



Office of the Common Council

Ald. Tim Bruer, Common Council President

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May 23, 2008

To: Common Council Members
From: Ald. Tim Bruer, Common Council President
Subject: **Common Council Assessment Tool & Routing of Service Requests**

As you know the City has and will continue to face unprecedented challenges to meet the growing demand for services of its citizens. While considerable attention has been focused on responding to the basic needs of the city very little attention has been given to the city's chief legislative body. Historically the Common Council has been extremely frugal and reluctant to allocate resources to enhance its own capacity or support to its members.

Therefore I am suggesting that we work with Karl van Lith to develop an assessment tool that would provide insight into the current level and quality of services provided by its office support staff to Council members. It is my hope that by using this tool the Council will be able to identify both strengths and weaknesses in service, make recommendations for further enhancing the level of service or capacity to the Council and finally establish a short and a long term plan for development of the Council office and staff.

At the next CCOC meeting we should have for discussion a framework for a Council assessment tool. I will be soliciting Council members interested in participating in the design and review process for a report back to the Common Council. To insure that Common Council members are also responded to and work requests are being completed in a timely and satisfactory manner, I am requesting starting Tuesday, May 27, 2008 that Lisa return to the past practice of having Council member work requests routed through her initially. She will assign alder requests between herself and Debbie and alders will be notified which staff person will be working on their request.

This will allow Lisa, on our behalf, to assess and prioritize the request based upon several factors such as length of time it will take staff to complete the task, whether the request is best addressed by Common Council office staff or another department and where that request falls within other requests for service. In addition this process will assure an equitable distribution of workload. The Council will also obtain additional needed information as we move forward in developing the assessment tool.

If Council members have any ideas or suggestions don't hesitate to contact President Pro Tem Clear or me. Thank you for your time and participation.

Ald. Tim Bruer
Common Council President

cc: Karl van Lith, Training & Organizational Development
Debbie Fields, Secretary 1, Common Council Office
Lisa Veldran, Administrative Assistant, Common Council Office