


MEMORANDUM

Date: July 11, 2025

To: Mayor and City Council

From: Gerry Beaudin, City Manager 

Subject: Guidance on Routing Constituent Inquiries

The City receives a high volume of questions about City services, requests for information, and resident concerns. With increases in Public Records Act (PRA) requests to unprecedented levels, this places a significant burden on both members of the City Council and staff to manage, track, and respond to requests while maintaining the high level of service our community expects. Staff has developed tools to streamline access to public information and route requests with the goal of minimizing the time elected officials and staff have to invest. This memo includes prepared language, tips, and tools to help address and more efficiently route these public inquiries.

Questions about How to Access City Services

The City's updated website, <https://www.cityofpleasantonca.gov> provides easy access to the many services the City provides. The **How Do I?** tab (<https://www.cityofpleasantonca.gov/how-do-i/>) displays a list of services, many of which can be completed online, including applying for a business license or permit, paying a parking citation or utility bill, renting a facility or sports field, submitting a records request, or applying for a board or commission. If the specific service is not listed on the website, you can direct constituents to the **City Manager's Office** or the **Contact Us** page on the City website: <https://www.cityofpleasantonca.gov/contact-us/> for a directory of all City departments.

Specific Requests for Information or Inquiries about Pending Cases/Applications

Questions about the status of specific cases should be directed to the relevant department that is handling the case/application. The requestor should have contact information for the staff they are already working with, or they can access the [Contact Us](#) page to locate contact information for the appropriate department, or contact the **City Manager's Office** to be redirected.

Reporting a Concern or Requests for Service

To submit a request for service or concern, constituents should visit the **Report a Concern** page on the City website at <https://www.cityofpleasantonca.gov/how-do-i/report-a-concern/>. On this page, users can report a maintenance or customer service issue through the City's MaintStar portal, contact Animal Services, or report a nuisance or other problem to the Code Enforcement division.

Public Comment on a Published City Council Agenda Item

Questions or comments about a topic on a published open session City Council agenda should follow the directions on the Agenda to submit a **Written Public Comment** by completing this [form](#) on the City Council meetings webpage at: <https://www.cityofpleasantonca.gov/our-government/mayor-city->

[council/city-council-meetings/](#). Please note that comments will be accepted by the City Clerk's Office until 12:00 p.m. on the day of the Council meeting and the form page is not active until the meeting agenda is published.

Sample Responses

The following are some sample responses that may be helpful in replying to constituent inquiries:

General Questions about City Services: *Thank you for your inquiry. As Mayor/Councilmember, I am not directly involved in the day-to-day operations of the City. Please visit [How Do I?](#) for a list of City services, or visit [Contact Us](#) for a full directory of all City departments.*

Inquiries about Pending Cases/Applications: *Thank you for your inquiry. Because this is a pending administrative case/application, I am not in a position to share a status update or directly or indirectly intervene. I would encourage you to work with City staff to resolve this situation. Please contact the staff assigned to your case or visit [Contact Us](#) for a list of City departments.*

Report a Concern or Request Service: *Thank you for raising this issue. Please use the City's website to report a concern so that City staff can address it most efficiently and effectively by visiting [Report a Concern](#). I appreciate you bringing this matter to the City's attention.*

Written Public Comments on Published Agenda Items: *Thank you for your question/comment. As this pertains to an open session item on the current City Council meeting agenda, please visit [this page](#) to submit your written comment. Comments will be accepted by the City Clerk's Office until 12:00 p.m. on the day of the Council meeting. After 12 p.m., any member of the public that desires to provide comment or materials for consideration is encouraged to attend the meeting and present 8 copies of the material when the item is considered.*

Quick Resources

The following is a quick list of resources.

- Access City Services:
 - [List of City Services](#)
 - City Manager's Office: 925-931-5002
- Inquiries about Pending Cases:
 - [Contact a City Department](#)
 - City Manager's Office: 925-931-5002
- Report a Concern:
 - [Submit Online Maintenance Request](#)
 - [Contact Code Enforcement](#)
 - Public Works Customer Service: 925-931-5500
 - Police Non-Emergency: 925-931-5100
- Public Comment on Council Agenda Items or Public Records Act Requests:
 - [Public Records Act Requests](#)
 - [Public Comment on a Council Agenda Item](#)
 - City Clerk's Office: 925-931-5027