



POLICY TITLE: Response to Correspondence to the Board

POLICY NUMBER: 1040.2

1040.2.1 Introduction

1040.2.1.1 Purpose

The intent of this policy is to promote and enhance the quality of communication between the Cambria Community Services District (CCSD) and the community it serves. As such, it provides guidance as to how Directors should respond to correspondence they receive as individuals or as the CCSD Board as a whole. This policy relates to emails that are received through the Directors' CCSD email accounts.

1040.2.2 General Requirements

1040.2.2.1 Timely acknowledgement: All correspondence will be acknowledged within two business days of receipt by the individual who initially receives the correspondence, barring any unforeseen circumstance whereby the Director is unable to respond.

1040.2.2.2 Limitations imposed by the Brown Act

To avoid the creation of a meeting as defined by the Brown Act, Directors must never "reply all" to an email addressed or copied to multiple Directors.

1040.2.2.3 Providing Guidance for the Public

The District Website provides direction to the public on how to contact the District, including the timeframe for response. The website states that any correspondence to the Board relating to the District's business is a public record and is subject to inspection and copying through a public records request.

1040.2.3 Letters and emails addressed to the Board as a whole or to all Directors individually

1040.2.3.1 Individual Directors may respond to a letter or email to acknowledge receipt of the correspondence, bearing in mind that it is imperative for all Board members to support final decisions made by the Board, as a whole, and to refrain from undermining the authority of the Board after decisions are made. This policy allows Board members to give general information to the public as long as they indicate in the correspondence that they are speaking only as an individual, and not for the Board as a whole.

1040.2.3.2 If the correspondence refers to an issue that is still pending with the Board, the Director may acknowledge the receipt of the correspondence and will forward the correspondence to the Board President or his/her designee to respond. The designee can be the General Manager or another Director. All Directors shall be copied on any response sent by the Board President or the President's designee.

1040.2.4 Letters and emails addressed to individual Directors

This section refers to correspondence received by a single Director and that Director believes that he or she is the sole recipient. All other cases shall be handled as correspondence addressed to the Board as a whole (see 1040.2.3 above).

1040.2.4.1 If the subject matter relates to questions or complaints about operational matters, the Director will acknowledge receipt of the correspondence and inform the sender that the correspondence will be forwarded to the General Manager for resolution. If appropriate, the Board President will be copied.

1040.2.4.2 Except as previously outlined in 1040.2, how to respond to correspondence from the public is up to the individual Director, provided that the following guidelines are observed:

- A. Individual Directors shall clearly indicate that they are representing only themselves and are not speaking for the Board as a whole.
- B. Directors must observe the rules of individual professional conduct, as detailed in the current Board Bylaws, any applicable CCSD social media policies, and any guidelines included in the CCSD Operating Principles.
- C. The General Manager and the Board President will be copied on any correspondence related to District business.