City of Hampton

Legislation Details (With Text)

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For the Record - A New Tool for Communicating with Citizens

PURPOSE/BACKGROUND:

For the Record is a new feature that we will debut here tonight. It's a way to get answers to questions - sometimes questions you didn't even know you had. We will take a different topic and explain it. Why is Hampton doing that? Why isn't Hampton doing more? Where does the city stand on this topic? Isn't there something the city can do about this problem? And sometimes: What can I do to help with that issue? People receive information in different ways, so we'll try to hit as many information channels as we can.

Discussion:

Whenever we conduct surveys - whether it's about the annual budget, strategic priorities or even Animal Control - Hampton residents tell us more than we ask. On the weekly online chat and on social media, we get questions that go way beyond the topic at hand. Questions are phoned into the mayor, emailed to the City Manager or asked to Council members as they do their grocery shopping or eat a pizza. Everyone answers those questions, directly to the person who asked. Usually, though, if one person has a question, others do, too. That's why we want to gather the most frequently asked questions in one place, where anyone can find answers.

Impact:

This will help to further Council's strategic goals by being transparent and explaining the actions being taken.

Recommendation:

Briefing to show City Council what we're doing.

Enter the text of the resolution or ordinance here