

RULE/POLICY CHANGES AFFECTING THE PUBLIC

- AUTHORITY:** Board Resolution No. 78-913, dated June 13, 1978
- RESCINDS:** Procedure Manual Item 1-1-002, dated 12/04/18 (Recertified)
- FORMS:** None
- PURPOSE:** To prescribe the process for notifying the general public of any changes in departmental policies, rules, or procedures affecting them to a “significant degree”.

I. GENERAL INFORMATION

- A. Examples of departmental rule, policy, or procedural changes which would require notification to the public may include, but are not limited to, differences in services provided, work hours, office locations, and fee schedules.
- B. It is the intent of the cited Board Resolution to notify the public in advance of any planned changes in order that feedback from interested parties may be provided to the initiating agency/department before the changes are implemented.
- C. Public notification should be made at least three weeks prior to the date of change.
- D. When changes require early implementation or occur unexpectedly, notify the public immediately after the decision to change has been made.
- E. The Orange County Public Information Office serves as the central repository, keeping the changes provided by said agencies/departments on hand for public review.

II. PROCEDURE

- A. Report relevant changes, anticipated or otherwise, immediately to Executive Management via the chain of command.
- B. Executive Management will then determine if said changes warrant public notification. To assist in this determination process, Executive Management must be provided with the following information:
 - 1. A description of and the reasons for the changes.
 - 2. The date upon which a change will take or has taken place.
 - 3. The segment of the public affected by the change.
 - 4. Changes in cost.

- C. When appropriate, Executive Management will route the information to the Director of the Administrative and Fiscal Division and the Department's designated Public Information Officer, who will then apprise the County Public Information Office accordingly.
- D. The Public Information Office will notify the public through an official news release.
- E. Public commentary will be invited and results shared with the appropriate agency/department.

REFERENCES:

Policy:	A-8	Telephone Calls, Voice/Electronic Mail and Correspondence
	A-9	Requests for Information and Assistance
	A-10	Contact with News Media

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APPROVED BY: