

CITY OF CHESPEAKE, VIRGINIA

NUMBER: 1.05 (46.0)

ADMINISTRATIVE REGULATION

EFFECTIVE DATE: 01/20/05

**SUBJECT: CITY MANAGER'S OFFICE
PROCEDURE FOR HANDLING COUNCIL
INQUIRIES**

SUPERSEDES: 08/01/79

I. PURPOSE

To establish a more efficient and effective system for the handling of Council inquiries, both direct and indirect, by the institution of a written and graphically representable procedure marked by effective response controls.

II. SYSTEM PARTICIPANTS

Administrative Assistant II
Deputy City Manager or Assistant to the City Manager
Department Heads
Certain Key Departmental Personnel

III. PROCEDURE

INPUT FLOW

A. Direct Council Inquires

Notification modes: in person, by telephone, written, at Council meetings, fax and email.

Indirect Council Inquires

Genesis of inquiry is Council but contact with City Manager's Office is made by City Clerk, citizen referred by Council, or City employee directly contacted by Council (all City employees shall notify Deputy City Manager of inquiries from Council).

Notification modes: in person, by telephone, written, email and fax.

Inquiry Transmitted To

B. City Manager's Office

Inquiry is transferred to computerized complaint system and a five (5) working days response date is given.

Inquiry Form Transmitted To

C. Appropriate Department

Department either:

1. Determines that inquiry is not a City responsibility and advises City Manager's Office on or before response deadline.
2. Handles the inquiry to its conclusion and provides report to City Manager's Office on or before response deadline of completion.
3. Notifies the City Manager's Office on or before the response deadline that inquiry will require more than the allotted time to handle. New response date is established between Department and Administrative Assistant and due date is so noted in complaint system.

Response Transmitted To

D. City Manger's Office

1. Completion Response: Council notified and inquiry file closed out.
2. Status Response: Council advised of scheduled completion date, and suspense procedures initiated with regard to that date.