



## COBURG CITY COUNCIL MONTHLY REPORTS

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### TOPIC: Citizen Inquiry Quarterly Report

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**Meeting Date:** April 13, 2021

**Staff Contact:** Sammy Egbert, City Recorder

**Contact:** 541-682-7852, [sammy.egbert@ci.coburg.or.us](mailto:sammy.egbert@ci.coburg.or.us)

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### REQUESTED COUNCIL ACTION:

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

**Suggested Motion:** Information only

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### CITY COUNCIL GOAL

Citizen Communication

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### BACKGROUND

City Council directed staff to provide a quarterly report on Citizen Inquires submitted to the City. The report attached is a summary of what was received and the current status.

This report covers all inquiries received January, February, and March 2021. Additional information including staff responses and history on the inquiry are available if requested.

Date Received	Inquirer Name	Description	Date Closed
1/15/2021	Jennifer Rhee	Live traps in Johnny Diamond Park   Stray cats	1/15/2021
3/18/2021	David Fendrich	Hole at corner of N Miller & Sarah St end of sidewalk	3/18/2021
3/23/2021	Katie Schoen	Speed at Hatfield Subdivision	3/23/2021

### PROCESS for Inquires received by the City

- Inquiries are received at the front desk. Logged, numbered and routed to departments who may be responding.

- Department heads receive the Inquiry electronically with email directions below
    - Print a working copy for yourself.
    - Follow up with the person who made the inquiry by letter, email or phone calls letting them know what the City policy is and how the inquiry has been handled.  
- N/A if Anonymous
    - On form under response summarize action and follow up. Attach all supporting documentation emails and summary of how handled and sign off as department head.
    - Forward to City Administrator to sign. City Administrator will review sign off and send to City Recorder to log, close and retain.
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**PURPOSE**

The purpose is to provided accountability and consistency on following up with citizens questions and concerns.

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**BUDGET**

Not Applicable

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**RECOMMENDATION**

None

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**NEXT STEPS**

Next quarterly report will be at the July 2021 Council Meeting.

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**ATTACHMENTS**

None

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**REVIEWED THROUGH:**

Anne Heath, City Administrator

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