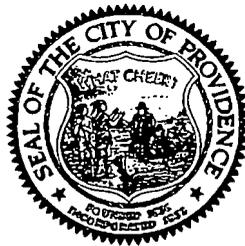


Rita A. Murphy
Administrative Coordinator



John. J. Lombardi
Council President

Office of the City Council
City of Providence

June 26, 2003

The Honorable John J. Lombardi
Council President
City Hall, Room 310
25 Dorrance Street
Providence, RI 02903

Dear Council President Lombardi:

It is with great pleasure that I submit to you the annual report for fiscal year 2002-2003 for the Office of the Administrative Assistant to City Council.

The report encompasses the three focal points of the work of our office: community outreach and education; constituent services; and interoffice/interdepartmental relations. As you will note, staff is achieving better response time from departments in order to resolve constituent requests, and at the same time, streamlining procedures, in order to achieve long-term objectives and serve our constituencies in a more substantive manner.

As a result of your energy, guidance and vision, the council office has been able to work more effectively and efficiently. Implementing new approaches to interoffice/interdepartmental relations has vastly improved staff's ability to address citizen concerns, and has simplified follow-through.

Our dedication to serving the people of Providence with competency, professionalism and understanding is demonstrated by staff ability and willingness to take on challenging projects and expanded roles.

Attached you will find listed accomplishments, statistics, and specialized staff services which highlight the outstanding response and service provided to the citizenry of our city.

Sincerely,

Handwritten signature of Rita A. Murphy in cursive.

Rita A. Murphy

IN CITY COUNCIL
SEP 4 2003

READ
WHEREUPON IT IS ORDERED
THE SAME BE RECEIVED

Handwritten signature of Michael R. Clement in cursive.

Room 310, 25 Dorrance Street
Providence, RI 02903
Office (401) 521-7477 Fax (401) 521-3920
Email: council@providenceri.com



City of Providence Providence City Council



Photo by Seney Chang

Annual Report (FY 2002-2003)

Prepared by:
Administrative Coordinator
Rita A. Murphy & Staff

Table of Contents

Overview.....	Page 3
Statistics	Page 4
Specialized Staff Services.....	Page 5
Conclusion.....	Page 20
Addendum A: Citizen Assistance Graphs	
Addendum B: Email Correspondence Charts	
Addendum C: Staff List	

Overview

Fiscal Year 2002-2003

The primary mission of the Office of the Administrative Assistant to City Council is to continue to serve the citizens of Providence with competency, professionalism, and understanding. The staff focused on three core areas: *community outreach and education, constituent services and interoffice/interdepartmental relations*

Community Outreach & Education

Council staff members representing the Latino and Southeast Asian communities in Providence enabled the city council office to enhance its service delivery. Communication with the Latino and Southeast Asian communities has continued to grow.

In addition, the city council website was completed, and will go live the first week of July 2003. Further community access to city government will be focused on in the coming year.

Constituent Services

Constituent services continued to be emphasized during FY 2002. Significant governmental changes, including the council president serving as acting mayor for four months, and two new council members beginning terms in January 2003 offered the staff an opportunity to enhance and improve service to the taxpayers of Providence.

Interoffice/Interdepartmental Relations

The Office of the Providence City Council continues to improve and streamline procedures for interoffice and interdepartmental relations.

Extensive contact with city departments include the Department of Public Works and Department of Planning and Development for the sidewalk program; the DPD for all bond-related issues; the Law Department for ordinance review and questions regarding charter provisions; coordination with the Mayor's office; and interaction with almost every city department for resolution of constituent requests.

The staff of the Providence City Council has achieved a high level a response from city departments and has maintained a high level of professionalism in all interdepartmental relations.

Statistics
FY 2002-2003

Tasks & Citizens Assistance Requests

Citizen Assistance Requests	11,344
Regular and Special Correspondences, i.e. Homestead and bulk mailings)	25,621
Email Correspondence	4,677
Meetings/Committee Staffing	5,000
Special Projects (Research, Website, etc.)	2,155
Incoming Phone Communications	50,632
Outgoing Phone Communications	39,402
<u>TOTAL</u>	<u>138,831</u>

Specialized Staff Services
FY 2002-2003

Administrative Coordinator
Rita Murphy

Overview

Serves as the coordinator for all council, constituent and staff services that are rendered by the Administrative Assistant to City Council Office.

Conducts and oversees all staff meetings; constituent assistance tracking system; research; staff development and training; special projects; media; press releases; neighborhood meetings; correspondence; file maintenance; security and employee safety; payroll; purchases and expenditures; policies and procedures; office equipment; re-training initiatives; referrals to state and federal agencies; liaison between council and general assembly; and staff and council orientation and long-range planning.

Activities

1. Primary point of contact for all council members

- Ensures that council members are informed of any change in structure or procedure, either interoffice or within certain city departments
- Keeps up to date on all current issues within the city that impact the functioning or roles of city council members and communicates regularly with council members
- Ensures proper and timely follow-through in all matters pertaining to requests by council member

2. Citizens' Assistance

- Ensures proper delivery of services to any taxpayer who is seeking the help of a council member
- Supervises staff functions as they relate to constituent service

3. Interaction with city departments

- Meets and coordinates with city department directors to ensure proper communication for council members and constituents in matters of mutual constituent interest.
- Maintains good understanding of duties and responsibilities of the city's departments, board and commissions, and agencies in order to provide the basis for effective interaction between and among constituents and city organizations (both governmental and neighborhood nonprofits)

4. General Assembly

- Interacts with personnel within the offices of the Rhode Island General Assembly, as well as with state and city departments, board and commissions, and agencies in order to obtain information that impacts constituents as well as action taken by the city council.

5. Long Range Planning

- With council leadership, molds long-range planning initiatives, which are implemented with the assistance of the research analyst.

6. Office Coordination

- Supervises and coordinates the efforts of seven staff members
- Ensures the security and archives of office files and materials related to council members and office documents
- Facilitates, through staff, proper office decorum for all visitors and guests of the council.

7. Committee Assignments

- As staff liaison helped to complete the work of the Blue Ribbon Commission, and facilitated completion of final report.
 - Served as staff liaison for initial meetings of the Providence External Review Authority.
-

**Research Assistant
Seney Chang**

Overview

The research assistant is responsible for working with staff and council members on initiatives in education and research matters as they relate to community agencies; city departments; state divisions; federal agencies; global issues; and outside agencies as they pertain to council members' constituencies. The research assistant is also responsible for research, compilation, design, layout, and other publications on behalf of the council and assisting the research analyst for meeting facilitation, and project management.

Activities

This year there were approximately **166 research and special projects** requested by council members, staff, Providence External Review Authority (PERA) and the Providence Blue Ribbon Commission. The activities **increased to 107.5%** compared to last year's workload.

These projects are as follows:

- **Website 18 %**
- **Research 25 %**
- **Email Correspondences 30%**
- **Design/Publication/Translation 2%**
- **The Blue Ribbon Commission (PBRC) 15 %**
- **Community Outreach & Southeast Asian Liaison 10%**

Website

Completion of the City Council's website, which is scheduled to go "live" by the end of June. The website will serve as a resource to the citizens of Providence, making information more accessible.

Research

The research included: rodent abatement, waste management, housing development, community development, Census 2000, school programs, youth programs and youth employment opportunities, grants, parking, general laws, sister city relationships, biographies, articles, PERA and PBRC's project requests.

Email Correspondence

Managed and distributed **4,677 email correspondences**. This year, Councilmember's email **increased to 43%** compared to last year. (Please refer to Addendum B.)

- **Citizen Requests-** Requests regarding citizen issues such as sidewalks, taxes, employment, housing, parking and special concerns in the neighborhood

- Requests from Businesses/Organizations.-Invitations, requests for meetings, requests for support, information requests, meeting confirmations and minutes updates.
- Information - Update from the School Department, Mayor's office, businesses, organizations, and resources that benefit the councilmembers and their constituents.

Design, Publications and Translation

Designed Councilmembers' programs and flyers; translated councilmembers' flyers to Khmer(Cambodian).

The Providence Blue Ribbon Commissions (PBRC)

Helped to complete the PBRC Final Report. Assisted with research projects, contacted media and invited guests for a press release.

Community Outreach & Southeast Asian Liaison

Participated in 22 community meetings and events. The meetings included gang related issues, parking, higher institution, policing and youth opportunities. There were numerous events that I was involved in, such as: Youth Summerfest 2002 and 2003 sponsored by the Providence Youth Cabinet, Youth Leadership Conference by the Children Crusade, Councilmembers' community events, Southeast Asian New Year Celebration; Southeast Asian 1st Leadership Award; the Spirit of Cambodia and the Southeast Asian Candle Vigil.

Accomplishments

- Completion of city council website
- Helped to complete the PBRC Final Report
- Attended Business Writing and Grammar Usage Skill Workshop
- Completion of Community Organizations; Media; and Place of Worship Contact lists
- Increased services in the Southeast Asian community, and more visibility in the community

Goals 2003-2004

- Improvement of the website
- Continuation of Council Newsletter
- Creation of Council Handbook/ Council Information Handout
- Broadening Microsoft Excel, photo digital enhancing and video editing skills
- Streamline methods for mail merge projects for the Council office
- Acquiring information about translating technology that enable to translate other languages to English, i.e. Spanish, Cambodian or Arabic.
- Acquire information about city government electronic voting, a paperless system in which councilmembers could use laptops to see voting status, look at the agenda, review committee reports and read docket for the council meeting
- Collaborate with community organizations to create or update Youth Services List

Brenda L. Cooley
Advance to City Council

Overview

Works alongside councilmembers attending neighborhood meetings; addresses constituent requests; reaches out to community with information on upcoming events and government information; and provides translation and interpreting services for constituents.

Activities

1. Prepares and fully documents Citizens' Assistance Requests in the TrackWise system

Participates in completion of citizens' assistance requests, which are tracked through the TrackWise Software.

Duties include:

- Entering requests into the TrackWise System
- Scanning all information to mailroom software for paperless filing into TrackWise

2. Coordinates events such as dedications, park openings, and neighborhood meetings.

Coordinated a total of over **39 neighborhood meetings and special events**. Nine were coordinated between July 2002 and October 2002 and over 30 were coordinated between October 2002 and June 2003. Preparations for special events require one and a half to two weeks. Preparation for community meetings takes about one week.

Duties include:

- creating bilingual flyers and announcements
- sending invitation letters
- scheduling and confirming attendees in conjunction with the scheduling secretary
- preparing background information
- sending thank you letters
- following through on citizen's assistance requests generated during the event

3. In-office meetings

Attended over a total of **10 in-office meetings**. Rosie Mejia attended three meetings between July 2002 and October 2002 and Brenda Cooley attended seven meetings between October 2002 and June 2003. This includes in-office meetings with council members and constituents. Acted as record keeper; distributes meeting minutes to participants; and executes follow-through for councilmembers.

Duties include:

- Scheduling and confirming attendees in conjunction with the administrative aide/scheduling secretary
- Preparing background information
- Preparing and distributing minutes of the meeting as required
- Coordinates room and meeting preparation

4. Operates and oversees P.A. system

Operates public address system at public events and/or meetings. Responsibilities include set-up, overseeing equipment maintenance, equipment inventory and proper operation of the system.

5. Translation

Provides translation services for councilmembers and their constituents. Serves as the interpreter at community events and the city council office.

6. Clerical support services

Provides general support to councilmembers and staff by coordinating document archiving and retrieval.

Goals 2003 – 2004:

- To continue to serve councilmembers and their constituencies in accordance our mission statement.
 - To continue to advance writing, computer and bilingual skills to maintain quality service to councilmembers and their constituencies.
-

**Council Research Analyst
Yvonne Graf**

Overview

Completes multiple research projects for council members; prepares speaking points for council member public appearances; and writes policy-related and operations-related correspondence to both department heads and elected officials. Devises long-range planning for policy initiatives with administrative coordinator; coordinates work of the research assistant; and establishes information resource files for council members and staff containing research on current/upcoming issues and topics of concern. Also handles press releases and media contact for council members.

Activities

In fiscal year 2002-2003, completed over **265 special projects** for council members. These projects typically require anywhere from two days to several weeks. General project categories include:

- **Research/Policy Initiatives (40%)**
- **Special Correspondence (40%)**
- **Speaking Points/Publicity (10%)**
- **Linkages (10%)**

Research/Policy Initiatives

This work includes a multitude of focus areas, from obtaining biographical data to researching the feasibility of neighborhood initiatives to drafting resolutions and/or ordinances for proposal by council members. Research is conducted as per request of council members.

Examples of other major research projects included:

- Analysis of tax exempt institutions in Providence and research regarding payment in lieu of taxes programs in other cities
- Overview of the city's institutional zones and proposed amendments; attended public meetings on the topic
- Tax stabilizations and incentives
- Overnight parking and permit parking
- Youth violence and juvenile curfews
- Researching legislation in cities and states across the nation for introduction by council members
- Obtaining information about police departments in other cities, including community policing programs and civilian review boards
- Data on housing, public safety, education, quality of life issues, and other areas
- Research on the nationwide living wage ordinances
- Charter provisions in similarly sized municipalities
- Research on licensing issues and specific licensing cases

Special Correspondences

Involved research of the Home Rule Charter and/or the Code of Ordinances, and extensive research of policy in other cities. Often, the communication focused on the appropriate functioning of a city department or agency, as proscribed for in the above-mentioned documents. Others focused on state or federal law as applicable to a current issue.

Such correspondence was typically addressed to a department head, or elected official.

Speaking Points

- Prepared speaking points for community events, press conferences and other public appearances.
- Obtained information on the description/history of the event; biographical data on the honoree; and/or information on the organization.

Publicity

- Wrote press advisories and press releases
- Assisted in communicating council member statements to the media and handling press calls, at their request
- Assisted in planning the speaking programs for press conferences and other community events.
- Drafted speaking points for such events, as mentioned above.
- Continued to maintain accurate and up to date records of media contacts and tracking media coverage

Committee Assignments

Attended meetings of the:

- Charter Review Commission (commission completed work in August 2002)
- Special Commission to Study Effect of Nontaxable Institutions on Providence
- ✓ Made PowerPoint presentation to Tax Exempt Commission regarding research on programs implemented in other cities
- RI Intergovernmental Relations Council (on behalf of Council President)
- Staffed initial meetings of Youth Task Force

Accomplishments

- Completed seminar in Successful Public Speaking
- Recommended and followed-through on purchase of projector and screen for presentations to help council members convey information to committees and the public
- Created PowerPoint presentation for Southside Tour
- Appointed to Board of Directors of the West Broadway Neighborhood Association and continue to be primary staff liaison to that neighborhood
- Collaborated with city webmaster and council research assistant to complete council website, due to go live at the end of June 2003

- Completed Final Report of the Providence Blue Ribbon Commission
- Attended Neighborhood Mapping Workshop to learn about new software developed by the Providence Plan that simplifies GIS mapping

Goals 2003-2004

- Continue to identify and coordinate linkages with other cities in Rhode Island and surrounding states
 - Community Outreach & Education/Accessible Government—Outreach to under-represented populations in Providence to facilitate broader participation in city government. Development of citizen access program.
 - Liaison to General Assembly
 - Participate in speechwriting and copywriting/editing seminar or class
-

Felicia Ingram
Citizens Assistance Secretary

Overview

Manages and oversees all Citizens Assistance Requests. Maintains citizens' assistance tracking software, designs reports and is primary customer service link to community.

Activities

1. Addresses citizens assistance requests from community meetings in coordination with council advance

- Oversaw completion of over **2,836 Citizens Assistance Requests**
- Implemented and monitored all procedures related to citizens assistance including:
 - ✓ Handling of incoming constituent concerns
 - ✓ Council member contact
 - ✓ Addressing issues with department heads
 - ✓ Processing letters and memos to constituents, council members and/or departments
 - ✓ Consistent follow-up

2. Oversees and maintains Trackwise CAR software

- Manages reporting and statistical functions on Trackwise system
- Creates reports, as requested by council members and staff, of statistical data regarding citizen assistance requests
- Creates statistical charts for all semi-annual and annual reports
- Ensures accurate and timely input of tasks and requests into database;
- Scans paperwork into database
- Maintains contact information for constituents

3. Administrator of 2002/2003 Sidewalk Program

Developed new procedures for successful sidewalk repaving program and serves as primary contact for constituents, council members and appropriate department personnel regarding sidewalk program. Responsibilities include:

- Sidewalk data entry/tabulations and retrieval (6200 requests)
- Taking new constituent requests for sidewalk repair
- Organizing data from previous years' lists and new requests
- Mailing applications to constituents and providing follow up information regarding requests
- Creating addition and deletions lists weekly for each ward
- Creating and maintaining a "master" sidewalk file for each ward for accurate reference
- Processing memos for all requests for review by each council member

- Interacting with staff from the public works and planning and development departments.

4. Liaison between Council office and Mayor's office

Goals for 2003-2004

Systems Analyst

Review current applications/software for effectiveness as it pertains to the City Council and staff operations.

Research new server options and maintenance capabilities

Updating staff and Council on industry standards

Evaluating systems storage and requirements

Determining proper usage and communication regarding output of information

Review the City Council's reliability on other departments and their technological capabilities

Operate all system utilities and programs

Process information in and through all established computer systems

Establish policies on systems use and services

Ensure adherence to all technical policies and procedures

Process production requests through computer systems

Meet with end-users (staff/dept. directors) to define their needs, understanding and operations

Test new technical products and solutions

Compile and analyze data

Maintain all technical equipment

Interface with different cities and towns for reference and comparison

Coordinate with data processing regarding upcoming systems (GIS)

Merge all letters and mass mailings

Review possibilities of city documents online (forms, ordinances, statistics, policies and procedures, etc.)

Track constituent requests, neighborhood/city organizations and city/governmental institutions.

Review email system/management

Train staff and Council on all systems i.e., conduct in-house support classes twice a month

Monitor infrastructure

Correspondence Secretary (New spec: Administrative Aide-Translator)
Katia Lugo

Overview

Serves as primary contact for all council correspondence, including letters of recommendation, letters of objection and support and general response to inquiries. Oversees purchasing and payroll. Also serves as translator and interpreter.

Activities

1. Correspondence - Upgraded computerized file system - network for staff and council retrieval.

Fifty percent (50%) of this position is spent executing about **40** pieces of correspondence daily, or approximately over **4,000** pieces of correspondence yearly.

- **Letters of Recommendation**
Requires initiative to obtain information not always provided, including calling both council members and/or applicants to acquire necessary information. **Responsible for preparing professional resumes on behalf of applicants.**
- **Letters of Support/Objection**
Responsible for writing, drafting and typing letters of both support and objection regarding zoning and licensing matters. Also **letters authorizing expenditures** for improvements throughout the city, and a variety **letters pertaining to miscellaneous issues.**

Most correspondence requires **immediate timelines** and often must be hand-delivered to various agencies. Discretion is used to complete time-sensitive correspondence. All correspondence entered in Trackwise (**Doubled**) - a time consuming technical process, which lends to extended office hours for proper reporting. Receives phone calls daily from council members requesting the drafting, typing and sending letters that need to be addressed immediately (often within one hour).

2. Purchasing and Expenditures - Doubled - Utilize Lawson Purchasing System - (trained staff)

Twenty percent (20%) of time is spent facilitating purchasing and expenditures, including filling out purchasing requests and direct payment orders and maintaining a computerized record of such expenses. Drafts and types letters requesting the release of certain checks for immediate payment. Orders office supplies and council members' letterhead and business cards.

3. Payroll

Ten percent (10%)

Completes payroll sheets including drawing of vacation reports, sick time reports, reporting accrued time, filling out statements of overtime, change of status forms, entrance forms, and separation forms and computing said information both on personnel files and in our computerized system.

4. Translating (Doubled), Interpreting, and General Office Duties

- **Twenty percent (20%)** of time spent serving as translator and interpreter for Spanish-speaking constituents, including translation of documents, correspondence and flyers for neighborhood meetings. Helping other staff with organizing files, researching information, answering phone inquiries and filling our constituent assistance request forms. **Utilize translation skills when attending informal and formal meetings, taking minutes, researching, and planning future meetings. Attends day and evening meetings with Councilmembers and neighborhood groups regarding bond program expenditure - approximately 14 meetings.**

Accomplishments

- Trained staff in payroll and purchasing
- Updated form letters for all zoning and licensing matters
- Enhanced computerized breakdown of correspondence for bond expenditure authorizations by ward, and letters of recommendation to police department, fire department and various city offices (**Doubled**)
- Created computerized payroll system with breakdown of vacation time, sick time and compensation time
- Attended the following trainings and seminars:
 - ✓ How to Write Better & Faster
 - ✓ Why Target Latin Market
 - ✓ Technical Writing

Goals: 2003-2004

- To continue technology education
 - To continue to serve all 15 councilmembers and their constituency with competence, dedication and professionalism in my new capacity as **Administrative Aide - Translator**
 - To work as a team with staff and council to serve the city
 - To receive a Bachelor of Science Degree from Roger Williams University
-

Kathleen Rossi

Administrative Aide to City Council

Overview

As Administrative Aide, I work closely with the Administrative Coordinator. We meet daily to discuss office work, the council schedules, committee calls, staff vacation schedule, etc. I facilitate all meetings and record the daily schedules of the 15 city council members and council staff, and act as liaison between the council members and other elected officials, city department heads, community leaders and their constituents.

Scheduling

- Scheduling is recorded for each council member/staff on Microsoft Outlook.
- Over 2,500 appointments/meetings were scheduled in 2002-2003.
- Set up of meetings include:
 - ✓ coordinate and confirm date available for all parties
 - ✓ arrange and confirm meeting location – in or outside of City Hall
 - ✓ confirm meeting via phone, e-mail or mailing meeting notice
 - ✓ ordering refreshments (if necessary)
 - ✓ daily review of schedule with council members
- Keep council members informed of invitations received, press conferences or any event important to the council members.
 - ✓ confirm meeting via phone, e-mail or mailing meeting notice Liaison to Mayor's office, Director of Communications, Press Secretary and Personal Scheduler relative to events, notices, press conferences, or meetings related to the Mayor or city events.
- Travel arrangements for seminars/conferences include:
 - ✓ Coordinate airline, hotel, seminar, and/or car reservations for each councilperson traveling.
 - ✓ Coordinate with councilperson and confirm seminar schedule/courses and registration with host institute.
 - ✓ Calculate and coordinate payment to each business.
 - ✓ Prepare itinerary for each councilperson.

Secretarial

- Letter writing/memos, dictation, shorthand/transcription
- Press releases (facsimile to pertinent media offices, elected officials, etc.)
- Helping staff with constituent concerns (via phone or walk-in).
 - ✓ Writing request on Citizens' Assistance Request form (CAR)
 - ✓ If request needs immediate attention, or at a councilperson's request, I will make every effort to resolve the issue at once.
 - ✓ Request and action taken will still be written on a CAR form, and then entered into our Trackwise system.

Conclusion

Fiscal year 2002-2003 saw a tremendous increase in the workload of the staff of the Office of the Administrative Assistant to City Council. The city council office provides specialized staff services, working in the best interest of the public. We have continued to excel in the areas of *community outreach and education, constituent services and interoffice/interdepartmental relations*.

Staff accomplishments in 2001-2002 included:

- Completion of city council website
- Acquisition of projector and screen for PowerPoint presentations
- Enhanced staff training and development on new computer software and hardware
- Increased service and outreach to Latino and Southeast Asian communities
- Staff assignments to council committees

In 2003-2004, the staff of the city council office will initiate and implement the following objectives:

- Linking the council to the diverse communities of Providence and educating communities on how to better access city government
- Broadening computer and technology skills
- Linking our knowledge base to the knowledge base of other cities and towns throughout Rhode Island, New England and across the country
- Review software applications for effectiveness
- Possible implementation of GIS system

The staff of the Office of the Providence City Council looks forward to the fulfillment of the above-mentioned objectives, as we continue to strive—as excerpted from our mission statement—*to enhance the lives of each citizen* of Providence.

**E-MAIL CORRESPONDENCES
of COUNCILMEMBERS**

July 01, 2002 - June 30, 2003

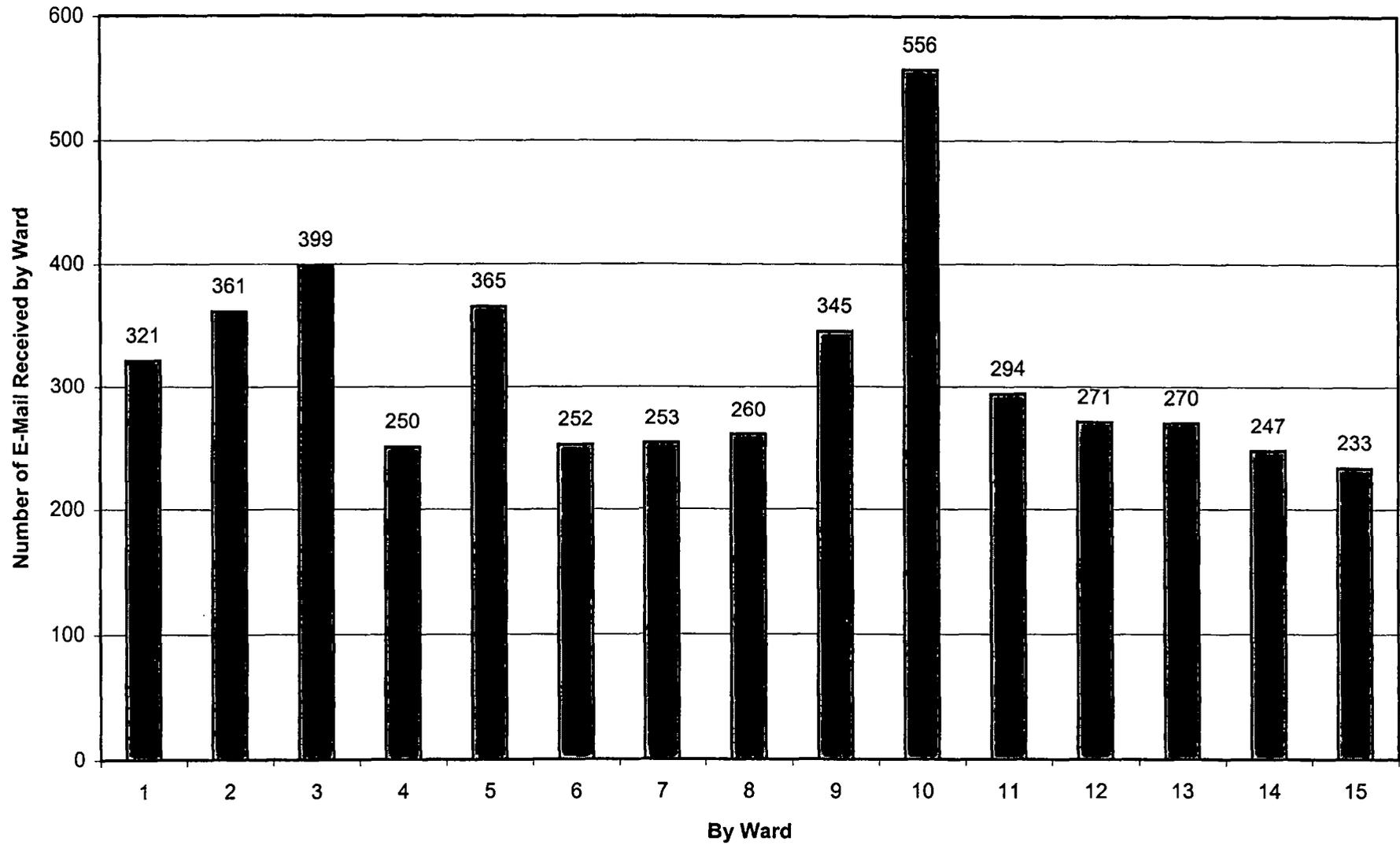
BY WARD	CITIZEN REQUEST	REQUESTS FROM BUSINESS/ORG.	INFORMATION	TOTAL
Ward 1	86	48	187	321
Ward 2	131	49	181	361
Ward 3	94	77	228	399
Ward 4	49	24	177	250
Ward 5	156	29	180	365
Ward 6	35	29	188	252
Ward 7	41	36	176	253
Ward 8	50	27	183	260
Ward 9	61	75	209	345
Ward 10	41	60	455	556
Ward 11	43	53	198	294
Ward 12	60	36	175	271
Ward 13	45	45	180	270
Ward 14	51	24	172	247
Ward 15	42	20	171	233
Total	985	632	3060	4677

Citizen Requests- Requestes by citizen issues such as sidewalks, and special concerns in the neighborhood

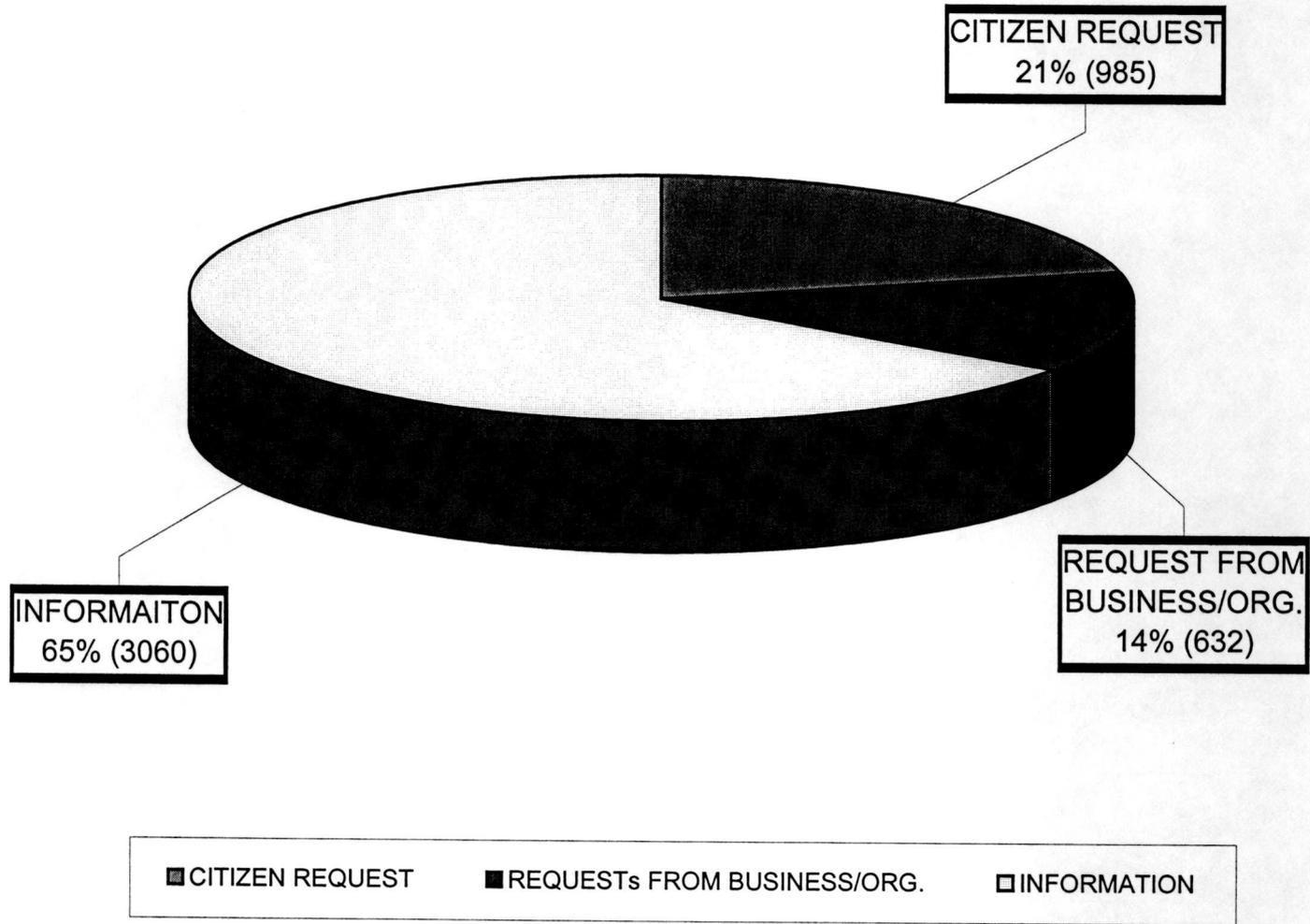
Requests from Businesses and Organizations.-Invitations, requests to meet, requests for support, meeting confirmations and minutes

Information - Update from the School Dept., other organizations

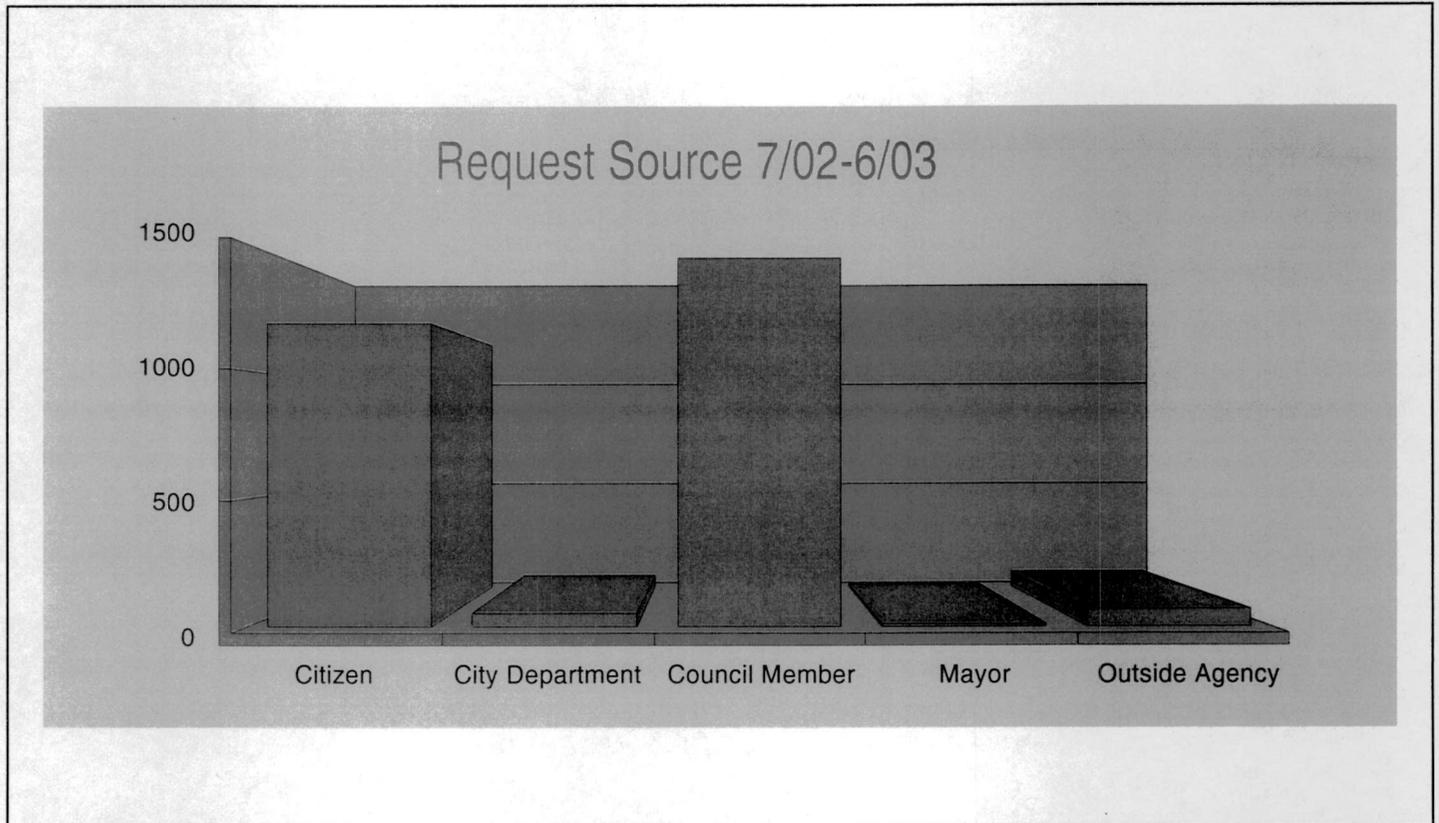
Councilmembers E-Mail Report 2002-2003



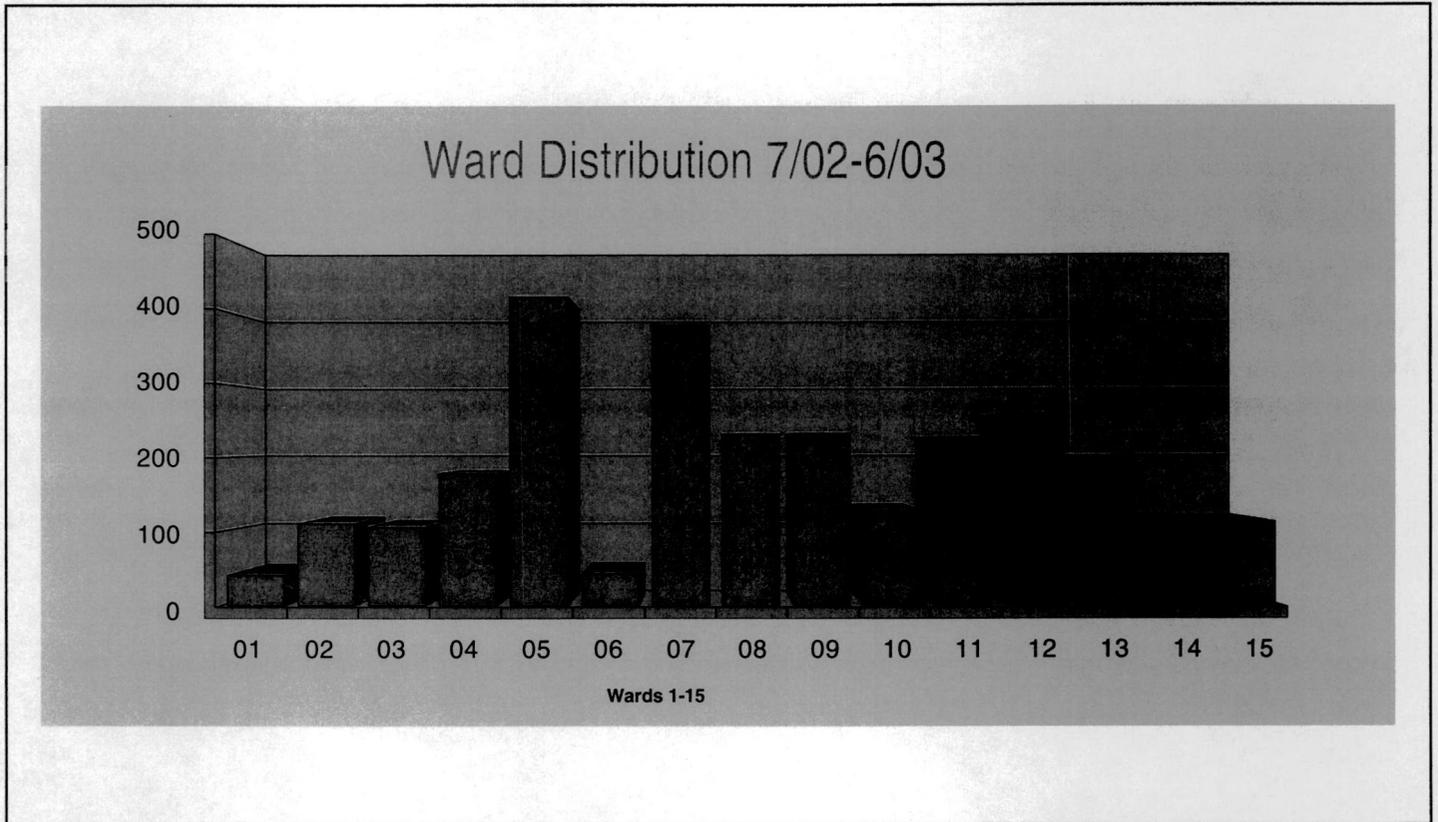
E-Mail Correspondence Year 2002-2003



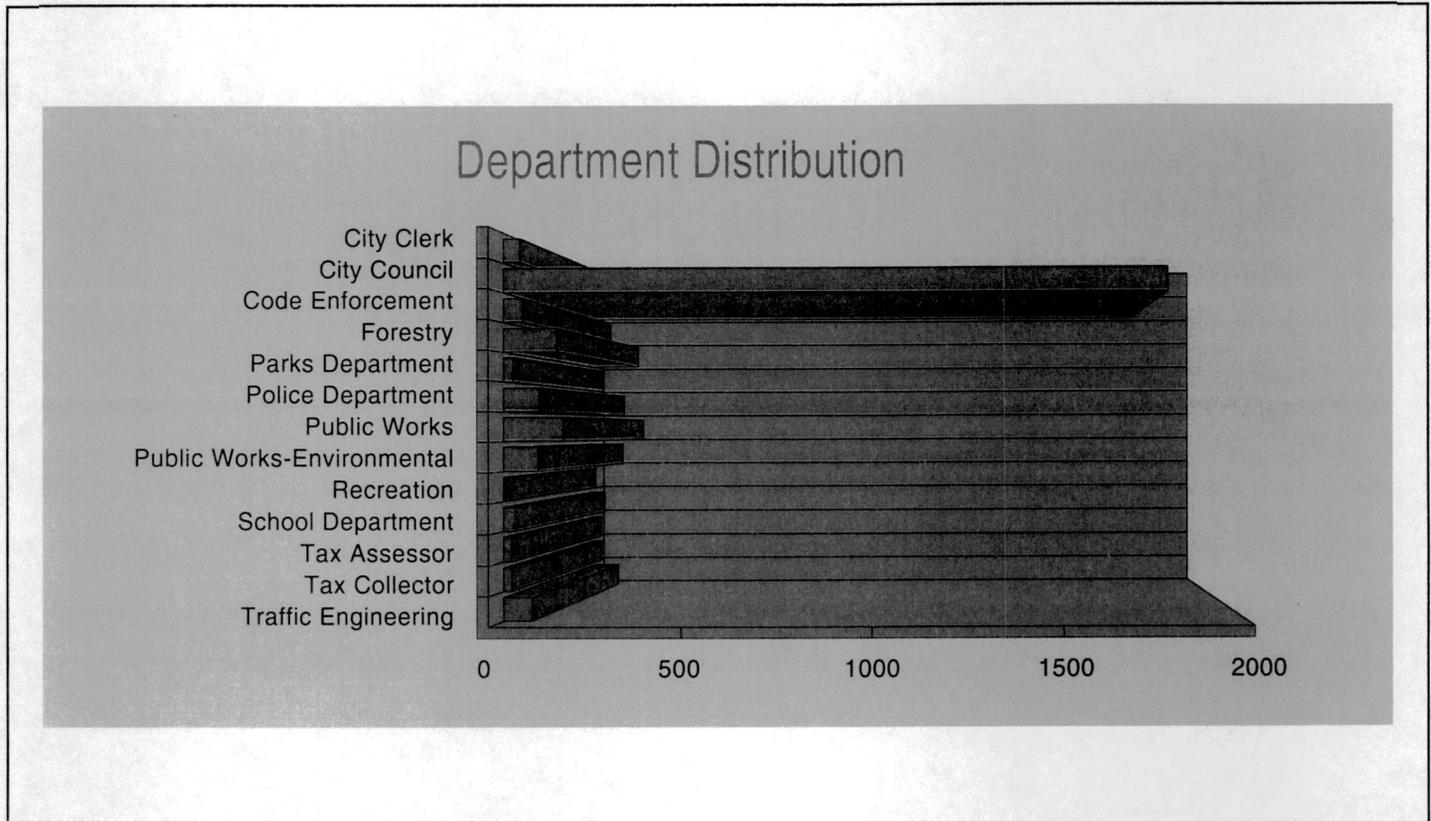
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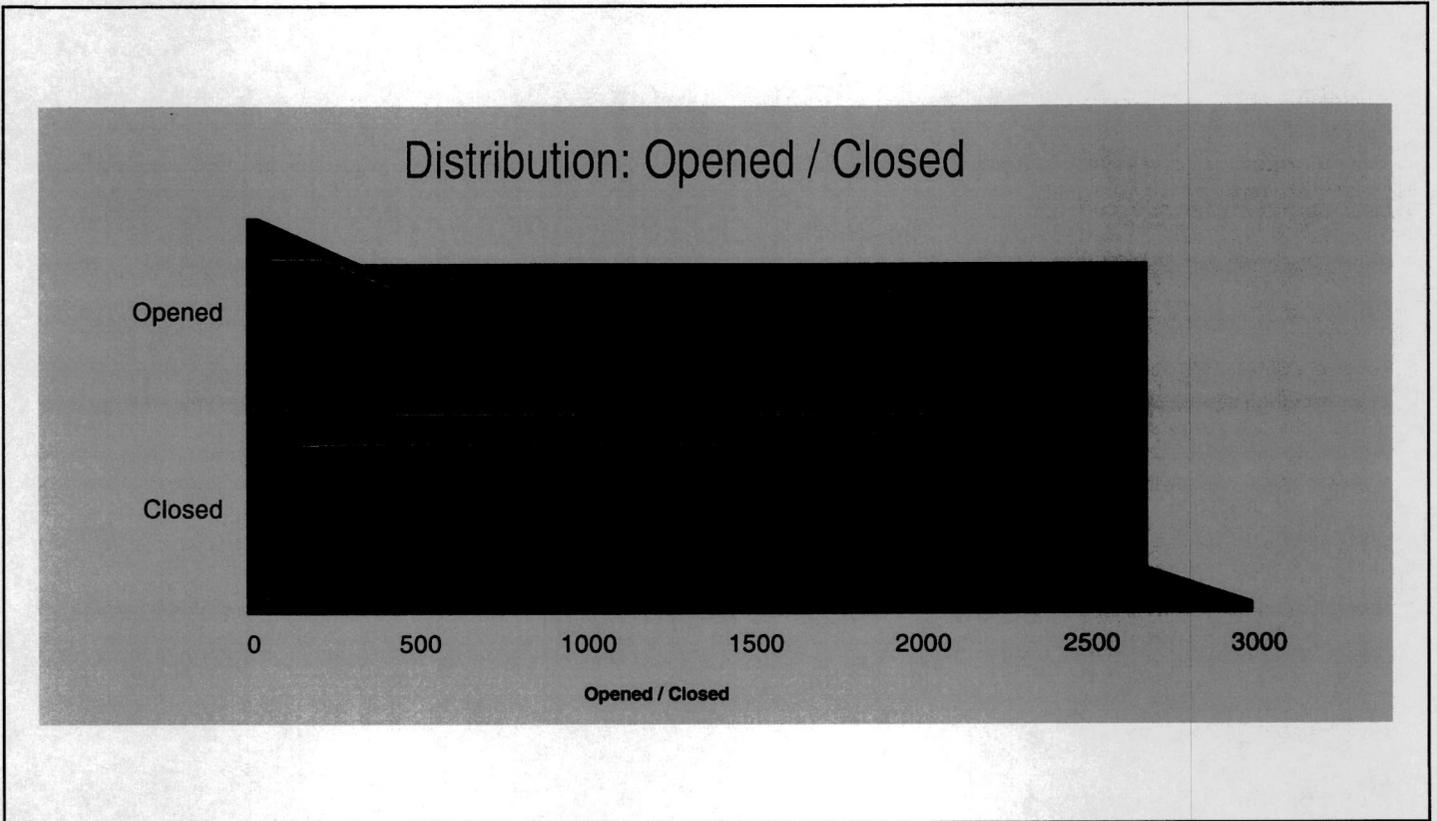
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Staff List
FY 2002-2003

Ian Bedard, Intern, September 2002-present and Summers 1999-2001

Seney Chang, Research Assistant, May 2001-present

Brenda Cooley, Council Advance, October 2002-present

Yvonne Graf, Research Analyst, May 2000-present

Felicia Ingram, Citizen Assistance Secretary, May 2001-present

Katia Lugo, Correspondence Secretary, May 2000-present

Teresa Masi-Boucher, Receptionist (Temporary Employee), January 2003-present

Rita Murphy, Administrative Coordinator, May 1983 to Present

Kathy Rossi, Scheduling Secretary, 1998-present
