



## REQUEST FOR DECISION

**MEETING DATE:** December 2, 2024

**TITLE:** CP-1059-24 - Council / Administration Protocol Policy

**DIVISION:** Strategic and Communication Services

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### **SUMMARY:**

The Council / Administration Protocol Policy delineates the roles and responsibilities between Council and Administration and provides a general framework that guides their interaction with one another. CP-1059-24 - Council / Administration Protocol Policy amends the policy to remove redundancies and align the policy with current practices that have been in place for a number of years.

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### **PROPOSED MOTION:**

THAT CP-1059-24 - Council / Administration Protocol Policy be approved as presented.

### **BACKGROUND / ANALYSIS:**

The Council / Administration Protocol Policy was approved in 2010, with the goal of:

- Outlining Council and Administration's interdependent and interrelated roles and responsibilities;
- Guiding interactions between Council and Administration;
- Establishing a process for responding to resident inquiries;
- Supporting the values of transparency and responsiveness, service excellence and good governance.

The policy was last updated in 2013.

Administration has recently reviewed and is proposing amendments to the policy to:

- Address redundancies;
- Update outdated terminology (e.g. “Councillor” vs “Alderman”);
- Add additional definitions for clarity;
- Update Section 6 - Communication Between Council and Administration to reflect current practices and expectations with respect to Council making information requests of Administration; and
- Update Section 7 - Resident Inquiries to Council to reflect the current practice of most inquiries being addressed through the Our City process, which is a centralized process that provides responses from the Office of the Mayor and Council to requests received by Council from residents. Section 7 has also been updated to indicate the current practice of how Council should address resident inquiries about enforcement and criminal matters. Specifically, any enforcement related matters or complaints about a Peace Officer should be forwarded to Enforcement Services and any criminal matters or operational complaints related to the RCMP should be forwarded to the Parkland RCMP Detachment.

#### **OPTIONS / ALTERNATIVES:**

Council may choose to make further amendments to the policy.

#### **CONSULTATION / ENGAGEMENT:**

The City Clerk’s Office consulted with the City Manager’s Office to ensure the policy reflected current practices regarding Council and Administration communication and addressing inquiries from residents to Council. Community and Protective Services was also consulted to ensure best practices are indicated regarding how Council addresses receiving inquiries regarding enforcement matters or criminal matters.

#### **IMPLEMENTATION / COMMUNICATION:**

The updated policy will be posted to the City’s website.

#### **IMPACTS:**

The updated policy ensures the current practices already in place are addressed, creating greater transparency and awareness.

#### **FINANCIAL IMPLICATIONS:**

n/a