

From: Kooiker Sam
Sent: Thursday, October 11, 2012 5:16 PM
To: Doyle Charity
Cc: Petersen Bonny; Sasso Ron
Subject: RE: Follow up on note card research

Charity,

If you are troubled, please take it up with Ron, not me. I welcome your questions. I had forwarded your inquiry to the other council members so they could also address any questions their constituents might have.

Ron decided he wanted this on an agenda. Quite frankly I think we have more important issues to discuss on the dais than this. I told him I preferred this be handled differently, and that you might see it as me putting him up to it.

Here is your question as I understand it: ***Could you please tell me how much staff time is dedicated to this task on average per unit? Also, who is predominately performing that task?***

Here is our answer: ***Lindsey estimates an average of few minutes or less on each one, but it can vary. As far as who does the majority of the work relating to the cards, the answer is me.***

I hope this answers your questions.

Sam

From: Doyle Charity
Sent: Thursday, October 11, 2012 2:24 PM
To: Kooiker Sam
Cc: Petersen Bonny; Mayor's Office Group; Legal Finance Committee Group
Subject: RE: Follow up on note card research

Sam:

I find it troubling that a simple request from a constituent has been turned into an item on Monday's agenda. Quite honestly I thought I'd take a look into it and find it was no big deal. But the manner in which you have responded is making me wonder if there's more to it.

It is a shame that I cannot get information from you without a battle. Lindsey's response to me was that she didn't know the answer to my question but would be willing to discuss. If she didn't know the answer to my question then, not sure how a discussion would change that. You are telling me something different now, which is fine. I'll leave it at that and just inform the person with the question that this is where we're at and where it'll remain.

If you have a problem with me looking out for taxpayer money, then tell me now and remember, this is the kind of thing you prided yourself on doing when you were on the council.

Blessings~

Charity

From: Kooiker Sam
Sent: Thursday, October 11, 2012 9:02 AM
To: Doyle Charity
Cc: Petersen Bonny; Mayor's Office Group; Legal Finance Committee Group
Subject: RE: Follow up on note card research

Hi Charity,

Lindsey sent you a response within a day and she confirmed this morning she is awaiting your response. You did ask me to weigh in and provide a more complete picture, which I did.

Since we haven't done a specific time study it's a guess. Lindsey estimates an average of few minutes or less on each one, but it can vary. As far as who does the majority of the work relating to the cards, the answer is me.

Thanks,

Sam

From: Doyle Charity
Sent: Wednesday, October 10, 2012 8:07 PM
To: Kooiker Sam
Cc: Petersen Bonny; Seachris Lindsey
Subject: RE: Follow up on note card research

I'm sorry, Mayor, maybe I didn't make myself clear. Could you please tell me how much staff time is dedicated to this task on average per unit? Also, who is predominately performing that task? The inquiry isn't coming from one who questions your responsiveness to constituents nor did they ask how it came to be that this is the method you chose to keep in touch with people.

I look forward to your answer. Or, if it would be easier for staff to weigh in, that would be more than sufficient as I know your time is valuable.

Thanks for your time.

Blessings~

Charity

From: Kooiker Sam
Sent: Wednesday, October 10, 2012 9:29 AM
To: Doyle Charity
Subject: RE: Follow up on note card research

Hi Charity,

I will weigh in from my perspective and you are welcome to follow up with Mike/Lindsey or come into the office and observe the process.

To give you an idea of how this practice got started -- When I took office, the computers had been wiped clean, virtually all the paper files had been shredded and I had no staff. I had to come up with an immediate process to provide solid constituent service, while simultaneously rebuilding the office. So we came up with an unconventional but effective process: Staff would print labels for me, and I would write out the letters on my own, at home. We used up the generic cards in the office and then ordered more. I would usually work on the cards after the kids went to bed and early in the mornings. This is a process we have continued, although it is a bit more refined than when we first started.

It is standard practice, and an expectation, in constituent service to provide a letter back on each issue. Ideally, every constituent should get an official response on every issue. After trying to achieve this, we realized this isn't possible, and it also results in multiple cards sent to the same person on different issues -- starting a few months ago we adjusted our process to try to prevent that better. This is also a concern you raised to Lindsey last week.

In assessing the cost of this process, I encourage you to also look at the benefits and other reduced costs. I can provide more info if you are interested.

My wife Jennifer told me that you are welcome to call her and she will tell you first hand how much time it takes for me to do this. She said she will try to be as courteous as possible, since she sees how much time I spend responding to constituent concerns.

If you have any positive, constructive ideas on this matter that won't result in lesser constituent service, please let me know.

Sam

From: Doyle Charity
Sent: Monday, October 08, 2012 9:06 PM
To: Howard Michael; Seachris Lindsey
Cc: Kooiker Sam
Subject: Follow up on note card research

Michael and Lindsey~

First of all, thanks for helping me last week with data for answering my constituent's question. I really appreciate it, however, before I can thoroughly address his concern, I have a couple more questions for you. Sam, you may need to weigh in as well in order to give a complete picture.

1) How long, on average, do you think it takes you to prepare one note card. Please include time for researching addresses, preparing the actual mailing, stuffing it in the envelope, attaching postage, etc.

2) I'd like to know how this task is split up. What is the percentage split for this task between Michael, Lindsey, and the Mayor during office time? 25%-50%-25%? 40-40-20? 50-50-0? Other?

Thanks so much for your help.

Blessings~

Charity