



JAMES K. HAHN  
MAYOR

Date: SEP 24 2003

To: All Workforce Development Division Contractors

From: Robert Sainz, Assistant General Manager  
Workforce Development Division

Subject: **INFORMATION BULLETIN NO. 04-25  
INQUIRIES AND REQUESTS DIRECTED TO WORKFORCE  
DEVELOPMENT DIVISION (WDD) STAFF**

The purpose of this Information Bulletin is to enhance customer service by implementing clear procedures for responding to WDD contractors

This is to notify you that I have instructed WDD staff that all inquiries and requests will be acknowledged informally within 48 hours and that a formal response in writing will be issued within 15 working days of each request or inquiry by WDD contractors

There will be an informal response to the request or inquiry within 48 hours. It may be an acknowledgement of the request and information on who is working on the issue(s) with a timeline for completion and may also include a status report of progress. The informal response may be either oral or in writing (e-mail, fax, memo).

The formal response in writing may not provide a complete answer to the inquiry or request but, at the very least, will provide a status report and timeline for a complete response, depending on the complexity of the issue.

In order for this new procedure to work smoothly, WDD staff and WDD contractors need to follow the guidelines listed below:

1. **Contractors shall date and make all inquiries in writing**, (e-mail, fax, memo or correspondence on letterhead).
2. The inquiry or request should be directed to the analyst responsible for the contract, his/her supervisor(s) with a copy to the Chief of the Workforce Development Division.



3. The analyst shall keep a copy of the request or inquiry in the central file and in his/her personal file.
4. The formal response will be issued in writing, either e-mail, fax, memo or correspondence on City letterhead, depending on the nature of the inquiry or request. The response will be from the Assistant General Manager only if it is an issue that is of concern to the Community Development Department as a whole. Again, depending on the issue, the response may come from the Director, other management staff or the contractor's analyst.

RS:AG:LA