

CITY OF MARQUETTE, MICHIGAN

ADMINISTRATIVE POLICY

Policy Number: 2010-03	Revision Date: City Manager's Signature:
Date Adopted: August 25, 2010	
City Manager's Signature:	
Department: Administrative	

SUBJECT: RESPONSE TIME FOR ANSWERING INQUIRIES

PURPOSE: To ensure that citizens and other stakeholders receive timely answers to inquiries.

POLICY: In recognition that citizens are our number-one priority, official responses to inquiries shall be made within 24 hours, or one working day. Responses may take the form of telephone conversations, e-mails, or hard-copy documentation delivered through governmental or private postal services. Any responses must be recorded in a manner consistent with departmental and City records management policies.

The expectation in all cases is to provide a responsive *answer*, not necessarily a final action or solution. For example, the response may state that the inquiry has been referred to a specific person or department, or that the solution may take a given number of days before action can occur. Each situation will be varied; when in doubt, employees should request guidance from their direct supervisor.

In the case of inquiries from City Commissioners, the City Charter specifically states:

"4.10 Relationship of Commission to Administrative Service: ... Except for the purpose of inquiry, the Commission and its members shall deal with the administrative service solely through the City Manager, and neither the Commission nor any member thereof shall give orders to any of the subordinates of the City Manager."

In practice, if employees receive inquiries from City Commissioners, they should be directed to the employee's Department Head, who shall respond to the Commissioner within 48 hours and advise the City Manager of the contact. It should be noted that City Commissioners may not receive special treatment when contact is initiated for personal business inquiries. As a rule, the City Manager must be made aware of all inquiries and/or verbal communication when Commissioners initiates direct contact with any city employee.