

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT RESPONSES TO REFERRALS FROM MAYOR AND COUNCIL	Number 10.01	Issue 5	Page 1 of 3
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*In cases of utmost urgency, a telephone referral directly to the department is warranted.

1. Purpose

- 1.1 To establish procedures for processing referrals from the Mayor and City Council to ensure prompt, complete, and accurate responses. To establish a flexible response system, which will relate the due date to the urgency of the request.

2. Policy

- 2.1 Route Slip: A route slip is a transmittal document generated by the Mayor or City Council or Administration Department that is used to communicate a complaint or concern that exists within our City or on City-owned property. Route slips include the name, address, and phone number of the person generating the complaint as well as the specifics of the complaint. When the route slip is received by the Administration Department, additional information is added such as a tracking number, due date, and department to which the route slip is to be delegated. A copy of a route slip is attached.
- 2.2 If it is an ADA or disability related complaint, please send it directly to the Disability Services Department via email disabilityservices@sandiego.gov or by calling 619-236-5979. The Disability Services Department receives and tracks all ADA and disability complaints citywide. Disability Services will forward the complaint to the appropriate department for correction and track the complaint until it is completed. Please provide the date of incident (if applicable), exact location, a detailed description of the issue, the complainant's name/address/phone or TTY, and/or email address in order to process the complaint.
- 2.3 If the referral is urgent in nature, a route slip is not the appropriate method to use. For example, if there is a water main break, the Water Department office that is responsible for repairing water main breaks should be called immediately. Other examples of an urgent safety matters are: a fallen tree in the middle of the street, traffic signal outages and street flooding. These are situations that should be rectified with phone calls. In some cases, the caller may be instructed to call 9-1-1.

3. Procedures

- 3.1 The majority of referrals are generated by the Mayor, Council and Administration Department staff as a result of phone calls, letters, emails, contacts at community

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meetings, and public comment at City Council meetings. Responses shall be made to all referrals in accordance with the interim due date indicated on the route slip.

- 3.2 The Mayor and City Council staff will submit the information to Administration Department via electronic route slips. Upon receipt, the route slip will be assigned to the appropriate department(s) route slip coordinator for a response.
- 3.3 Upon the department's receipt of the route slip, the department prepares an interim response (interim letter template attached) to the constituent, or contacts the constituent by phone or email within seven calendar days. The interim response contains a contact name, phone number, and the specific date when the referral will be completed. A copy of the interim response is forwarded to the Citywide Route Slip Coordinator. The date of completion noted in the interim response will be the department's final due date to complete the referral.
- 3.4 The department route slip response should be brief, clear, and to the point using the response portion of the route slip form. If the explanation is lengthy, or substantiating material is required, the response may be attached to the route slip. The interim reply shall follow the same routing and due date as originally indicated on the route slip; that is, an electronic copy of the interim response is to be sent to Administration Department for forwarding to the originating office.
- 3.5 Instructions for the type of response requested for each route slip are noted on the specific route slip. There are two options: 1. Send electronic copy with attachments of your reply to Administration Department for forwarding to the originating office; or 2. Mail department letter directly to citizen, and send an electronic copy with attachments to Administration for forwarding to the originating office.
- 3.6 If the department determines that the response will extend beyond the final due date as indicated in the interim response, the department must prepare an explanation indicating the reason for the delay, the expected date of completion of the response, and requesting an extension of time. This request is forwarded to the Citywide Route Slip Coordinator, who advises the originator of the route slip.
- 3.7 Administration Department will provide electronic copies of the responses to the route slip originating office.
- 3.8 Administration Department will provide a monthly route slip status report to each department listing outstanding route slips.
- 3.9 A constituent services report which includes route slip statistics will be prepared

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for appropriate, City Council Committee, at minimum on an annual basis

(Supersedes A.R. 10.01, Issue 4, effective March 6, 2009)

Authorized


CHIEF OPERATING OFFICER

APPENDIX

Legal References

City Charter Section 270 (h)

Forms Involved

Interim Letter Template
Route Slip Form

Subject Index

Route Slips

Administrating Department

Administration

Interim Letter Template

[Department letterhead]

[date (within 7 days of assignment by City Route Slip Coordinator)]

[customer title and full name]

[customer address]

Dear [customer name]:

Thank you for contacting the City of San Diego. The concern you submitted on [date] was routed to the [Department of x] for follow up. We will be investigating your concerns and will let you know the results of our investigation by [estimated final close date].

In the interim, if you have any questions or require additional information regarding this concern, please call [lead investigator], [title] at [phone number].

Sincerely,

[Department Route Slip Coordinator name]

[title]

[department]

[address]

[phone]

cc: Route Slip Coordinator, City of San Diego



RouteSlip

City of San Diego

Originating Office:

Staff:

Phone:

Route Slip Number:

Date Routed:

Close Date:

CITIZEN'S NAME/ADDRESS MAKING COMPLAINT OR INQUIRY.

DEPARTMENTS

Interim Due Date:

Final Due Date:

Extension:

EMAIL:

WORK TELEPHONE:

HOME TELEPHONE:

SUBJECT OF COMPLAINT OR INQUIRY:

LOCATION OF COMPLAINT OR INQUIRY:

Route Slip Coordinator 236-5536, MS 1C

Type of response:

- Send electronic copy with attachments of your reply to Administration for forwarding to the originating office.
- Mail department letter directly to citizen, and send an send two electronic copies Administration Department for forwarding to the originating office.

Details of complaint or inquiry:

Department Response:

- Reply below and/or attached sheets.
- Operational changes may be considered and/or instituted as a result of inquiry. Details are included in response.

Department File No.:

- Attached see copies of letter sent to citizen.
- Council Policy, City Charter provision or ordinances were involved in this matter. References to the appropriate documents are included in response.

Details of department's response:

May be subject to Public Records Act Requests

Response By:

Dept./Phone:

Date: