MEMORANDUM

To: City Staff
FROM: Mayor Goodwin
DATE: January 10, 2020
SUBJECT: CWV311 Language Rules and Policies

In preparation for the rollout of the CWV311 customer relationship management software system, it is important to revisit the city's policies and procedures regarding internal and external email communications. All information included in the CWV311 system is expected to be professional, fact-based, and sensitive to all individuals and groups. All information included in the system is subject to the Freedom of Information Act (FOIA) and should be considered accessible to the public.
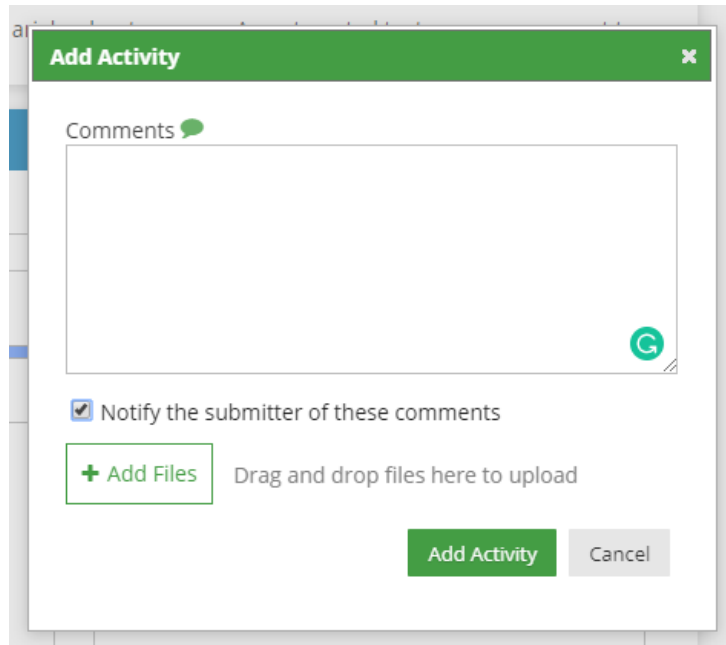
All information added to the CWV311 system is subject to Section 8.8 of the City's *Personnel Rules and Administrative Policies* regarding use, access and disclosure of email messages created, sent or received by City employees using the City's email system. The system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive or disruptive under the policy are any messages which contain sexual inferences, racial slurs, hate speech, or any other comment that offensively addresses an employee's or other person's race, color, religion, age, sex, sexual orientation, gender identity, disability, national origin, or political beliefs. Improper use of the CWV311 system is a violation of City policy and may result in discipline pursuant to Section 9.2 of the City's *Personnel Rules and Administrative Policies*.

The CWV311 system is expected to improve the amount and quality of information provided to city residents with the goal of improving customer service. A subset of the information included in the CWV311 system will be <u>sent directly to city residents</u>. The diagrams below illustrate the information added to the system that will be delivered directly to residents. It is imperative that all language added here is written with the resident in mind. **However, as stated above, all language added to the CWV311 system, whether public or private, must adhere to the City's email policies and should be considered accessible to the public at all times.**

1) When submitting a service request, all information included in the comments section will be sent to the resident reporting the problem. Any information that is not intended for the resident's viewing must be added to the private notes section.
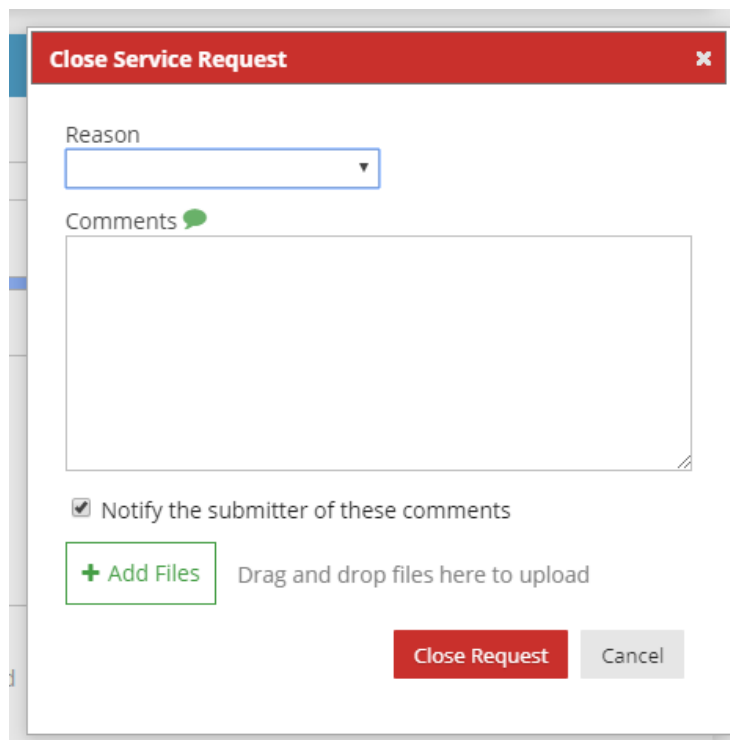
2) When adding activity to a service request, information included in a comments box will be sent to the resident who submitted the request if you check "notify the submitter of these comments."

Add Activity

Comments 💬

☑ Notify the submitter of these comments

+ Add Files   Drag and drop files here to upload

Add Activity   Cancel

3) When closing a service request, information included in the comments box will be sent to the resident who submitted the request. In this case, "notify the submitter of these comments" is checked by default to ensure that residents are notified when their request has been handled. Only comments that you wish the resident to see should be included in the comments box when closing a ticket.

Close Service Request

Reason

Comments 💬

☑ Notify the submitter of these comments

+ Add Files   Drag and drop files here to upload

Close Request   Cancel