

## CITIZEN'S COALITION ONLINE

CITIZEN'S COALITION ONLINE.COM  
MEMBER BUSINESS QCOC.ORG  
395 North Central Boulevard  
Quartzsite, Arizona 85346  
Phone (888) 878-2202  
Fax (888) 258-3331  
CAPTDEAN@CITIZENSCOALITIONONLINE.ORG

November 12, 2008

Town of Quartzsite  
Mayor & Councilmen  
Quartzsite, Arizona 8546

Dear Mayor & Councilmen:

We, the members and representatives of the Citizen's Coalition, respectfully request that you designate an Information Officer to officially represent the Town of Quartzsite and the Town Council operating as the government of this municipality.

Over the past two weeks, we have encountered several incidents in which a properly prepared Information Officer would have been able to disseminate timely and accurate information to the public and our press representatives. Instead, each of these issues has escalated beyond what could be considered 'typical,' creating a wide range of problems for others in the process:

1. The Town of Quartzsite was notified by the State of Arizona Governor's Office of changes in the identification requirements necessary to obtain a Vendor's License in the Town of Quartzsite. Although the Town was notified many months ago, no one disseminated that information to either Chamber of Commerce nor the Tourism Bureau, nor the Visitor's Information Center so that this information could be shared with the thousands of Vendors that request information on Quartzsite's rules, regulations and requirements for vending.

This lack of communication has created a difficult situation for the Quartzsite Chamber of Commerce and it's sister organizations. It is this type of information which, unshared, can create a myriad of problems for business people who depend on their businesses in Quartzsite to earn their livings. The lack of sharing -- even if simply an oversight -- will have vast repercussions for our town's reputation among these businesses.

2. The death of our Mayor, Chuck Busby, should have been properly addressed and information promptly shared with the community. He was a prominent member of the Town Council for many years and the many requests for information were due to a wide range of inquiries that came in from the regional area surrounding Quartzsite as well as the local people.

Incidents such as this should be professionally and respectfully handled by a designated spokesperson who can be immediately available to address 'emergency issues.'

3. The Veteran's Day events that have consistently been part of the 'Quartzsite experience' were apparently overlooked this year. In past years, the Town has contracted with various Chamber officials to plan and facilitate events. We would like to see this matter addressed in such a way as to prevent future events from

being without hosting.

4. It has come to our attention that the Town Hall phones do not have a recording to advise callers that the offices are closed, to disseminate information concerning hours of availability or even location information. In fact, no one can leave a message requesting information or providing them an opportunity to communicate further with a voicemail option.

5. It has also come to our attention that the Town communicates with the Quartzsite community via a 'bulletin board flier' program that is quite antiquated by any standard. It is said that there are seven bulletin boards in the community that will be used to post 'fliers' in the event that the Town officials need information to be placed in the hands of its citizens.

We would like to see the 'communication issues' with Quartzsite's representatives become a thing of the past.

We respectfully request that you consider the appointment of an Information Officer to assist in this matter and, further, that the Town's website -- as well as others available -- be utilized to properly share information.

Sincerely,

The Citizen's Coalition