

## Communications Protocol

1. All communications or requests from the Commission regarding staff assignments or requests of vendors, including legal counsel, the line drawers or subcontractors to any commission vendor, are to be directed to the Commission's current Chair, Vice-Chair, or the Executive Director or an individual designated by the Executive Director (designee) to receive communications or requests from the Commission. Staff assignments made as a result of a communication or request from the Commission or a Commissioner are the sole prerogative of the Executive Director or his designee. Any staff work generated by staff for presentation to Commission must be reviewed and approved by the Executive Director or his designee prior to the presentation.
2. All calls or e-mails from the media will be transferred to the Communications Director. If the Communications Director is absent, the staff person should take a message and e-mail the Communications Director or transfer the call to the Communications Director's voice mail. The staff person is only to take a message or transfer the call. If the caller is insistent, the staff person should transfer the call to the Deputy Executive Director who will take the message on behalf of the Communications Director.
3. All telephone questions from the public regarding contracting and the Commission's process as to timelines, decision making process, or other activities are to be written down and given to the Executive Director, his designee or the Chief Counsel as deemed appropriate. These calls are only to be transferred to the Chair, Vice-Chair, or other Commission staff if there is an expressed urgency to the response.
4. All e-mail or written questions and/or comments directed to the Commission by mail or through the Commission's web site will be reviewed by the Commission's Communications Director and disseminated in the following manner:
  - a. Documents that, in the opinion of the Communications Director, are not offensive or threatening will be posted to the Commission's web site and simultaneously e-mailed to the Commissioners, the Executive Director, the Chief Counsel, the Commission's primary Administrative Assistant, and any other staff person that the Executive Director deems necessary.
    - i. Documents that are determined to be offensive or threatening in any way will be reviewed by the Commission's Executive Director, his designee, and/or the Chief Counsel.
    - ii. If the Commission's Executive Director, designee, and/or Chief Counsel determine that the document(s) is not, in their opinion, sufficiently offensive or is not credibly threatening; the document will be posted as required per section 4.a.
    - iii. If the Commission's Executive Director, designee, and/or Chief Counsel determine that the document(s) is, in their opinion, sufficiently offensive or threatening, the document(s) will be

forwarded to the Chair and Vice-Chair and the document will not be posted. Instead:

1. The document will be placed into the “Unposted Documents” folder in the Commission’s document storage area.
  2. The reasons for not posting the document will be documented and uploaded to the “Unposted Documents” folder
  3. The Director of Communications will notify all Commissioners that an offensive and/or threatening document has been placed in the “Unposted Documents” folder for their review.
- iv. All documents in the “Unposted Document” folder will be subject to the Public Records Act and will be released upon specific request under the act.
- b. Staff shall respond to questions submitted by the public either by phone call, email, letters or social media within two business days.

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