

From Karen Knight, Special Assistant to Greg Fox, District 5

The Compensation Review Commission would like to know how the workload has changed for Council Members during the time that you've been here.

The workload has increased substantially over the last 12 years. The legislation is far more complicated and time consuming resulting in the need to build data bases for replying to e-mails inquiries. One particular piece of legislation, generated over 2000 emails. When I started working for the Council in 1994 - our guidelines were to address a constituents concern, research and return a reply within 2 weeks. Now days, constituents want a position or reply from the Council Members within days.

Additionally, the members are invited to events constantly and these events need to be logged on their computer calendars and followed up with RSVPs. Budget is the most important function of the Council and consumes most of 6 weeks generating much research & details.

Please include the impact of changing technology and the volume of communications received through different methods, e.g., email, mail, phone, fax, etc.

Fax has gone by the wayside with computer scanning available. Speaking of technology- everyone seems to have a computer and/or a smart phone which adds to our work load since folks can e-mail any time of day or night and they do. Then they expect an answer first thing in the morning. On the positive side, the constituents often attach photos, documents, etc. which can be directly forwarded to Directors for a faster response. Phone calls are random, usually complaints or urging the Council to vote one way or another on legislation.

Also include how the addition of District Aides has changed things.

We do not have one – so no impact