
Staff Protocol for Public Contact

The following outlines the process CCTF Staff will follow upon receiving a phone call, email, or personal visit from a member of the public regarding task-force-related business.

Phone call/In person

If the individual is asking for known, public information:

- § Go ahead and answer the question

If the individual is requesting something or voicing a concern:

- § Inform the individual that a summary of the conversation will be shared with the task force.
- § Listen to the individual's concern or request, but notify the individual that you cannot speak on behalf of the task force.
- § Encourage the individual to submit written testimony and to sign up for task force updates at <http://egov.oregon.gov/DCBS/CCTF/>
- § To ensure that the information is placed in the public record, submit a brief summary of the conversation to task force staff dcbs.cctf@state.or.us (see example below).

Email

Upon receiving an email from the public:

- § Acknowledge receipt of any documents/information.
- § Inform the individual that their email will be made a part of the public record and shared with the task force.
- § Forward email to task force staff dcbs.cctf@state.or.us
- § If the topic is urgent, forward the email to the project manager (Mark Long) and/or task force chair (Eric Grasberger) for further action.

Disseminating Information

At least monthly, task force staff will disseminate a packet containing a copy of all public contacts (phone, in person, and email) over the past month. Receipt of this packet will be acknowledged at the next public meeting.

Sample

Name: Jane Citizen

Date: Oct. 20, 2005

Issue: Ms. Citizen expressed concern about the quality of construction on her custom home in Salem. She has already contacted CCB. She expressed an interest in testifying, and she requested a copy of the public notice.

Action Taken: Reese Lord added her name and address to the list of interested parties (she does not have Internet access) and mailed her a copy of the Nov. 1 meeting notice. He encouraged her to submit written testimony to the task force.