

City Council Communications with Executive Branch Staff

Effective Date: February 1, 2025

1. Purpose

The purpose of this policy is to coordinate and streamline communications between the City Council and the Executive Branch. The Mayor values productive and timely communication with the legislative branch and clear guidelines are critical to increase efficiencies and effectiveness. **Simple requests and communications with Council Members and ECAs do not fall under this policy. This policy is to record, monitor and follow up on Council Member requests that involve departmental action and city resources.**

2. Responsible Parties

This policy applies to all employees in the Executive Branch.

3. Procedures

- a) **Incoming Contacts.** (Emails, texts, phone calls, in person meetings): if you are contacted by a City Council member (CM) or their Executive Council Assistant (ECA) **with a request that will involve departmental action or city resources**, send a summary of the contact (who/when/what/where) by email to: COUNCILCONTACTS@coj.net Do this immediately, and at the latest, within 24 hours of the contact. If you receive such a contact by an email, just forward the email to COUNCILCONTACTS@coj.net In the subject matter of the email, put "Council Member contact—and then the name of the CM".
- b) **Outgoing Contacts.** (Emails, texts, phone calls, in person meetings): if you originate a contact with a CM or their ECA **for a topic involving use of department resources**, send a summary of the contact (who/when/what) by email to COUNCILCONTACTS@coj.net Do this immediately, and at the latest, within 24 hours of the contact. If you send an email to a CM or their ECA, cc the email (and any follow-up emails) to: COUNCILCONTACTS@coj.net
- c) **Meetings.** If you set up any meetings with a CM or their ECA, or they set up a meeting with you, **about use of departmental resources**, send a copy of the meeting notice or email to COUNCILCONTACTS@coj.net in time for a representative from the Mayor's office to attend, if they choose to. If it is set up any other way, send an email about the meeting immediately.
- d) **Request for City Staff attendance at community events.** This requires prior approval; without it, you cannot attend the event. See the attached Request Form that should be filled out by the CM or their ECA prior to the event.
- e) **Requests for Department Assistance.** All requests for assistance that you receive from a CM or their ECA should be processed through the MyJax system. Simple requests that do not require any department action or follow up can be handled directly with the CM/ECA. Because of a 2024 change in state law, it is important that Council Member issues be processed uniformly and consistent with the legal requirements of the new laws. Do not informally handle issues for Council Members; assist them in filing their issue with the MyJax system. (Online at myjax@custhelp.com and email at myjax@custhelp.com) Your contact at the Customer Service Center is Monica Cichowlas, Customer Service Manager, (904) 255-7670. She will be available to make sure that you receive any help you need to utilize MyJax.

REQUEST FOR ADMINISTRATION PRESENCE

TO: The Office of Mayor Donna Deegan
Attn: Legislative Affairs, Office of the Mayor
117 West Duval Street, Suite 400
Jacksonville, FL 32202

CouncilContacts@coj.net

FROM: Council Member: _____

Date of Request: _____

Event Date & Time: _____

Event Location: _____

Please note, a minimum of a two-week lead is required on request of staff time during events after regular business hours. Please list the name and department of each administration representative being requested:

NAME

DEPARTMENT

NAME	DEPARTMENT

Please provide a description of the event and topic(s) to be discussed:

For more information or discussion contact:

Name:

Title:

Telephone: _____

E-mail: _____

APPROVAL: _____

Date: _____

Following receipt of this request, an administrative representative will follow up with the requested personnel to confirm their availability and then notify you of response.