

## COUNCIL WORKSHOP ITEM

**ITEM:** Council Input Comment Card  
**DATE:** May 8, 2002  
**PREPARED BY:** Michael Baker, Assistant to the Village Manager  
**PURPOSE:** Improve organization and tracking of citizen input at Village Council meetings and workshops

### DISCUSSION:

The Village Council has asked staff to identify possible procedures that could be implemented during Council meetings and workshops to better organize and track citizen input. After reviewing existing procedures and surveying nearby communities, staff proposes the use of a Citizen Input Comment Card.

The comment card, of which a sample has been provided, would serve the following purposes:

- Provide information to citizens regarding the expectations of speakers at Village Council meetings or workshops.
- Provide the Mayor and Village Clerk with an indication of the volume and various topics of citizens wishing to address the Village Council.
- Provide the Village Clerk with printed name and address information of citizens who address the Village Council for the purposes of completing the minutes.
- Provide staff a mechanism and contact information for tracking and responding to requests for information or service.
- Communicate and apply the concepts of CHARACTER COUNTS!<sup>SM</sup>
- List other opportunities to communicate with Village officials and obtain important Village information.

Procedurally, citizens would be asked to fill out a card prior to the meeting and submit it to the Village Clerk. This practice, however, would not preclude a citizen from submitting a card midway through the meeting, if he/she were unable to do so before the meeting started. The implementation of the comment card system would initially require an educational process for citizens, including the posting of instructions for completing and submitting comment cards. The Village Clerk would compile the cards and submit them to the Mayor at the beginning of, or at any point during, the meeting. The Mayor would have the discretion to call residents up to speak by reading their name off the card at the appropriate time or, as is current practice, invite citizens interested in speaking on the particular topic to come up and address the Council.

These procedures may require some refinement as the practice of using the comment card is introduced.

### ATTACHMENT:

Sample Citizen Input Comment Card

### RECOMMENDATION:

Staff requests Council's endorsement of the use of the Citizen Input Comment Card.



## Citizen Input Comment Card

If you would like to address the Village Council, please complete the upper portion of this card and submit it to the Village Clerk.

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NUMBER (Optional): \_\_\_\_\_

EMAIL ADDRESS (Optional): \_\_\_\_\_

TOPIC: (For comments related to a specific agenda item, please list the item number. For comments not related to a specific agenda item, please describe the topic of your comments)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Tear off Top Portion and Turn into Village Clerk)



## Guidelines for Addressing Village Council

- Speak clearly into the microphone.
- State your name and address, followed by your objective or requested action, and then provide supporting information.
- Note agreement with previous comments without repeating details.
- Limit your comments to a maximum of five (5) minutes.
- As a member of the audience, do not applaud, yell or cheer.

## Keys to Effective Communication

The following list is based on the CHARACTER COUNTS!<sup>SM</sup> Six Pillars of Character and represents the basic expectations of all speakers at Village Council Meetings.

- Be Respectful: Address issues not personalities, don't interrupt, be tolerant and use good manners
- Be Responsible: Know your facts, be accountable for your actions
- Be a Good Citizen: Be informed, be part of the solution
- Be Fair: Be open-minded, listen before making judgments
- Be Trustworthy: Do what you say you will do, be honest
- Be Caring: Honor the person regardless of their position

**(OVER)**

**Office Use Only:**

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**Other Avenues for Citizen Input and Information**

**1. Community Response Center (CRC) 434-CALL**

Please contact the CRC for the following:

- Requests for service from Village Departments
- Complaints regarding Village services
- Questions regarding Village issues

**2. Coffee with the Council**

Please attend Coffee with the Council Meeting  
(3rd Saturday of each month) for the following:

- Village matters that you would like to discuss informally with members of the Council and/or Village Manager

**3. Attend Village Council Subcommittee Meetings**

Subcommittees allow staff and council to discuss Village issues relevant to each subcommittee's focus. They include:

- Public Services Subcommittee
- Public Safety Subcommittee
- Finance and Administration Subcommittee

**4. Village E-Newsletter and Website**

Visit the Village's website at [www.vil.downers-grove.il.us](http://www.vil.downers-grove.il.us) to sign up and receive the bi-weekly E-newsletter via email.

**5. Village and Business Directory**

The Chamber of Commerce Publication contains valuable Village information and contact numbers.