an updated application. The board/commission secretary shall provide the appointing authority with a written recommendation regarding reappointments when terms of office are due to expire. Normal agenda deadlines apply.

3. Resignations

Resignations from members of boards and commissions will be forwarded to the Mayor and Commission in their meeting packets by the Clerk's Office as Information Only items. The staff liaison will then submit a recommendation to the Mayor and Commission for filling the vacancy.

4. Commission Vacancy/Appointment Process

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- a. **Application.** Interested Benton Harbor city residents apply or submit a letter of interest to the City Clerk. The City Clerk verifies that the interested party is qualified to serve. The application/letter of interest of those qualified will be forwarded to the City Commission.
- b. **Nominations.** At a City Commission meeting, the Commission reviews applications and/or letter of interest submitted for the board and/or commission openings under consideration. From this applicant pool, Commission will select nominees for further consideration. Due to the number of applicants, only the nominees are contacted.
- c. **Interviews.** Those nominated by the City Commission are invited to participate in a brief interview with the Commission. Each nominee is asked to respond briefly to a few questions by the City Commission. Any commissioner(s) that is not present for the entire interview session will not be utilized in the final scoring computation.

Questions:

- Name, address, and how long you have lived in Benton Harbor.
 - What are the most critical issues facing our community today and what do you see as the Commission's responsibility in addressing those issues?
 - Why are you interested in serving on the City Commission?
 - What unique skills and experiences do you bring to the Commission?
 - How would you evaluate success as an individual Commissioner and as a Body?
 - How would you rate the current effectiveness of the City Commission?
 - How important is public perception about the Commission?
 - As a Commissioner, how would you interact with other public bodies and elected officials in the region?
 - How versed are you in City governing documents such as the Charter, ordinances, Master Plan, etc.?
 - Do you have any potential conflicts of interest that should be disclosed?
 - What are your aspirations for our City over the next 5-10 years?
 - What is your understanding of commission-manager form of government?
 - What is your view on strategic planning and goal-setting as a body?
- d. **Candidates.** There will be a score sheet for each candidate. Depending on the number of candidates, the top three (3) would be asked to come to the subsequent Commission meeting.
 - e. **Appointments.** Immediately following each set of interviews, the Commission makes formal appointments. Those appointed will receive a follow up letter with results and additional information. For those that are not selected, applications will remain active for future vacancies, for two years from the application date.
 - f. New appointees shall be sworn in at the end of the meeting following their appointment.

All appointees need to comply with the City's Code of Ethical Behavior.

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Ceremonial Recognition Policy

1. Scope and Applicability

This policy applies to all ceremonial proclamations, key to the city, plaques, certificates of appreciation and other forms of recognition issued by the City of Benton Harbor.

2. Policy Statement

This policy is intended to establish guidelines for the issuance of formal recognition in support of a particular event, program or cause, or recognition of a particular individual.

3. Proclamations, Plaques or Certificates of Appreciation

The city will consider a request for a proclamation, plaque or certificate of appreciation from any group or individual, as long as the request has some type of local appeal and promotes positive quality of life activities taking place in the City of Benton Harbor. The general criteria for the issuance of these types of recognition are:

- a. Issues with widespread community interest or concern, with a primary emphasis on requests in support of the City Commission's target issues
- b. Recognition of significant local group or individual accomplishments
- c. Individual accomplishments focusing on positive, family-related issues in community that add to the overall quality of life in Benton Harbor, or otherwise promote the institution of families in our community.

4. Keys to the City

A Key to the City of Benton Harbor will be issued to individuals upon approval by the Mayor and Commission. Additionally, available for presentation, are the Heart for Benton Harbor, plaques, certificates, etc. which will be presented by itself. The general criterion is as follows:

- a. Large Key - the large encased formal key should be issued, upon approval by the Mayor and Commission, only to dignitaries of unique and recognizable national or international stature upon their arrival in Benton Harbor, or certain citizens of Benton Harbor who have brought national or international acclaim to the Benton Harbor community.
- b. Heart for Benton Harbor, plaques, certificates, etc. presented by itself should be issued, upon approval by the Mayor and Commission, to those dignitaries, local citizens or other in recognition of a significant accomplishment or achievement that has brought a level of acclaim to the Benton Harbor community, but is not, in general, of national or international stature.

5. Procedures:

- a. Receiving Requests: The Clerk's Office coordinates these functions. All inquiries shall be directed to the Clerk's Office, which maintains responsibility for the program. The Clerk's Office will receive information from the requesting individual or group, and then forward to the Mayor and Commission for approval.

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- b. Process for Issuance of Keys to the City: The large key should be issued by the Mayor or his/her designee at a special ceremony or media event. The Heart for Benton Harbor may be issued by the Mayor, his/her designee, another City Commissioner, or a designated city staff member of department director level or higher at a location mutually agreed upon by the city and the receiving party. All requests for the issuance of keys to the city should be forwarded to the Clerk's Office.
- c. Administration: The Clerk's Office maintains responsibility for the administration of this policy.

Miscellaneous

1. Amendments

These Guidelines may be amended by the City Commission by majority vote. These Guidelines may be amended by the City Commission at any other regular or special meeting of the City Commission, by a majority of the members elect.

2. Complaints

- a. All complaints involving municipal policies shall be referred to the City Commission for appropriate action and, except in the most unusual cases, such action shall be preceded by a report and recommendation of the City Manager who shall have had ample opportunity and time in which to investigate and render a report.
- b. All complaints with the respect to the management of the city/personnel shall be immediately reported to the City Manager for necessary or appropriate action. A copy of written complaints will be forwarded to the City Commission for information. In the case of those complaints against the management of the City wherein the Commission desires further information, then the City Manager when so requested by a majority of the Commission shall be given adequate time in which to make the necessary investigation and report to the City Commission.
- c. Questions, comments or concerns regarding municipal services shall be conveyed to the City Manager or appropriate department during regular business hours and shall not be raised at Commission meetings unless the City Manager has failed to adequately respond to the issue following a reasonable opportunity to address same.

Honorary

1. Naming a Street Sign In Honor of An Individual or Group

- Any group or applicant must apply with the office of the Mayor and be approved by resolution by the City Commission. The application can be obtained in the Office of the City Clerk.

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- The person being honored should “have provided extraordinary public service or some exemplary contribution to the public good and have a connection” to the community in which the street or structure is located.
- Any signage be installed without cost to the public.
- The author and coauthors of the joint resolution must reside within the area of the street being dedicated.
- The dedication or designation must reflect community consensus.
- The legislator proposing the naming, or a co-author, must represent the district in which the highway or structure is situated.
- The proposed naming must not replace a prior naming unless there’s overwhelming support.

*ALL RESOLUTIONS IN CONFLICT WITH THE COMMISSION
POLICY & PROCEDURE ARE HEREBY REPEALED*

***Adopted July 7, 2014**
Amended October 6, 2014
Amended September 21, 2015*