

CITY OF EUREKA

Category: ADMINISTRATION

POLICIES & PROCEDURES

Subject: Mayor and Council Correspondence

Date Adopted: March 1, 2011

File Number 1.12

POLICY OBJECTIVE

To facilitate prompt correspondence between elected officials and citizens; insure each inquiry receives a response from either staff or a councilmember; and comply with all applicable public records retention laws.

ASSIGNED RESPONSIBILITY

Mayor, Councilmember, City Manager, City Clerk, Executive Assistant, and all staff who provide follow up.

APPLICABILITY

All incoming USPS correspondence, e-mail and voice mail.

PROCEDURES

1. USPS Mail

All incoming USPS mail addressed to the Mayor, Council Members, City Manager, and City Clerk will be opened by the Executive Assistant.

- a. Mail that is marked "Personal or Confidential" will not be opened and forwarded directly to the addressee.
- b. Anonymous or unsigned letters will be forwarded unless otherwise directed.
- c. All mail will be opened and the envelope will be stapled to the back of the letter.
- d. A notice will be sent by staff to the sender indicating that the letter has been received by the Mayor or Councilmember.
- e. Correspondence will be reviewed and if it is determined that the request is routine and can be handled by staff, a copy of the letter will be sent to the appropriate department for response. The original letter will be noted and placed in the addressee in-basket. A copy of staff's response will be provided to the Mayor and Council. This does not preclude an individual response from an elected official.

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- f. All correspondence received and or disseminated by the City of Eureka is a public record and must be retained according to adopted Records Retention Policy No. 1.10.

2. E-Mail

- a. Group e-mails to the Mayor and Council which include the City Clerk as an addressee will receive a receipt received response from the City Clerk or assigned staff. Requests for service or complaints which can be handled by staff will be forwarded to the appropriate department for response. A copy of the department's response will be provided to the Mayor and Council.
- b. Group e-mails to the Mayor and/or Council which do not include the City Clerk will not receive a receipt received response from the City Clerk. If any of the Council members would like a response to be sent to the e-mail sender or for staff to respond to a request or complaint, the e-mail must be forwarded to the clerk by the elected official. Upon receipt of the e-mail from the Mayor or Council, the City Clerk will advise the sender of receipt, copy the Mayor and Council that this e-mail has been forwarded to the clerk and forward the concern to the appropriate staff or department. A copy of staff's response will be provided to the Mayor and Council. This does not preclude an individual response from an elected official.
- c. Individual e-mails received by the Mayor and or Council with a request or complaint needing a response by staff shall be forwarded by the elected official to the City Clerk for a response and follow-up. A copy of staff's response will be provided to the Mayor and Council.

3. Citizen Comment

The City of Eureka website provides a forum for citizens to e-mail the City with opinions, concerns, messages, etc. These messages will be sent to the Mayor and Council when appropriate. Anonymous comments will be forwarded unless otherwise directed. All other comments will be forwarded to the appropriate department for response.

4. Voice Mail

Voice mails received at the City Clerks office regarding an item on the agenda or other concerns and meant to be heard by elected officials will be forwarded to the Mayor and Council only when the person leave their name along with the message. All incoming voice-mail will be forwarded unless otherwise directed.