

May 23, 2016

To-The Port Commissioners,(Tom Albro, Stephanie Bowman, John Creighton, Fred Frelleman, Courtney Gregiore)

One of the topics that you have been working on is communications with the public-how to improve that. Your website shows that you have been working on this as part of your Strategic Planning. And positive communication with the public is a serious problem for the Port of Seattle.

The major portion of your problem with your communications is that you hide and conceal how to contact not only the Port Commissioners but also the staff of the Port. As an example; when citizens call into the Port answering service, the staff member answering the phone has no idea of how to contact or who to refer the call to. This suggests that there is no major directory of phone numbers and the staff members who do specific tasks. As a result, the person answering the phones can't refer the caller to the correct staff member. Another example is; when you put out publications that lists what staff members are responsible for a program/issue, the Port fails to list a phone number or email address the staff member can be reached at. A call to the Port to find out more information from the responsible staff member does little good because the person answering the phone can't find the phone no. or email address for that staff member.

Even the task of how to get this letter to you was a dilemma for me. The Port website shows no phone numbers of emails addresses to contact the Commissioners at. As publicly elected officials, your business phone numbers and addresses should be readily available to the public.

This meeting that you are having today was presented in a confused fashion on your website. The Port website sites indicated that you were having conflicting meetings at the same time-one in Woodinville and one at Sea Tac Airport

On March 24, 2016, I attended a Port held meeting at Sea Tac City Hall. I put comments and a Public Information Request in the Comment Box provided by the Port. No Port Staff member has ever followed up with me on my comments or bothered to pass my Public Information Request on to the appropriate department or staff member.

Again on April 11, 2016, I attended another public meeting sponsored by the Port. And again, I put a comments and notice that I had filed a Public Information Request in the comment box. As of the date of writing this letter to all of you, no one from the Port has contacted me or acknowledged that I made a Public Information Request. This leads me to believe that no one from the Port even bothers to read the citizen comments that it solicits at its meetings. This lack of follow through by your staff speaks volumes about the problems with your public communications problems

Please have some staff member contact me about my Public Information Request. I can get reached at 16collingham@gmail.com

Thank you for referring my request on to the appropriate staff member.

Respectfully,

C. Edgar

Cc Clerk for the Commission