



CITY OF KIRKLAND
City Manager's Office
123 Fifth Avenue, Kirkland, WA 98033 425.587.3001
www.ci.kirkland.wa.us

MEMORANDUM

To: Kirkland City Council

From: Marilynne Beard, Interim City Manager

Date: April 22, 2010

Subject: COUNCIL RULES OF PROCEDURE – ITEMS FROM THE AUDIENCE AND COUNCIL CORRESPONDENCE

RECOMMENDATION:

City Council reviews the attached memoranda concerning rules of procedure and provides direction to staff regarding possible changes.

BACKGROUND DISCUSSION:

At the City Council retreat, staff was asked to prepare a report regarding certain practices contained in the City Council's rules of procedure. Among the specific items requested, the City's practice with regard to processing Council Correspondence and items from the audience are addressed in two staff reports attached to this memo.

Items from the Audience

At the April 6, 2010 meeting, the City Council approved language clarifying the practice of allowing three minutes per speaker during items from the audience. During Council's discussion, a suggestion was made to add a second opportunity for the public to speak at the end of the regular meeting. Information regarding the City of Woodinville's practice was also requested.

The first attached memo from City Attorney Robin Jenkinson provides background information and sample language for Council to incorporate in the rules of procedure to add a second "Items from the Audience" to the regular agenda.

Council Correspondence

The second memo provides background and options for the City's processing of correspondence addressed to the City Council. A background memo that was included in the April 15 Reading File is also included as an attachment to the memo for reference.

Staff is requesting Council direction regarding changes to current procedures. A resolution adopting revised rules of procedure will be prepared for approval at the next regular City Council meeting based on Council direction.



CITY OF KIRKLAND

City Attorney's Office

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MEMORANDUM

To: Marilynne Beard, Interim City Manager

From: Robin S. Jenkinson, City Attorney

Date: April 22, 2010

Subject: Council Rules of Procedure/Items from the Audience

RECOMMENDATION:

It is recommended that Council consider amending the Rules of Procedure for the Conduct of Kirkland City Council Meetings with respect to Items from the Audience and provide direction to staff.

BACKGROUND DISCUSSION:

At the meeting of April 6, 2010, Councilmembers discussed adding an "Items from the Audience" period at the end of the regular Council Meetings. Amendments that could be made to the Council Rules of Procedure to accomplish this change are shown in edited format below:

Order of Business

Section 4. The order of business shall be as follows:

1. Call to order
2. Roll call
3. Study session
4. Executive session
5. Honors and Proclamations
6. Communications
 - a. Announcements
 - b. Items from the audience (3 minute limitation. See Section 5)
 - c. Petitions
7. Special presentations
8. Consent calendar
 - a. Approval of minutes
 - b. Audit of accounts and payment of bills and payroll
 - c. General Correspondence
 - i. Routine
 - ii. Written correspondence relating to quasi-judicial, including land use public hearing matters and placed in the appropriate hearing file.

- d. Claims
- e. Award of bids
- f. Acceptance of public improvements and establishing lien periods
- g. Approval of agreements
- h. Other items of business

Any matter, which because of its routine nature, would qualify for placement on the Consent calendar pursuant to this section, may be included on the Consent Calendar, notwithstanding action on the matter may, by law or otherwise, require adoption of a Resolution or Ordinance.

Any item may be removed from the consent calendar and moved to the regular agenda upon the request of any Councilmember. All items remaining on the consent calendar shall be approved by a single motion. Whenever an Ordinance is included on the Consent Calendar, approval of the calendar shall be by roll call vote.

- 9. Public hearings
- 10. Unfinished business
- 11. New business
- 12. Reports
 - a. Council Reports
 - b. City Manager Reports
- 13. Items from the Audience
- ~~13~~14. Adjournment

Items from the Audience

Section 5. The Council believes that the following procedure for public comment during regular City Council meetings will best accommodate the desires and concerns of the Council:

1. During the time for "Items from the audience", speakers may not comment on matters which are scheduled for a public hearing, or quasi-judicial matters. The Council will receive comments on other issues, whether the matter is otherwise on the agenda for the same meeting or not. When possible, items on the agenda will be marked with an asterisk when the Council cannot receive comments on such matters during the time for "Items from the audience".

2. During the time for "Items from the audience", each speaker will be limited to 3 minutes. No more than 3 speakers may address the Council on any one subject. However, if both proponents and opponents wish to speak, then up to 3 proponents and up to 3 opponents of the matter may address the Council. Unless it is 10:00 p.m. or later, speakers may continue to address the Council during an additional Items from the Audience period, at the end of the meeting; provided, that total amount of time allotted for the additional Items from the Audience period shall not exceed 15 minutes.

Based on direction from the Council, staff will prepare a resolution making appropriate edits to the Council Rules of Procedure for adoption at an upcoming Council Meeting.



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MEMORANDUM

To: Kirkland City Council

From: Marilynne Beard, Interim City Manager

Date: April 22, 2010

Subject: COUNCIL RULES OF PROCEDURES – COUNCIL CORRESPONDENCE

RECOMMENDATION:

City Council reviews their current policy for responding to Council correspondence and provides direction to staff regarding any changes to the current procedure.

BACKGROUND DISCUSSION:

The City Council earlier indicated an interest in revisiting the current practice regarding responses to Council correspondence. A memo was included in the April 15, 2010 reading file providing background on Kirkland's current practice and a summary of policies for other cities (see Attachment A). The primary difference that emerged between Kirkland and other cities is the practice of bringing most response letters to the City Council on a regular agenda for approval before mailing the response. In most cases, responses are drafted by the appropriate department staff and reviewed by the City Manager and, in some cases, the Mayor prior to being mailed. The City of Shoreline's procedures provide an example of a policy that reflects this practice.

Resolution 4810, Section 7 contains the current policy for Council correspondence (see Attachment B). It distinguishes between four different types of correspondence and provides procedures for each:

Correspondence of an Information Only Nature – Forwarded to the City Council but not placed on the Council Meeting Agenda.

Routine Requests – Placed on the Council Meeting Agenda with a brief memo "explaining the request and recommending a course of action." In most cases, this is in the form of a draft response letter from the City Council.

Significant Correspondence – Policy-related correspondence that requires Council discussion or is non-routine in nature. These items are placed on the City Council meeting agenda for discussion and/or approval.

Correspondence Related to Quasi-Judicial Matters – The letter is placed in the appropriate communication holding file for the case and presented to the City Council when the matter comes before Council at a regular meeting.

The following discussion provides an overview of current practices and options for modifying procedures.

Routine Requests

All correspondence addressed to the City Council is forwarded to the City Council when it is received along with an indication of the department that is responsible for responding (with the exception of those related to quasi-judicial matters). As a practical matter, operational matters that can be met with a service response from a department or that can answer a simple question are addressed by department staff. Most of these responses take the form of a telephone call or email from staff responding to the sender. If a written response is prepared, it is also forwarded to Council when it is sent along with a copy of the original letter. This practice allows the City to quickly resolve issues for the customer.

Resolution 4810 calls for all correspondence to routine matters to be placed on the Consent Calendar. When an item is placed on the agenda, the staff person may have contacted the correspondent to acknowledge the issue and, most likely, to resolve it. However, a formal letter from the City Council is not sent until it has been approved on the Consent Calendar.

Option: The City Council may want to consider allowing staff to respond to routine matters without requiring Council approval at a regular meeting in order to expedite resolution.

Significant Correspondence

There is a range of issues that could be considered “significant correspondence.” By their nature, they call for different types of processing and response.

Regional Policy Positions -- Clearly, any letter sent on behalf of the Kirkland City Council to another governmental unit or agency expressing the Council’s position on a policy matter requires City Council discussion and approval at a regular meeting.

Local Policy Issues -- Correspondence that questions the City Council’s policy choices, raises a serious policy issue or recommends a change in City Council policy should also be reviewed and approved by the City Council. This practice allows the Council to either affirm its policies or to request further study and a possible change. The City Council’s response will necessarily reflect the Council’s direction regarding further study or action to be taken. The drawback of requiring Council review of responses before they are sent is the lag between the time the letter is received and the response is sent. In addition, the response is included in the City Council agenda packet making it available to the general public at the same time or before it is received by the originator.

Option: The City Manager may be provided some discretion about the appropriate handling of policy-related correspondence either based on his/her own judgment or in consultation with the Mayor and/or Deputy Mayor (or other Council designee). The response letter can be signed by

either the City Manager or signed by the Mayor/Deputy Mayor/designee on behalf of the Kirkland City Council. In effect, the City Council would be delegating their response. This approach would not be appropriate for major policy issues and would be based on the appropriate delegate's direction regarding how it should be handled.

Volume Email Correspondence -- A variation on this type of correspondence that emerged with the widespread use of email is the practice encouraging Council input by generating many emails on a particular subject. The emails are often based on a template provided by an advocacy group that the writer can use and enter their own name as the author. Examples of recent issues for which many "form letters" were received via email include the off leash dog area matter and the BNSF rail/trail matter. Similarly, the Council received numerous emails about the Bank of American project, stating various positions on the matter. Again, all of the correspondence was forwarded to Council, however, a City Council response letter was not provided due to the sheer volume of letters and the fact that the writers were not requesting a response, but simply stating their position.

Option: The City Council may want to consider allowing staff to develop a template response that thanks the writer, indicates that the City Council received the correspondence and provided any further pertinent information such as when the item will be before the City Council at a regular meeting.

When to Respond -- At this time, the City does not have a practice of acknowledging the receipt of every correspondence received by the City Council. Although this may be a simple form letter from the City Manager's Office acknowledging receipt of the correspondence, it provides an opportunity to thank the sender for their letter and an opportunity to indicate whether a further response is being prepared.

Option: Provide a brief response to all City Council correspondence.

The objective of making any change in the current practice would be to improve the City's response time for correspondence and to provide a response to every correspondent. Additional CMO staff time would be required to send acknowledgements. Allowing some letters to be processed by the City Manager and/or Mayor will reduce some response times and save staff time that would otherwise be needed to process it as an agenda item.

Based on direction from Council, staff will prepare appropriate edits to the Council Rules of Procedure for adoption at regular meeting.

**CITY OF KIRKLAND****City Manager's Office**

123 Fifth Avenue, Kirkland, WA 98033 425.587.3001

www.ci.kirkland.wa.us**MEMORANDUM**

To: Marilynne Beard, Interim City Manager

From: Marie Stake, Communications Program Manager

Date: April 8, 2010

Subject: Reading File: City Council Correspondence Process

The City of Kirkland prides itself on being responsive to citizen correspondence to the City Council. Correspondence addressed to the Council and/or the Mayor is typically received by mail or email. In 2009, more than 40 response letters drafted by staff on behalf of the City Council were presented to the full Council for review and approval under the "Consent Calendar/General Correspondence" section of the City Council meeting agenda.

The purpose of this memorandum is to provide the City Council with background information on the City's current practice for processing citizen correspondence addressed to the City Council and/or the Mayor so that the Council may provide direction to staff when this issue is presented at an upcoming Council meeting.

The City's current process is described in Chapter 4.2, Correspondence Procedures, and Chapter 4.3, Distribution of Information and Correspondence, of the Kirkland City Council Policies and Procedures Manual. (Attachment A)

For reference purposes, included in this memo is a summary of processes of other cities: Bellevue, Bothell, Mercer Island, Sammamish, Shoreline, Tacoma and Vancouver (Attachment B).

Types of Correspondence Typically Received and Method of Response

The majority of correspondence addressed to the City Council and/or the Mayor is received either by mail or email. Letters to the City Council are received in the City Manager's Office (CMO) on behalf of the City Council. Emails addressed to the City Council are typically received via the council@ci.kirkland.wa.us email address which is regularly monitored by CMO administrative staff. Individual City Council members often receive emails through their individual city email accounts.

Incoming correspondence may best be defined as "policy-related" and "operations-related." Policy-related correspondence typically expresses the opinion of the correspondent (individual, business or organization) about a policy decision made by the Kirkland City Council or other legislative bodies that impact Kirkland residents and businesses. Sometimes the City Council receives requests to consider new policy (e.g. Styrofoam ban). The City Council may also receive multiple letters and/or emails regarding the same subject (e.g. annexation or off-leash dog areas). Operational correspondence often seeks factual information (e.g. code

requirements, project information) or asks the City to resolve an individual’s situation (e.g. citation).

All incoming correspondence is forwarded to the City Council. The type of response and review procedure depends upon the nature of the issue expressed in the correspondence. The City Council may receive duplicative emails from different correspondents about the same subject. These may not require individual responses if they express a collective opinion about a particular issue (e.g. BNSF trail/rail advocates or off-leash dog park advocates). In certain circumstances, the City Council may request that a template response be prepared by staff and approved by the City Council. Otherwise, this correspondence is simply forwarded to the City Council. The following table describes the different types of correspondence received by the City Council and the current practice for preparing a response:

Types of Correspondence	Method of Response	Council Approval Required	Signature
POLICY ISSUE			
Addresses a pending quasi-judicial decision	Correspondence is responded to by the Planning & Community Development Director.	No	Planning & Community Development Director
Raises a policy question	Staff prepares draft response for Council agenda. Original correspondence and response are provided to all Council members.	Yes	Mayor
Expresses opinion or seeks City’s position on regional or other policy issue	Staff prepares draft response for Council agenda. Original correspondence and response are provided to all Council members.	Yes	Mayor
Multiple correspondence (emails or letters) on a single topic	Copies are provided to City Council. Template response may be requested by Council or recommended by staff.	Yes	Mayor (if response is provided)
OPERATIONAL ISSUE			
Requests a service or information	Correspondence is responded to by the appropriate department. Original correspondence and response are provided to City Council.	No	Department Director, Manager or appropriate staff member
Compliments or complaints about City service	Correspondence is provided to appropriate department. Response letter is drafted for Mayor’s review & signature. Original correspondence and response are provided to City Council.	No	Mayor (Deputy Mayor)

Types of Correspondence	Method of Response	Council Approval Required	Signature
Compliments or complaints about City employee	Correspondence is provided to appropriate department. Appropriate director or manager responds via phone or letter.	No	City Manager, Assistant City Manager or Department Director
Seeks resolution to dispute or waiver of City-imposed restriction	Staff prepares draft response for Council agenda. Original correspondence and response are provided to all Council members.	Yes	Mayor

Internal Process to Draft Response and Receive Approval

For correspondence that is placed on the City Council agenda, draft responses are prepared by staff. Draft correspondence is reviewed and approved by the City Manager prior to inclusion in the Council packet. The City Council packet is posted online no later than the Friday preceding the regular Tuesday meeting; making the draft response available for public view on the Internet.

Over the past year, a few citizens who sent correspondence to the City Council expressed concern that their name, address and email address are posted to the Internet. Public records law requires that all correspondence to and from the City Council is considered a public document unless it is specifically exempted. Others have expressed concern that website browsers see the draft response before the originator receives an official response. Based on current practice it is possible that a final response letter is not received by the originator until weeks after submitting it to the City due to the time it was received and the date of the next available City Council meeting. The following table describes the current procedure for tracking, routing and responding to correspondence:

CURRENT PRACTICE
1. Tracking: Council Correspondence (email and letters) is received by CMO administrative staff.
<p>2. Assignment for Response and Distribution: CMO determines the appropriate department/staff for a response and provides a copy of the original correspondence to City Council indicating the assigned staff person.</p> <p>CMO determines which correspondence is to be placed on the agenda as "General Correspondence" and assigns to the appropriate department/staff for preparation of Council packet item. "General Correspondence" agenda items require a cover memo, original correspondence and draft response for approval by City Council.</p> <p>CMO assigns operational issues to the appropriate department/staff. Once a response is prepared, a copy of the response and the original letter is copied to City Council.</p> <p>Quasi-judicial related issues are responded to by the Planning & Community Development</p>

Director.
3. City Council Review of Agendized Items: "General Correspondence" is included on the consent calendar portion of the agenda and approved along with the remainder of the consent calendar. If a correspondence item is removed from the consent calendar and editorial corrections are requested by Council, the assigned staff person makes the content changes and forwards the final letter to the Mayor for signature.
4. Response Distribution: For all City Council approved correspondence, CMO mails/emails the corrected final response letter, files it, and provides a copy to all Council Members, City Manager, Assistant City Manager, and appropriate staff. Operational responses are also copied to the City Council once it is received in the CMO from the responding department.

Process of Other Cities

Seven "Council-Manager" cities were briefly surveyed about their policies and procedures for Council correspondence. A matrix summarizing the practices of other cities is included as Attachment B to this memo.

- Most cities surveyed have a group City Council email address as well as individual member email accounts.
- Most cities surveyed do not have a formal policy/procedure, do not require full Council review and do not include the original correspondence and draft response in the City Council packet.
- Most cities have a response prepared by staff and, depending on the issue, signed by staff or by the Mayor; in all cases, the original letter and response is provided to the City Council for informational purposes.
- Two cities surveyed have formal procedures; two track correspondence via a database.
- For most cities surveyed, the types of correspondence shared with Council are letters and emails about policy issues (not operational issues).

The City of Shoreline's process is well-documented and provides an alternative review and approval process from Kirkland's current practice. Their process is included as Attachment C.

Council Consideration to Amend Current Practice

There has been recent interest by the City Council to review its policy and procedure for correspondence. At its March 2010 Retreat, the Council identified the issue of reviewing Council Correspondence procedures as "urgent and important." Staff will follow-up with a staff report which includes options and recommendations at the May 4 Council meeting.

Attachments:

- A: Kirkland City Council Policies and Procedures Manual, Chapter 4.2, Correspondence Procedures and Chapter 4.3, Distribution of Information and Correspondence
- B: Overview of Council Correspondence Procedures of other cities
- C: City of Shoreline "City Council/City Manager Correspondence Process" (January, 2010)

KIRKLAND CITY COUNCIL POLICIES AND PROCEDURES MANUAL

CHAPTER 4: COMMUNICATIONS

CHAPTER
4

4.2 CORRESPONDENCE PROCEDURES

Correspondence written on behalf of the City Council shall have a signature block of the following:

Kirkland City Council

By _____, Mayor

Letters on regional issues should be signed by the appropriate City Council representative.

A Councilmember writing a letter or email as an individual (as compared to correspondence signed by the Mayor on behalf the entire Council) should clarify that he/she is writing the letter or email as an individual and not speaking on behalf of the Council as a whole. Councilmembers may use Council letterhead and envelopes regardless of whether writing as an individual or on behalf of the entire body.

4.3 DISTRIBUTION OF INFORMATION
AND CORRESPONDENCE

City Manager's Office Staff generally copies and distributes all information and correspondence to all Councilmembers. This includes emails sent to citycouncil@ci.kirkland.wa.us. Exceptions to this practice include personal correspondence arriving via the city, correspondence and information addressed to only one Councilmember with no cc's, and items addressed to the Mayor only. In the case of non-personal items addressed to the Mayor, the City Manager's Office determines the distribution, always erring on the side of providing copies to all Councilmembers.

City business-related correspondence is also copied to the affected Department Director responsible for drafting a response for Council review and the Mayor's signature.

City	Coordinating office	Process	Full Council Review?	Formal Procedure?	Comments
Bellevue	City Clerk's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. Response drafted by staff. <ul style="list-style-type: none"> "I'm writing on behalf of the City Council...." Depending on issue City Manager, Dept. Director or staff signs letter. Response letter forwarded to Council, City Manager 	No	No	<ul style="list-style-type: none"> Group and individual Council emails Clerk's office does not track emails sent to individual Council members.
Bothell	City Clerk's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. Correspondence is assigned a tracking number Acknowledgement letter is sent to citizen within 2 business days. Copy to City Manager & City Clerk. Detailed response drafted by staff. Original correspondence, acknowledgement letter and response letter are included in Council Information Packet (distributed every Friday) 	No	Yes	<ul style="list-style-type: none"> Clerk's office does not track emails sent to individual Council members.
Mercer Island	City Clerk's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. Response drafted by staff; signed by staff. Response letter forwarded to Council, City Manager. 	No	No	<ul style="list-style-type: none"> Group and individual Council emails. Individual emails are forwarded to personal accounts. Clerk's office does not track emails sent to individual Council members.
Sammamish	Varies	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. Response drafted by staff. 	No	No	<ul style="list-style-type: none"> Group and individual Council emails. Council is aware that if responding as individual, he/she will state so in response. Broad issue: Communications Manager drafts response.

City	Coordinating office	Process	Full Council Review?	Formal Procedure?	Comments
Shoreline	City Manager's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. <ul style="list-style-type: none"> CMO staff determine what correspondence is shared with Council If correspondence relates to an administrative issue ("everyday work process or city service"), then staff, Dept. Director or City Manager will respond. If correspondence relates to a policy or legislative issue or is a "hot topic", then response will be signed by Mayor on behalf of full council. All correspondence receives an "acknowledgement" from the City Manager's Office. Correspondence is logged within 2 hours into a database (Hansen) Draft responses are reviewed by CMO Management Analyst within 2 days. CMO staff coordinates signature and mail/email response Copies of signed response provided to Council & appropriate staff 	No	Yes	<ul style="list-style-type: none"> Group and individual Council emails Council member may ask staff to respond
Tacoma	City Clerk's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council, City Manager, Department Director and appropriate staff member. Council member may ask City Manager to respond. Staff responds to factual/informational requests 	No	No	<ul style="list-style-type: none"> No group council email; only individual email. Letters of regional significance may be presented to full council for review/approval
Vancouver	City Council's Office	<ul style="list-style-type: none"> Email/letter addressed to Council is forwarded to full Council. Distributed via packets. <ul style="list-style-type: none"> Letters addressed to Council are forwarded to full Council; emails sent go directly to Council members (unless the email is sent to Council staff) Correspondence addressed to the Council about dissatisfaction with city service, staff, etc. is referred to the City Manager and/or Department Director or Citizen Advocate. Council members may request staff to draft response Responses shared with full Council. 	No	No	<ul style="list-style-type: none"> Individual Council member email accounts

City of Shoreline
CITY COUNCIL CORRESPONDENCE PROCESS
January 2010

Step 1 – Correspondence Received	Step 2 – Response Determination	Step 3 – Signatory Determination	Step 4 – Correspondent Notification
<ul style="list-style-type: none"> • The City Manager’s Office (CMO) receives correspondence (email, letter, or a public comment form) from an individual on behalf of the City Council or City Manager. • The CMO Administrative Assistant (AA) and CMO Management Analyst (MA) determine whether the correspondence should be responded to or whether it should be distributed to the City Council, City Manager and/or other appropriate parties. 	<ul style="list-style-type: none"> • If there is a clear question and the correspondent is requesting information, the correspondence is responded to. • As well, if there is a policy question or staff feels that the correspondent would like to feel reassured that they are being heard, a response is provided. • However, if the correspondent is just providing their opinion or position on a policy, making a request of Council where no response is requested, providing an “FYI” or community announcement, or stating questions that are rhetorical, this correspondence is typically not responded to, but rather distributed. • If there are any questions about whether a piece of correspondence should be responded to or not and a judgment call is made, the CMO MA will typically involve the Assistance City Manager or City Manager for their input. 	<ul style="list-style-type: none"> • If the correspondence relates to an administrative issue that is part of the staff’s “everyday” work process or provision of service, the correspondence will be responded to by staff, typically a department director or the City Manager. • However, if the corresponded relates to a past or present policy issue, an issue, Ordinance or Resolution that the Council will be acting on in the future, or a “hot button” issue that necessitates a Councilmember’s signature, the correspondence will be responded to by the Mayor on behalf of the Council (or Deputy Mayor in the Mayor’s absence.) • If there are any questions about whether a piece of correspondence is administrative in nature or more policy-oriented, the CMO MA will involve the Assistance City Manager or City Manager for their input. 	<ul style="list-style-type: none"> • For received Council correspondence that will be distributed (and not responded to), the CMO AA will immediately reply to inform the correspondent that staff will forward the correspondence onto the City Council and appropriate staff for their review. • For correspondence that will receive a staff response, the CMO AA immediately replies to inform the correspondent that staff will provide a formal response in the near future, and that if the correspondent has any questions, they should contact the City Manager’s Office.

CITY COUNCIL/CITY MANAGER CORRESPONDENCE PROCESS
January 2010

Step 5 – Response Tracking	Step 6 – Response Draft	Step 7 – Response Review	Step 8 – Response Final Action
<ul style="list-style-type: none"> • For all received correspondence, the CMO AA will enter the correspondence into the City’s tracking database, within two (2) hours. • If the correspondence is to receive a response, the CMO AA will designate a City department contact person for response and tracking responsibility after consulting with the CMO MA. • All responses to correspondence requiring a response should be drafted, edited, finalized and signed by the appropriate party in 10 business days. 	<ul style="list-style-type: none"> • Upon receipt of the request, the department contact coordinates the drafting of a response with staff in their department. • Once the response is written, the department contact returns the draft to the CMO AA. • The department contact ensures the completion of these tasks within five (5) working days from the date in which the request was received. • <i>Note:</i> The department may determine that a more appropriate response is to discuss the issue directly with the correspondent. It is perfectly acceptable to respond with a telephone call or visit to the correspondent; however, the department is still responsible for writing a memo to the City Council/City Manager summarizing the interaction. 	<ul style="list-style-type: none"> • Upon receipt of the draft response, the CMO AA reviews and formats the response and then sends to the CMO MA for his review. • The CMO MA then reviews the response within two (2) working days. • If needed, the CMO MA works with the department(s) to resolve or clarify issues that may exist with the draft response. • Once the review is complete, the CMO MA will email a final draft to the signatory for final review and signature. 	<ul style="list-style-type: none"> • Upon approval, the signatory will notify the CMO MA that the letter is ok to send, and the CMO MA will forward this response to the CMO AA for action. • The CMO AA will send the approved response via email for correspondence received electronically and will print a letter for signature for correspondence received via letter. • The CMO AA will then distribute copies of the signed response to all applicable parties, including the City Council.

ATTACHMENT B

Excerpt from Resolution 4810 Regarding City Council Rules of Procedure

Section 7. Written Correspondence: Access to the City Council by written correspondence is a significant right of all members of the general public, including in particular, citizens of the City. The City Council desires to encourage the exercise of this access right by the general public to bring to the attention of the Council, matters of concern to Kirkland residents. In order to do this most effectively, some orderly procedure for the handling of written correspondence is essential. One concern of the City Council is application of the appearance of fairness doctrine to correspondence addressed to the Council, concerning matters which will be coming before the City Council in a quasi-judicial or land use hearing context. Special care in the way the content of those letters is brought to the attention of the individual members of the Council is essential in order that an unintended violation of the appearance of fairness doctrine does not result.

The Council believes that the following procedure for handling of written correspondence addressed to the Council will best accommodate the desires and concerns of the Council as set forth in this section:

1. Correspondence of an Information Only Nature - Correspondence which is purely of an informational nature and which does not require a response or action should not be placed on the Council Meeting Agenda by the City Clerk, but rather transmitted to the Council members in the normal course of daily business.
2. Routine Requests - Items of a routine nature (minor complaints, routine requests, referrals, etc.) shall be placed by the Clerk on the agenda under the Written Correspondence - Routine Section of the consent calendar. A brief staff memorandum should accompany each letter explaining the request and recommending a course of action.
3. Significant Correspondence - Written correspondence which obviously requires some Council discussion, is of a policy nature or for which a non-routine official action or response is required, shall be placed by the Clerk on the regular Council agenda, either under New Business or if appropriate, under Unfinished Business, and shall be accompanied by staff report as are all other agenda items.
4. Correspondence Directly Relating to Quasi-Judicial Hearing Matters - All such correspondence when so identified by the City Clerk shall be listed by name and reference to hearing matter on the consent agenda under the item Written Correspondence Relating to Quasi-Judicial Matters. Copies of such correspondence shall not then be included within the agenda materials, but shall be placed in a City Council communication holding file, or directly into the appropriate hearing file, so that they will be circulated to City Councilmembers at the time that the matter comes before the City Council for its quasi-judicial consideration, and as a part of the hearing record for that matter. The City Clerk shall also advise the sender of each such letter, that the letter will be coming to the attention of the City Council at the time that the subject matter of the letter comes before the Council in ordinary hearing course.