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|  | COUNCIL POLICY | Policy No: <u>CP-1059-24</u> |
| | | Approved By: Council |
| | | Effective Date: <u>December 2, 2024</u> |
| | | Resolution No.: Last Reviewed: <u>December 2, 2024</u> |
| | | Division: Strategic and Communication Services - City Clerk's Office |

COUNCIL / ADMINISTRATION PROTOCOL POLICY

POLICY STATEMENT

In order for the effective management and operation of a municipality, Council and Administration must have a clear understanding of their respective roles and responsibilities as well as a comprehensive framework that guides their interaction with one another.

1. PURPOSE

- 1.1 To establish a framework to clarify the roles of Council and Administration.
- 1.2 To set out communication standards between Council and Administration.
- 1.3 To establish a regime of protocol for regulating relations and communication between Council and Administration.
- 1.4 To promote sound working relations between Council and Administration.
- 1.5 To guide both administrative and operational interaction between Council and Administration.

2. DEFINITIONS

- 2.1 "Act" means the *Municipal Government Act, R.S.A., 2000 c M-26, as amended.*
 - 2.2 "Administration" means the employees of the City of Spruce Grove.
- ~~"Alderman" means any member of Council except the Mayor.~~

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- 2.3 “City” means the municipal corporation of the City of Spruce Grove in the Province of Alberta.
- 2.4 “City Manager” means the administrative head of the City. individual appointed by Council to the position of City Manager as per the City Manager Bylaw, or designate of the City Manager. The City Manager is the head of Administration.
- 2.5 “Communication” under section 6 and 7 means correspondence or communication from both written and unwritten sources, including but not limited to letters, emails, phone calls, voicemail messages, texts and Teams messages.
- 2.6 “Council” means the duly elected officials for the City of Spruce Grove also known as the Mayor and Aldermen Council of the City elected pursuant to the Local Authorities Election Act, RSA 2000 cL-21, as amended.
- 2.7 “Councillor” means a member of Council, including the Mayor.
- 2.8 “Emergency” means a situation that is dangerous to public safety or property.
- 2.9 “Leadership” means the City Manager, General Managers and Directors of the City.
- 2.10 “Mayor” means the chief elected official of for the City of Spruce Grove.
- 2.11 “Non-Emergency” means a situation that is not dangerous to public safety or property.
- 2.12 “Protocol” means both written and unwritten conventions, ethics, and/or rules of interaction and communication between Council and Administration.
- 2.13 “Our City” means a centralized process that provides responses from the Office of the Mayor and Council to requests received by Council from residents.

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~~“When Appropriate” when referenced in section 6 and 7 includes but is not limited to situations that are politically sensitive or situations when Council requests to be cc’d copied on correspondence.~~

3. MUNICIPAL GOVERNANCE FRAMEWORK

3.1 ~~The Mayor and Aldermen Council~~ constitutes the political component of the City and is led by the Mayor~~called the Council~~, while Administration constitutes an administrative and operational arm component of the City and is led by the City Manager.

3.2 The legal responsibilities, functions, and powers of the Council and Administration are both inter-dependent and interrelated. The statutory powers of Council and Administration are set out in the Act Municipal Government Act, R.S.A., 2000 c M-26, as amended.

~~Council is lead by the Mayor who is the chief elected official as defined in the Municipal Government Act, R.S.A., 2000.~~

~~Administration is lead by the City Manager who is the chief administrative officer as defined in the Municipal Government Act, R.S.A., 2000.~~

4. ROLES AND RESPONSIBILITIES

4.1 The Mayor coordinates Council decisions, acts as Council spokesperson, facilitates the Council/Administration interface, and performs the duties of the chief elected official as per the Act Municipal Government Act, R.S.A., 2000.

4.2 Council provides direction, makes strategic policy decisions, represents the public interest, and performs the duties of a eCouncillor as per the Act Municipal Government Act, R.S.A., 2000.

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- 4.3 Council is responsible to hire, supervise, and terminate the City Manager. Council has one employee, the City Manager.
- 4.4 The City Manager coordinates the organization's systems, manages organizational resources, facilitates the Administration/Council interface, performs the duties as outlined in the City Manager Bylaw, and performs the duties of chief administrative officer as per the Act.—Municipal Government Act, R.S.A., 2000.
- 4.5 The City Manager is responsible for the hiring, managing, and terminating of all the employees of the City.
- 4.6 Administration implements Council's directions and the corporate business plan, provides decision-making advice, and communicates customer needs under the direction of the City Manager.
- 4.7 Council and Administration will adhere to formal channels of communication between each other as established by legislation, bylaws, and policy.

5. GENERAL PROTOCOL

- 5.1 Council and Administration will treat each other with respect and integrity.
- 5.2 The Mayor will advise the Alderman—Councillor and/or Council when an Alderman's—Councillor's activities are affecting Administration's performance.
- 5.3 Council will deal with Administration performance concerns by communicating them through the Mayor to the City Manager.
- 5.4 The City Manager will provide information to all of Council when deemed appropriate in responding to a request from one member of Council.

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5.5 Administration will advise the City Manager if a request for information from a member of Council will create a significant impact on performance/workload.

6. COMMUNICATION BETWEEN COUNCIL AND ADMINISTRATION

6.1 Administration will forward Communication correspondence directed to Council without delay.

~~Administration will enter external communications that come as a request for service into the City's customer service system~~

~~The City Manager will coordinate and direct the employees of the City regarding the action and response to be taken by City Administration to written or verbal communications. The City Manager will also coordinate these actions and responses with Council wWhen aAppropriate.~~

~~Notwithstanding section 7, the Mayor will coordinate and advise the members of Council regarding the action and response to be taken by members of Council to verbal or written communications received.~~

6.2 Council will provide direction to Administration through a resolution of Council.

6.3 Council ~~may has a responsibility to~~ make information requests of Administration with the following understanding:

- (a) The Leadership level is Council's point of contact;
- (b) The City Manager must be included as a closed copy (cc'd) on all correspondence to members of Leadership;
- (c) For Non-Emergency matters, Leadership must not be contacted on weekends and evenings; and

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- (d) For Emergency matters, Leadership may be contacted in the evening or on weekends.

~~Information that is readily available to the public can be requested from the appropriate member of Administration directly.~~

~~All other information requests will be directed to the City Manager.~~

- 6.4 When approached by a City of Spruce Grove employee with an operational issue or concern, Council shall encourage the employee to use appropriate channels within the organization such as talking with their supervisor, Human Resources, or the City Manager. ~~Depending on the nature of the request, these channels may include the City's customer service system or the employee talking with their supervisor or human resources.~~

7. RESIDENT INQUIRIES TO COUNCIL COMMUNICATION

- 7.1 A member of Council may choose to respond to requests for information from a resident that are routine in nature where the information is readily available to the public. Such responses must be shared with the Mayor all of Council and the City Manager.

- 7.2 Council will direct requests from residents for services or information that are not routine in nature to Our City to the City Manager's office for response and action.

- 7.3 A response provided under the Our City process will be shared with Council.

- 7.4 All inquiries from residents to Council regarding enforcement matters, including any complaints against a Peace Officer must be directed to Enforcement Services.

- 7.1 All inquiries from residents to Council regarding criminal matters or other operational complaints related to the Royal Canadian Mounted Police should be directed to the Parkland RCMP Detachment.

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~~The City Manager will coordinate actions and responses and will inform Council of the outcome of the requests Wwhen a Appropriate.~~

8. ORGANIZATIONAL TOOLS

8.1 The following organizational tools contribute to a successful working relationship between Council and Administration:

- (a) Reports to Council regarding Administration's activities (usually provided by the City Manager at Council meetings).
- (b) Requests for Decision which provide the information required for decision-making.
- (c) Clear and concise direction to Administration through resolutions made at Council meetings.
- (d) Updates from the Mayor and Aldermen-Councillors at regular Council meetings.
- (e) A clear understanding of Administration's role, activities, and capacity.
- (f) An up-to-date organizational chart which shows a clear chain of command and indication of who has duties in which areas.
- (g) A Council Procedure Bylaw which provides the framework for parliamentary procedure, current legislation, and the specific governance preferences of Council.
- (h) A corporate business planning process which implements the strategic direction set by Council.

9. SUCCESS INDICATORS

9.1 The following are indicators of the success of this policy:

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- (a) Excellent customer service.
- (b) Flexibility in organizational hierarchy to deal with urgent matters.
- (c) No direct supervision of Administration by individual members of Council.
- (d) A clear chain of command.
- (e) Higher employee satisfaction.
- (f) Achieving corporate priorities.
- (g) Timely communication, both internal and external.
- (h) An informed and involved Council.

10. RESCISSION OF POLICY 5,017

10.1 Policy 5,017 - Council Administration Protocol Policy is hereby rescinded.

RELATED DOCUMENTS

Municipal Government Act, R.S.A. 2000, c M-26, as amended
 Council Procedure Bylaw, as amended
 City Manager Bylaw, as amended

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| <p>APPROVAL</p> <p>Mayor: _____ Date: _____</p> | |
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