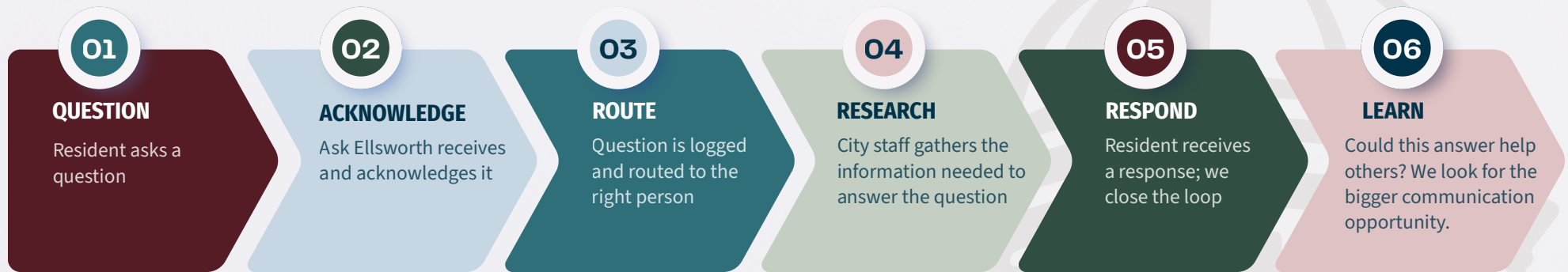


ASK ELLSWORTH: A Front Door for Residents' Questions

We welcome questions. We answer them. We learn from them. And when one person asks, we look for opportunities to share the answer with everyone.



Residents shouldn't have to know which City department has the answer before asking a question. Ask Ellsworth gives residents a clear place to start and gives City staff a consistent process for making sure questions don't fall through the cracks.

ONE QUESTION • ONE STARTING POINT • ONE CITY WORKING TO FIND THE ANSWER



Ellsworth
The FRIENDLY CITY

QUESTION → ACKNOWLEDGE → ROUTE → RESEARCH → RESPOND → LEARN

ONE FRONT DOOR. MANY CITY RESOURCES.

Ask Ellsworth will help residents connect with existing City resources, including the City Schedule, community Event Calendar, website email notifications, Ellsworth Alerts, and the City's FOAA process.

MORE THAN AN INBOX

Ask Ellsworth will create a searchable record of questions and responses. Working with IT, Communications has developed a tracking system to monitor topics, ownership, status and response times.

WHAT SUCCESS LOOKS LIKE

Residents know where to ask.
Staff know how to respond.
Questions are tracked until resolved.
Nothing falls through the cracks.

WE LOOK FOR PATTERNS

Questions aren't just answered and forgotten. Communications will review them for recurring topics and opportunities for FAQs, website stories, social media, public service information and other resident education.

WHAT'S NEXT

Ask Ellsworth is ready to welcome questions from the community! Our dedicated email and internal tracking system are in place, helping us connect residents with the right City resources, provide timely responses, and identify opportunities to improve communication.

EVERY QUESTION IS AN OPPORTUNITY.

To help one resident. • To improve communication. • To educate our community. • To build trust.