

## **Citizens Advisory Committee for Mayor-Council Transition**

Attn: Council Committee on Mayor-Council Transition

Date: June 16, 2005

### **Constituent Services: CAC Recommendations and Comments**

Council staff members have expressed general satisfaction with the current system of coordination and administration of Constituent Services through the Citizens Assistance manager.

However, provisions of Prop F change the current system by placing Constituent Services under the control of the Mayor's office. This shift creates a dilemma for Council members since it modifies the traditional and important role of Council offices in facilitating the resolution of constituent concerns.

The CAC acknowledges the possibility, under the new Mayor-Council form of government, of the politicization of Constituent Services and offers the following recommendations to help remedy the perceived problem:

- 1) The CAC agrees with the consultant recommendation to create a monitoring system to track and publicize the overall responsiveness of constituent services delivery. Among other benefits, this would promote equitable treatment for all Council districts and communities.
- 2) The CAC supports the expedited development of a citywide call center, commonly called a 311 system. Such a system would promote greater efficiency, equity, and accountability.
- 3) The CAC supports the consultant recommendation for quarterly reports to the Council from the Citizens Assistance program manager. This could be a regular item on a Council committee agenda and be open to public input.
- 4) The CAC recommends joint discussions between the Council and the Mayor, once elected, to establish liaisons and procedures for effective communication between Council offices and city departments.