

From: "Keller, Janice L." <jkeller@cob.org>
Subject: **status of phone outreach/FAQ document**
Date: March 8, 2021 at 8:05:33 AM PST
To: "Heinrich, Brian M." <bmheinrich@cob.org>

Good morning, just a quick update about the status of the telephone outreach/FAQs document, which I updated/revamped over the weekend.

I see it as the basis for:

- Telephone outreach.
- Social media post as soon as the group meets and finalizes the ops plan.
- Mayor's remarks this afternoon.
- Website updates.

I just talked with Rick about the first page, which is the key messages for phone calls, and he's good with it. We are on the same page about the usefulness of the whole document (and about the effectiveness of group editing ...)

Mayor Fleetwood has read and OK'd this and has tentatively agreed that he'll use the first page as his update about Geri under COTW old/new.

More discussion about this part at our 9a check in, but I wanted you to have this in case you have a chance to scan it.

Janice

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