

**GRAND JUNCTION CITY COUNCIL
WORKSHOP SUMMARY**

AUGUST 30, 2004

The City Council of the City of Grand Junction, Colorado met on Monday, August 30, 2004 at 7:01 p.m. in the City Hall Auditorium to discuss workshop items. Those present were Harry Butler, Cindy Enos-Martinez, Dennis Kirtland, Bill McCurry, Gregg Palmer, Jim Spehar and President of the Council Bruce Hill.

Summaries and action on the following topics:

1. **COMMUNICATIONS UPDATE:** Communications and Community Relations Coordinator Sam Szymanski addressed City Council on communication matters. First, she updated Council on what she has been working on since she began her employment. She noted that the position has been augmented with community relations being a new component. She listed the meetings and people she has met with, the one of kind events for which she facilitated media coverage, and advised she organized a citywide PIO (Public Information Officer) group. Her regular ongoing activities were identified, as well as community relations activities she has been involved in and activities in process. Ms. Szymanski concluded by noting things she would like to address in the future. She then asked for City Council feedback.

Council President Hill commended Ms. Szymanski for her work, especially her timely responses and agreed with the PIO group giving City representatives one voice. Councilmember Kirtland highlighted the areas he was particularly interested in including the media, broadcast, and the website. Councilmember Palmer concurred, adding additional items of interest including more neighborhood-type meetings and upgrading the broadcast. Councilmember Spehar said besides distributing information, he is interested in learning the needs of citizens. He would like to focus on creating opportunities to receive that feedback.

Councilmembers spoke to the need for a general number for City information, an "ombudsman" so to speak, and that customer service is personal service. Council President Hill noted the phone system was changed at the City and the City needs to be sensitive to how that feels from the outside. City Manager Arnold explained the reason for installing that system and advised that larger communities are going to a 3-1-1 system. CityDial's usefulness was also discussed. A joint switchboard with Mesa County was another suggestion.

Action summary: Council did want to keep up-to-date with communications issues but deferred to Ms. Szymanski to determine when the time is to report, although it may be more frequent than other departments and in conjunction with particular events. Council encouraged her to pull Councilmembers into situations when they are needed.

The meeting adjourned at 8:00 p.m.