

Guidelines for Council Interaction with City Staff and Contacts

City's Website: www.a2gov.org

Requests for Service

Routine requests for service should be handled as follows. The City of Ann Arbor Customer Service Department has an Online Citizen Request System – A2 Fix It. This is an online resource for submitting non-emergency service requests to the city. Service request options are available for parks maintenance, pothole, graffiti on public property, illegal dumping, dead or dying trees, City street light outages, traffic signal/sign problem, missed cart pickups, water system issues, and constituent requests for services, to name just a few.

Please direct routine citizen requests to this system or to Customer Service at 734.794.6000

<http://www.a2gov.org/services/Pages/Report-a-Problem.aspx> or

<http://www.a2gov.org/departments/customer-service/Pages/CityA2Self-ServicePortal.aspx>

Please contact the Police Dispatch nonemergency line at 734-994-2911 for any non-emergency police matters.

Service requests pertaining to removal of a dead animal from a public roadway in Ann Arbor are to be submitted via phone by calling Police Dispatch (nonemergency): 734-994-2911.

Water emergencies/report water main break: Monday-Friday 8 a.m. – 5 p.m. 734-794-6320. All other times, please call 734-994-2840.

The City of Ann Arbor “Contact Us” website is located here:

<http://www.a2gov.org/contact/pages/contactus.aspx>

If you have any IT problems with City-issued equipment, please contact the HelpDesk at 734-794-6000 x45500

Requests for Information

Non-routine requests for service, information, or follow-up should be directed through the City Administrator and the Service Area Administrators. Directing non-routine inquiries through the Administrator ensures accountability (i.e., you'll get an answer); timeliness (i.e., you'll get an answer quickly); and accuracy (i.e., the information you receive will be the correct information from the right source within the City). Examples of

non-routine for service or information include policy related information, requests that require analysis or research, or items that are generally considered controversial. Please email these types of requests to the City Administrator and the appropriate Service Area Administrator and copy their Management Assistant if listed below:

City Administrator (Interim): Tom Crawford
Assistant to the City Administrator: Sara Higgins

City Attorney's Office: Stephen K. Postema

Communications and Media Requests: Lisa Wondrash

Community Services Area Administrator (Interim): Larry Collins
Management Assistant: Debra Williams

Financial and Administrative Services Area Administrator/CFO (Interim): Matt Horning
Management Assistant: Sarah Singleton

Public Services Area Administrator: Craig Hupy
Management Assistant: Venita Harrison

Police and Community Standards:
Interim Police Chief: James Baird
Management Assistant: Robin Sykes

Fire Chief (Interim): Steve Lowe
Management Assistant: Tammy Jones

Council Agenda Questions

Agenda questions are emailed directly to the City Administrator and his Assistant. Questions should be emailed to Tom Crawford and Sara Higgins no later than 10 a.m. on the day of the Council meeting to allow staff sufficient time to research answers and prepare the information. The Administrator's staff disseminates the questions to the appropriate Service Area Administrators and City staff and collects and reviews all responses. The responses are emailed to Council by 5 p.m. the day of the Council meeting.