



Committee of the Whole Report For the Meeting of June 8, 2017

To: Committee of the Whole **Date:** May 30, 2017
From: Chris Coates, City Clerk
Subject: Correspondence Management Policy

RECOMMENDATION

That Council approve the Correspondence Management Policy.

EXECUTIVE SUMMARY

During the review of City governance that Council commissioned and considered in 2015/16, it was noted that the implementation of a correspondence management system in the City would be beneficial to address the high volume of correspondence the City receives. This is a multi-faceted undertaking. This report and draft policy focus primarily on addressing how correspondence appears on Council or Committee of the Whole Agendas. A policy clarifying the procedures and practices is beneficial to establish clarity for Council, staff and the public in terms of how correspondence is managed. Further work is being undertaken on comprehensive procedures at the staff level to address correspondence management throughout the City.

The attached draft Correspondence Management Policy is submitted for Council's consideration. It represents not only best practices, but also current practices, and establishes an efficient and effective system to manage the high volume of correspondence that is submitted to the City, and in particular to Mayor and Council. The proposed policy establishes clarity on what correspondence comes forward to Council on a meeting agenda, and how other items of correspondence to Council are managed and can be brought forward to a meeting depending upon the subject matter.

In brief, current practices are:

- correspondence that comes forward to Council is limited to that which originates from other levels of government, Federal, Provincial, Local, and First Nations Governments.
- correspondence also comes forward to Council for land use applications that Council considers including submissions to public hearings,
- correspondence resulting from City lead community engagement that accompanies staff reports that involve community engagement.

- Correspondence sent to Mayor and Council for other purposes are responded to by the City's correspondence team, the draft policy establishes that a member of council can bring forward a correspondence item to Council by way of a Council member report with a resulting motion for consideration or similarly through the Notice of Motion process.

Establishing Council policy in this regard is recommended to confirm existing and provide clarity on the City's current practices which are more appropriately confirmed by policy than practice.

Respectfully submitted,



Chris Coates
City Clerk



Jocelyn Jenkyns
Deputy City Manager



Report accepted and recommended by the City Manager: _____

Date: June 2, 2017

List of Attachments:

Appendix A – Correspondence Management Policy