CITY OF WOODLAND, WASHINGTON

RESOLUTION NO. 596

A RESOLUTION CREATING A "CITIZEN COMMUNICATION AD- HOC COMMITTEE" AS AN ADVISORY BOARD TO THE WOODLAND CITY COUNCIL;

WHEREAS, the City of Woodland has a desire to communicate effectively with all of its citizenry and actively and effectively resolve concerns and complaints;

WHEREAS, the city of Woodland has an obligation to ensure that there is a process in place to handle citizen concerns;

WHEREAS, it has been identified that the city does not have a formal policy in regards to handling citizen complaints;

WHEREAS, an effective citizens' complaint resolution process is an important component of local government accountability;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WOODLAND AS FOLLOWS:

Section 1. The City Council hereby directs Administration to form a "Citizen Communication Ad Hoc Committee" whose purpose will be:

a. to develop recommendations for more effective two-way communication with Woodland's citizens, and
b. to review a City policy for complaint resolution.

Section 2. The City Council hereby directs City staff to send out a press release to local newspapers with information regarding the establishment of the Citizen Communication ad hoc committee. The press release should include the application process on how to become a member of the ad hoc committee. Additionally the notice shall appear on the city's website with application materials.

Section 3. After four weeks, received applications shall be sent to the Human Resources Committee whereby the committee will review the applications and then make a recommendation to the Council.

Section 4. The Woodland City Council will then appoint five Woodland Citizens and one member of the Woodland City Council who will act as the chair for the committee.

Section 5. The development of the City's policy shall be accomplished by the following process:

a. Committee will meet once monthly. City will provide meeting space, as available.

b. First meeting of committee will be an introduction to task members, and discussion on their review of the citizen survey report results. Final citizen survey report is to be provided to committee members upon appointment. The committee will begin to discuss how to improve two-way communication between government and citizens and keep notes for a draft recommendation.

c. Second meeting will be to review reports from all of the department heads. As there is no formal written policy in place, department heads will prepare report on how they currently direct their staff to process citizen concerns and complaints. Committee will review the reports from all department heads on their current process (and policy, if in existence). Start discussion on identification of issues and recommended resolutions.

d. Third and fourth meetings will be a continuation; to develop and discuss policy for responding to citizen complaints; discussion on whether there will be a city form to fill out (and if so, what should be on the form), identification of the chain of command for submittal and follow up, clarification of the acceptable timeline for response to the citizen, and any other recommendations.

e. Fifth meeting, draft policy is to be presented and discussed. Draft revisions are to be redlined for completion of the final draft.

f. Sixth meeting, final draft to be voted on and approved by committee for forwarding to City Council for review and possible further action.

ADOPTED in an open public meeting this 7th day of February, 2011.

CITY OF WOODLAND, WA

Approved:

Charles E. Blum, Mayor

ATTEST:

Mari E. Ripp, Clerk/Treasurer

APPROVED AS TO FORM:

William Eling, City Attorney