



## **CONSTITUENT REQUESTS ADDRESSED TO CITY COUNCIL**

### **PURPOSE**

The purpose of this policy is to establish standard operating procedures to handle constituent requests and concerns received by the Mayor and Council offices and by members of the City Council.

### **POLICY**

The Mayor and Council may receive requests or complaints from constituents directly by phone, in person, by email, or in writing. This policy aims to streamline communication and ensure excellent constituent service to residents, businesses, and other stakeholders.

This policy is intended to cover requests and inquiries from City labor unions and entities (for profit and nonprofit) that conduct or seek to conduct business with the City and entities that receive/seek support from the City in the form of grants or other contributions. Under this policy, requests and inquiries from these entities shall be considered constituent matters.

### **PROCEDURE**

1. Constituent Requests for Service
  - a) Councilmembers should strive to refer constituents to the City's official service request system, where they can submit their City service requests directly.
  - b) Councilmembers may also refer constituent inquiries and requests to the City Manager or other staff as designated by the City Manager.
2. Constituent Operational and Policy Interpretation Questions
  - a) Councilmembers shall refer operational and policy interpretation questions on specific matters to the City Manager or the appropriate staff member as designated by the City Manager.
  - b) Councilmembers shall refrain from interpreting City policy and suggesting solutions to operational matters to constituents or City staff (with the exception of the City Manager, City Attorney, or other City elected officials).
  - c) Councilmembers should not attempt to serve as a proxy for policy or operational matters raised by a constituent. This includes requesting generic information from City staff and/or conducting research independent of City staff and attempting



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to answer or resolve operational or policy matters raised by constituents.

### 3. Constituent Legal Inquiries

- a) Councilmembers shall refer legal matters received from constituents to the City Attorney, or the appropriate staff member as designated by the City Attorney.
- b) Councilmembers should refrain from interpreting legal matters.

**Reference:**

*Policy and Procedure 007 (April 1992)*

*Council Policy 007 Updated <Insert action> (January 30, 2024)*