



COBURG CITY COUNCIL MONTHLY REPORTS

TOPIC: Citizen Inquiry Quarterly Report

Meeting Date: October 10, 2023

Staff Contact: Sammy Egbert, City Recorder

Contact: 541-682-7852, sammy.egbert@ci.coburg.or.us

REQUESTED COUNCIL ACTION:

This is a quarterly report to City Council and is presented as information only on the Citizen Inquiry requests received by the City.

CITY COUNCIL GOAL

Citizen Communication

BACKGROUND

Council requested a summary on Citizen Inquires be provided quarterly. The purpose is to provided accountability and consistency on following up with citizens questions and concerns.

Citizen Inquires process -

1. Administration intake at front desk. Inquiry is date stamped, logged and emailed to the City Administrator and department heads who will handle the response.
 2. Departments print working copy and follow up on inquiry.
 3. When complete the department signs off on Citizen Inquiry form. Summarizing any actions taken, correspondence, etc. Attach all supporting documentation.
 4. Department follows up with citizen who submitted the Inquiry by letter, email or phone call. Update them on how the inquiry has been handled and letting them know that it is closed. **(N/A if Anonymous)**
 5. Route completed inquiry to City Administrator for final review and sign off.
 6. Return to administration staff to log, close and retain.
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NEXT STEPS

Quarterly report covering October, November, December is scheduled for the January 9, 2024 2023 City Council Meeting.

ATTACHMENTS

Quarterly Citizen Inquiry summary
