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Kostandaras Announces “Open Door” Communications Policy

[Akron, OH] Interim County Executive Nick Kostandaras today announced a new “Open Door” communications policy for all Executive employees, effective immediately.

Internal County requests for information or other services addresses to the Executive’s department heads will be responded to directly by the appropriate county employee in a timely manner.

“I am rescinding the policy that has been in place for almost two (2) years,” said Kostandaras. “This policy required department heads to funnel internal information requests through the County Communications Director. It has been apparent for some time that this is an inefficient, ‘customer-unfriendly’ way for county government to operate.”

The new policy will make it easier for members of Council and the County of Summit’s other elected officials to serve the citizens of Summit County.

“When our citizens have a problem, whether it’s a backed-up sewer or a building permit, most don’t know who to call,” Kostandaras continued. “So they call their County Council Representative, not the County Executive. With this new policy, County Council can again have direct lines of communication with directors and department heads.”

“This should *not* be interpreted as any infringement on the rights and responsibilities of the Executive as defined by our Charter,” Kostandaras concluded. “Both the Executive and the Council have one mission and one mission only: to serve the people of Summit County in the most responsive, most cost-effective way possible. We have a responsibility to use their tax dollars wisely. This communications policy is aimed at doing just that.”

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“It is my hope that this is not an interim policy and I look forward to working with the next Executive on keeping the lines of communication open.”

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