



<b>External Communication Tracking Process</b>	
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## External Communication

### Mayor's office responses for letters/emails and tracking:

#### **Hard copy letters**

An exec assistant in the MO manages these

- General letters - Appointed staff on behalf of the mayor
- Agency specific letters- Agency heads on behalf of the mayor
- Administrative letters- Chiefs of staff on behalf
- In rare instances, the Mayor may sign off on a letter himself

#### **Emails**

Mary Crosswright (MO exec assistant) manages these

- Same process as above

#### **Tracking**

MO tracks these using 311's CRM system. They create their own cases, include the original email or letter plus the response (cut and paste of email and scanned letter) and resolution, and close the cases when completed.