

DRAFT

COMMISSION POLICY	
Category: Strategic Directive	Title: Communications
	Policy Number: SD-?
Date of Adoption:	Resolution No.
Revision:	Resolution No.

The Commission will share information and engage our staff, our many stakeholders, and members of the public through an organization-wide communications program that:

1. Increases awareness and access to the work of the CPUC, both internally and externally, demonstrates that the CPUC is an accessible and effective organization, and explains how its work provides value and impacts the lives of Californians;
2. Clearly illustrates and reinforces the CPUC's role as a facilitator for safe, affordable, reliable and environmentally sound delivery of services by regulated entities;
3. Demonstrates the CPUC's commitment to provide the public with transparent and accurate information and documents in a timely manner;
4. Increases opportunity for feedback and two-way communications internally (staff, management, decision-makers) and externally (the CPUC, stakeholders, members of the public), consistent with the law and CPUC rules;
5. Supports an organization-wide community grounded in dialogue, critical thinking, learning, innovation, ~~and~~ collaboration, ~~and~~ collegiality.

Metrics: **The CPUC will measure outcomes through a variety of research methods, including assessments, surveys, observation, focus groups and interviews.**

Monitoring Method:

Frequency:

SD Direct Links: **Consumer Protection, Decisionmaking Process**