

# THE SCHOOL DISTRICT OF PHILADELPHIA

SECTION: Board

Procedures/Bylaws

TITLE: Public Engagement

ADOPTED: August 16, 2018

REVISED:

## 006 PUBLIC ENGAGEMENT

### **Purpose**

Board Members recognize the importance of engaging in meaningful, two-way communication about the issues impacting education in the School District of Philadelphia. Board Members shall engage in effective internal and external communications with key stakeholder groups, constituents, and members of the larger school community.

As public officials acting on behalf of the residents of Philadelphia, Board Members have an obligation to provide constituent services but, in doing so, should not involve themselves in problem resolution or management.

Effective school governance requires Board Members to listen, ask questions, and engage in public dialogue. Board members shall seek the advice of experts with diverse viewpoints to support and strengthen their decision making.

### **Authority**

#### *Communications*

It is the intent of the Board to engage in effective communication and public engagement by establishing a timely and organized system for delivery of information about new initiatives, emergency communications, changes to Board policies, and statements on behalf of the Board. Matters not yet ripe for discussion will not be released publicly.

#### *Constituent Services*

It is the intent of the Board that constituent services are provided through well-defined protocols that facilitate the ability of the Board to resolve problems effectively and identify opportunities for systems improvement. The Board recognizes that in order to guarantee fairness and equity, Board Members should not confer special advantage on any employee, parent/guardian, student, vendor, or any other person or entity that is outside of the regular decision-making processes established by Board policy or by the District. Rather, it is the intent of the Board to ensure that the Board and the District have well-defined points of access for constituents, creates a culture of customer service, and responds to constituent requests.

### **Delegation of Responsibility**

The Office of the Board of Education shall create Board Operating Guidelines that describe the procedures to manage the Board's engagement with the public.

Primary contact information on how to submit comments from constituents shall be shared on the Board's website. Board staff shall be available to collect and manage constituent services at the Board Office at 440 N. Broad Street, Philadelphia, PA 19130.

**Legal References:**

1. [Home Rule Charter](#) – Secs. 12-1209, 12-310