

Proposed CDAB Policy

For CDAB Collection of and Response to Citizen Input

Background

CDAB members may individually receive comments, questions, or other input from citizens. It is also the case that while our communication program is underway we will generate comments from citizens through social media or through CDAB's public email address.

In keeping with CDAB's Charter to "receive and provide citizen input to staff and county council on ways and means for improving the county's property maintenance and code enforcement program" it is important that we have a process for collecting and providing to appropriate parties the information and comments received.

It also is polite and appropriate for CDAB to acknowledge received citizen input and, consistent with our recommended communication and outreach effort approved by County Council to "educate and inform the community on property maintenance requirements and issues," to provide a formal CDAB response to some of the received communications.

This proposed policy intends to establish a process for managing these communications with and through CDAB.

Proposed Policy

1. Whenever a CDAB member individually receives information — whether through personal contact, email, or other messaging — from a citizen who wants to provide input to CDAB, the member should forward the received message to the entire CDAB membership as an "Information Only" communication.
 - a. The CDAB member who received the input can provide it to CDD staff (Adrienne/Andrea) with a request that it be forwarded to the entire Board. Alternatively, the member can send it directly to the other Board members specifying that the message is For Information Purposes Only and reminding members not to "reply all."
 - b. Communication threads that develop on social media will be collected and summarized for the Board by the Communications and Public Outreach Working Group at CDAB's monthly meeting.
2. The CDAB member who individually received the communication should limit any immediate response to an acknowledgement to the sender that the information was

received and a confirmation that the information was shared with the CDAB membership for awareness, discussion, and any appropriate action.

3. Additional response to any received communication will be led by the members of CDAB's Communication and Public Outreach Working Group, in consultation and discussion with the entire CDAB membership where appropriate.
 - a. Some received communications can be addressed by providing simple, factual information in response, for example by providing a link to the County Code or confirming the date of an upcoming public meeting.
 - b. Some received communications will be sufficiently complex that discussion with the entire Board will be appropriate before providing a complete response.
 - c. The Communications and Public Outreach Working Group will lead a synopsis and discussion of received inputs at each CDAB meeting as part of its monthly report.
4. If a CDAB member wishes to respond individually to any received communication outside of CDAB's formal response that member should make clear the response represents only his or her personal opinion and is not a statement from or position of CDAB.
5. The Communications and Public Outreach Working Group will lead the collection and collation of all received communications and forward the information to other parties as appropriate. Those parties can include, but may not be limited to, CDD staff, Council Liaison, and the contractor working on the rewrite of Chapter 18.