



MEMO TO: Mayor and Members of the City Council

FROM: Maxine Whattam, Chief Operating Officer

DATE: June 18, 2019

SUBJECT: Follow-up Report on Council Ombuds Process – Website Updates

I. RECOMMENDED ACTION

Present for information only.

II. DEPARTMENT CONTACTS

Maxine Whattam, Chief Operating Officer	425-556-2310
Ryan Spencer, Customer Experience Manager	425-556-2836
Michelle M. Hart, MMC, City Clerk	425-556-2190

III. DESCRIPTION/BACKGROUND

At the April 30, 2019, City Council special meeting, the project team assigned to review and make recommendations for enhancement of the Council Ombuds process presented technology solution options available through use of existing City technology to assist in the facilitation of the process. The Council discussed the information presented and expressed their desire for additional alternatives.

The project team subsequently met with the Communications Division with respect to possible website enhancements to provide more intuitive direction to members of the public seeking to contact the Mayor and Council; individual Members of the Council; the Council Ombuds; and Customer Service.

These website enhancements are now live for the public's use and will be shared with the Council at the time of the June 18, 2019, regular business meeting.

IV. PREVIOUS DISCUSSIONS HELD

Monthly reports have been provided to the Finance, Administration, and Communications Committee of the Whole since November 2018.

Council Special Meeting: April 30, 2019

V. IMPACT

A. Service/Delivery:

Increased accessibility and understandability in reaching the City Council.

B. Fiscal Note:

n/a

VI. ALTERNATIVES TO STAFF RECOMMENDATION

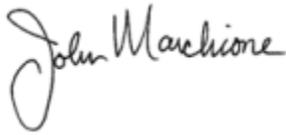
n/a

VII. TIME CONSTRAINTS

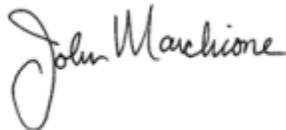
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VIII. LIST OF ATTACHMENTS

Attachment A: Council Webpage



John Marchione, Mayor



Approved for Agenda _____
John Marchione, Mayor