

## Council Action/ Discussion:

Request that the City Manager provide the City Council options to develop value added enhancements to the current constituent management service process, for the purpose of effectively managing citizen requests, issues and concerns.

## Suggested Items to Address:

- Brief review of the current constituent management service process

- Identification and assessment of appropriate systems software and or processes currently in use or available in the marketplace that can:

  - Log constituent requests and assign a tracking number

  - Route requests to appropriate departments

  - Develop prompt replies and status reports to citizens

  - Monitor and track progress

  - Coordinate a response when an issue is resolved

Cost of potential system or process

Timing—First Quarter 2016?

Thank You—Rich Cautero