



Council Ombuds Process

MayorCouncil@redmond.gov

General Practice

1. Mayor/Staff to send appropriate constituent response via email and cc MayorCouncil shared inbox after research time.
2. Councilmembers to monitor inbox for awareness.
 - a. If Individual CM chooses to reply directly to constituent, the Mayor's office should be made aware **prior** to emailing and CM should then cc MayorCouncil on reply.

Emails **Not** Addressing Mayor

Addressing to (1) Council or (2) specific Councilmember

1. Month's Ombudsperson to reply.
2. Said Councilmember to reply.

*If assistance is needed, Councilmembers should reach out to Legislative Coordinator.

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General Practice

1. Ombudsperson to decide and inform Legislative Coordinator how much or how little they would like to collaborate on replies.
2. Ombuds to send response/acknowledgment email to constituent within 48-72 hours (2-3 days).

How the Legislative Coordinator Can Assist if Requested

1. Screen Council inbox and route to appropriate department/team when needed.
 - a. Ombuds will be cc'd on initial email to know that inquiry is being worked on.
2. Department/team will reply to the Legislative Coordinator only.
3. Legislative Coordinator will email the Ombudsperson with drafted response.

Continued Replies from Prior Months

1. To avoid OPMA violations, Councilmembers should continue to be the point of contact for as long as the topic remains the same.
2. If topic is no longer exactly the same, Councilmember can request formal pass off via the Legislative Coordinator.
3. If constituent request becomes unmanageable, Councilmember can seek additional guidance and assistance.

Types of Inquires/Requests

1. Policy Related

Ex.) Municipal Code, Zoning Code, Land Transfer

**Proposed changes to codes require Council to initiate discussion.*

2. City/Department Related

Ex.) Park Improvements, Event Permits, Parking Violation