COLORADO LEGISLATIVE COUNCIL STAFF
CONSTITUENT SERVICES UNIT

MISSION

The Constituent Services Unit of the Legislative Council Staff assists members of the General Assembly by providing information to respond to constituent requests. Emphasis is placed on quick responses that are short, accurate, objective, and understandable to the constituent. A response may come from the Legislative Council Staff or from an appropriate person in federal, state, or local government.

LOCATION

Requests may be delivered to the Constituent Services Unit in Room 029 of the State Capitol. Susan Liddle is the service coordinator. Susan can be reached by phone at 303-866-2408, fax at 303-866-3855, and e-mail at **susan.liddle@state.co.us**. Elizabeth Haskell and Matt Dustin are the day-to-day service providers. Elizabeth may be reached at 303-866-6264 and via e-mail at **elizabeth.haskell@state.co.us**, and Matt can be reached at 303-866-4918 and **matt.dustin@state.co.us**.

POLICY GUIDELINES

Constituent requests need to be sponsored by a member of the General Assembly. A request may be initiated by telephone, fax, e-mail, in writing, or in person.

Appropriate constituent requests include questions about:

- legislation pending before the General Assembly;
- operations and services of state government;
- state laws;
- federal government activity/federal law;
- state issues, i.e., water, environment, tourism, the economy; and
- Legislative Council "products" — fiscal notes, economic forecast, issues briefs.

Inappropriate constituent requests include:

- voting, attendance, and financial records
- partisan research
- legal opinions
- local government disputes
- opinion/position papers
- press releases
- district surveys

INTERACTION BETWEEN CONSTITUENT SERVICES UNIT AND LEGISLATIVE AIDES

Legislative aides and interns need to provide the following information when submitting a request to the Constituent Services Unit:

- name of legislator;
- name of aide;
- name of constituent;
- complete address of constituent;
- telephone number, fax number, and e-mail of constituent, if appropriate;
- a due date;
- whether the response will be sent from staff directly to the constituent with or without a copy to the legislator, or sent to the legislator who will forward it to the constituent.

The Constituent Services Unit may take a request directly from a member or from a legislative aide or intern. The request may be verified with the legislative member. The Constituent Services Unit will notify the member directly when a request, routed through the legislative aide, is deemed inappropriate.