

CITY COUNCIL POLICY

NUMBER: 2020-02
EFFECTIVE: July 27, 2020

SUBJECT: CONSTITUENT RELATIONS WITH A DISTRICT ELECTED COUNCIL

PURPOSE

To establish a policy for handling constituent relations with District elected Councilmembers.

POLICY

1. Build community through information sharing, transparency, dialogue and community engagement.
2. City Councilmembers may communicate with any City community member.
3. City Councilmembers meeting with a resident voting in another District are expected to encourage the resident to communicate with their elected Councilmember. The Councilmember will notify the District Councilmember of the meeting.
4. City staff will use the City's Customer Relations Management system (MyRWC) to manage inquiries brought directly to the City Manager or referred to the City Manager by a Councilmember.
5. When communications are received that are addressed to the full Council, the Mayor will respond on behalf of the City Council.
6. City staff will support Councilmembers with District constituent matters using the same procedures and practices as those under an at-large elected Council.
7. City Councilmembers will inform each other of emerging issues they learn of from communication with constituents.