

## Elected Officials and Administration Information Policy

### Policy Statement:

Information requests and other correspondence made by elected officials and City administration shall be governed by the provisions of this policy.

### Application:

This policy applies to information requests made by elected officials to the City's administration, as well as other specified communications of members of Council and administration.

### Procedures:

#### ***Public Information***

- Information that is readily available to the public can be requested directly by an elected official to the appropriate administration member. All responses shall be made in writing (either hard copy or electronic), with a copy sent to the appropriate General Manager.

#### ***Request for Service***

- Routine requests for service or urgent service issues should be made to Public Works Dispatch 24/7 via phone (506-859-2643 or 859-2644), email ([dispatchpublicworks@moncton.ca](mailto:dispatchpublicworks@moncton.ca)) or via the online portal at [http://www.moncton.ca/Residents/Online\\_Services.htm](http://www.moncton.ca/Residents/Online_Services.htm). The caller will be required to provide their name, civic address and telephone number, which will be used to create a caller log to record the details of the request and to facilitate follow-up contact.
- Requests for service which fall under any of the categories listed in Appendix A, except those which should be referred to dispatch, should be sent to the corresponding administration member listed in Appendix A.
- If an elected official receives a request from a resident for any other type of service, they will refer the request to the appropriate General Manager (recommended) or to the City Manager for action. The General Manager or City Manager will follow-up directly with the resident, with a copy of the response sent to the elected official that made the request.

Replaces and Supersedes Policy: N/A	Inquiries/Contact Person: General Manager, Legal and Legislative Services
Adopted by Moncton City Council: July 16, 2018	
Amended: N/A	

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### ***Concern/Complaint***

- If an elected official receives a concern/complaint from a resident regarding service received or not received when requested, the elected official is encouraged to direct the resident to contact the appropriate member of administration responsible for the service, if they have not already done so. If the resident has already contacted administration and is unsatisfied with their response, or if an elected official has a concern/complaint themselves, the elected official should send the information to the appropriate General Manager (recommended) or City Manager for follow-up. The General Manager or City Manager will follow-up directly with the elected official, with a copy to the City Manager if applicable. The elected official can then follow-up directly with the resident.

### ***Timeline for response***

- When receiving a Request for Public Information, Request for Service or Service Issue/Concern/Complaint from an elected official, the appropriate administration member will acknowledge receipt within two business days. Within four business days, follow-up or next steps including timelines will be provided. Whenever possible, administration will acknowledge requests within one business day.

### ***Requests for non-routine information***

- All requests by an elected official of a non-routine nature, which would require administration to expend additional time and resources in order to respond, shall be directed to the appropriate General Manager, who will acknowledge receipt within two business days. Where responding to such a request would involve significant time and/or resources, the General Manager may refer the request to the City Manager, who may seek a motion of Council in order to proceed with the request.

### ***By-law enforcement***

- Elected officials may, upon request, be given general information regarding the status of by-law enforcement matters. In order to protect the privacy of those involved, as well as to preserve the legal proceedings underlying such matters, detailed information shall be limited in accordance with the provisions of the *Right to Information and Protection of Privacy Act*.
- By-law enforcement inquiries should be directed by phone to 389-5928, or via email to [info.enforcement@moncton.ca](mailto:info.enforcement@moncton.ca).

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- By-law Enforcement will acknowledge receipt of requests within two business days. Within four business days, follow-up or next steps including timelines will be provided. Whenever possible, By-Law enforcement will respond to requests within one business day.

### ***Right to Information and Protection of Privacy Act (RTIPPA)***

- In all circumstances, request for information by elected officials will be subject to the provisions of RTIPPA, which may limit the amount of information which may be disclosed to the elected official.
- Elected officials should be aware that their request, along with the response received by administration, may be subject to disclosure in the event of an access to information request under RTIPPA.

### **Council Information:**

- According to the *Municipalities Act*, it is the Mayor’s duty to speak on issues of concern to the municipality on behalf of Moncton City Council.
- Correspondence via letter or email addressed to Moncton City Council as a whole, or to all elected officials will be responded to by the Mayor, with electronic copies forwarded to all elected officials. Elected officials also have the opportunity to respond directly in their own capacity.
- Official correspondence with other municipalities or other levels of government shall be sent by the Mayor on behalf of the City and Moncton City Council.
- Elected Officials must keep in mind they are always a representative of the City, and are encouraged to identify when the views expressed are theirs alone, and not official City of Moncton communications.
- The General Manager/City Manager will communicate service level or program changes to elected officials.
- The General Manager/City Manager will provide information to all elected officials when deemed appropriate in responding to a request from one elected official.
- All correspondence copies to elected officials should be sent electronically.

### **Communication between Elected Officials:**

- Elected Officials can determine what communication works best for their needs.
- Communications amongst elected officials may be subject to disclosure in the event of an access to information request under RTIPPA.

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### Elected Officials/Administration Media Relations:

- The Corporate Communications Department is a valuable resource to elected officials, administration, members of the media, and members of the public. Among other roles, they can provide the following services in the event of a media request:
  - Provide support on a particular topic, e.g. identify a member of administration most familiar with a particular file, or an elected official with a particular interest in a matter because it affects their constituents or a committee/project they are working on;
  - Gather any required background information; and
  - Coordinate media requests where multiple individuals are being asked to provide comment on the same topic.

### News Releases:

- All news releases shall be drafted by the Corporate Communications Department, in consultation with appropriate City officials as required.
- An e-mail with the news release will be sent to all elected officials.

### Council Communication with Administration:

Subject to the procedures described herein, only the following members of administration should have direct email contact with elected officials:

- City Manager
- General Managers
- City Clerk's Office (cc to City Clerk)
- Directors and Managers, including acting Directors and Managers (cc to applicable General Manager), as listed in Appendix A.

### Correspondence from citizens to Elected Officials via the City Clerk's Office

- Correspondence to Moncton City Council received via [info.council@moncton.ca](mailto:info.council@moncton.ca) (addressed to all elected officials) will be acknowledged by the City Clerk's Office, and forwarded to the appropriate department if necessary for information/comment/action. City Council will be copied on these emails.

### Council Committees

- Chair to speak on behalf of the Committee
- Council representatives are asked to update Council members on a regular basis (written and verbal).

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### Other Administrative Notes:

- To ensure consistent branding and messaging across the organization, all items carrying the City’s logo or any of its other trademarks, including but not limited to clothing, letterhead, business cards, and promotional products, shall be coordinated through the Department of Corporate Communications.
- Although e-mails can be more efficient, it is important to note that personal contact is also important.
- Correspondence to be sent on behalf of the City at the request of one or more elected officials must be approved by City Council.
- Council hereby delegates authority to the City Manager to update Appendix A of this Policy as required.

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## Elected Officials and Administration Information Policy

Appendix A - Requests for Service		
Area / Activity	Who is responsible?	Call Dispatch for:
<b>Building Inspection</b> <ul style="list-style-type: none"> <li>• Building permits and inspections</li> <li>• Plumbing permits</li> <li>• Demolition permits</li> <li>• Tent permits</li> <li>• Backflow prevention</li> <li>• Backwater valve incentive program</li> <li>• Stormwater quality management</li> </ul>	<b>Bruce Tait</b> Director, Building Inspection Bruce.Tait@moncton.ca	N/A
<b>By-law enforcement</b> <ul style="list-style-type: none"> <li>• All by-law enforcement matters</li> <li>• Vacant buildings program</li> <li>• Licenses (Taxi, Pawnbroker, Portable Signs, Sidewalk Café, Mobile Vending)</li> <li>• Animal Control Services/SPCA</li> </ul>	<b>Amanda MacNeil</b> Director, By-Law Enforcement Amanda.MacNeil@moncton.ca	<ul style="list-style-type: none"> <li>• Rodents on public property (parks, trails, streets)</li> <li>• Garbage collection/bulk waste</li> <li>• Snow Clearing (streets/sidewalks)</li> </ul>
<b>Capital Works</b> <ul style="list-style-type: none"> <li>• Inquiries related to construction projects, timelines, etc.</li> </ul>	<b>Alcide Richard</b> Director, Design and Construction Alcide.Richard@moncton.ca	N/A
<b>Codiac RCMP (non-emergency)</b> <ul style="list-style-type: none"> <li>• New RCMP building project</li> <li>• Codiac Regional Policing Authority agreement</li> </ul>	<b>Don MacLellan</b> General Manager, Community Safety Services Don.MacLellan@moncton.ca	N/A

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<p>Codiac Transpo</p> <ul style="list-style-type: none"> <li>All transit-related inquiries</li> </ul>	<p>Angela Allain General Manager, Codiac Transpo Angela.Allain@moncton.ca</p>	<p>N/A</p>
<p>Economic Development</p> <ul style="list-style-type: none"> <li>Business and investment attraction</li> <li>Business retention and expansion</li> <li>Downtown and Waterfront development</li> <li>Strategic immigration</li> </ul>	<p>Kevin Silliker Director, Economic Development Kevin.Silliker@moncton.ca</p>	<p>N/A</p>
<p>Environment</p> <ul style="list-style-type: none"> <li>Fuel/oil spills (also contact dispatch)</li> <li>Surface water quality (local watercourses)</li> <li>Erosion control</li> <li>Sugar bush</li> <li>Watershed protection</li> <li>Landfill</li> <li>Wetlands</li> <li>Climate change adaptation (flood maps)</li> <li>Environmental events (Earth Hour, Earth Day, etc.)</li> </ul>	<p>Elaine Aucoin Director, Environmental Planning Elaine.Aucoin@moncton.ca</p>	<ul style="list-style-type: none"> <li>Fuel/oil spills</li> </ul>
<p>Facilities</p> <ul style="list-style-type: none"> <li>Asset and maintenance management</li> <li>New municipal</li> </ul>	<p>Sherry Trenholm Director, Municipal Facilities Sherry.Trenholm@moncton.ca</p>	<p>N/A</p>

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<p>buildings, renovations, additions and demolition projects</p> <ul style="list-style-type: none"> <li>• Life safety and security</li> <li>• Space use</li> <li>• Accessibility including interior building signage</li> </ul>	<p>Robin Alcorn Moncton Accessibility Committee Robin.Alcorn@moncton.ca</p>	
<p>Fire (non-emergency), Fire Prevention</p> <ul style="list-style-type: none"> <li>• Including municipal emergency measures plan</li> </ul>	<p>Eric Arsenault Fire Chief Eric.Arsenault@moncton.ca</p>	N/A
<p>Leisure Services</p> <ul style="list-style-type: none"> <li>• Playground programs</li> <li>• Social inclusion</li> <li>• Recreation programs</li> <li>• Trail building</li> </ul>	<p>Jocelyn Cohoon Director, Leisure Services Jocelyn.Cohoon@moncton.ca</p>	N/A
<p>Magnetic Hill Theme Park and Zoo</p> <ul style="list-style-type: none"> <li>• Illusion hill</li> <li>• Tenants (e.g. Magic Mountain, Wharf Village Shops)</li> <li>• Zoo</li> </ul>	<p>Jill Marvin Director/Directrice Magnetic Hill Zoo &amp; Park jill.marvin@moncton.ca</p>	N/A
<p>Parks and Playgrounds (operations)</p> <ul style="list-style-type: none"> <li>• Trees inquiries (other than damaged or broken limbs)</li> <li>• Maintenance of public art</li> <li>• Park operations</li> </ul>	<p>Dan Hicks Director, Parks and Leisure Services Operations Dan.Hicks@moncton.ca</p>	<ul style="list-style-type: none"> <li>• Tree limbs broken or down</li> <li>• Waste receptacles in a park or greenspace needing attention</li> <li>• Hypodermic needle in a city facility,</li> </ul>

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		<p>park or trail</p> <ul style="list-style-type: none"> <li>• Damage and vandalism in a park, a greenspace or on a trail.</li> </ul>
Public Works	<p>Don Morehouse Director, Public Works Don.Morehouse@moncton.ca</p>	<ul style="list-style-type: none"> <li>• Winter Storm Event (Road and Sidewalk Service)</li> <li>• Flooding Events (Streets)</li> <li>• Street/Sidewalk Sweeping</li> <li>• Line Markings/ Cross Walks/ Pavement markings/ Signage</li> <li>• Garbage and Bulk collection</li> <li>• Asphalt repair/ Curb repair</li> <li>• Drainage Issues</li> <li>• Street Lights and Traffic Lights</li> <li>• Mowing boulevards</li> <li>• Retention ponds/ outfalls</li> <li>• City fleet questions</li> <li>• Rodents on City property (including Parks)</li> </ul>
<p>Resurgo Place, Culture and Heritage</p> <ul style="list-style-type: none"> <li>• Artifacts</li> <li>• Free Meeting House</li> <li>• Thomas Williams House</li> <li>• Treitz Haus</li> <li>• Cultural plan</li> </ul>	<p>Sophie Cormier Director, Resurgo Place, Culture and Heritage sophie.cormier@moncton.ca</p>	N/A

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<ul style="list-style-type: none"> <li>• matters</li> <li>• Historical research</li> <li>• Visitor information</li> <li>• Moncton Gallery</li> <li>• Moncton Fine Arts Collection</li> </ul>		
<p>Tourism and Events</p> <ul style="list-style-type: none"> <li>• Events Attraction</li> <li>• Event programs/grants</li> <li>• Event management (Large and community)</li> <li>• Trade and convention attraction</li> <li>• Consumer/tourist attraction</li> </ul>	<p>Jillian Somers Director, Tourism and Events Jillian.Somers@moncton.ca</p>	N/A
<p>Traffic and Parking</p>	<p>Stephane Thibodeau Transportation and Parking Coordinator Stephane.Thibodeau@moncton.ca</p>	<ul style="list-style-type: none"> <li>• All traffic, transportation and parking requests</li> </ul>
<p>Utilities</p> <ul style="list-style-type: none"> <li>• Water and Sewer</li> <li>• Fire Hydrants</li> </ul>	<p>Nicole Taylor Director, Utilities Nicole.Taylor@moncton.ca</p>	<ul style="list-style-type: none"> <li>• No water / low pressure</li> <li>• Water quality - taste, odour, colour, dirty, chlorine, lead, fluoride, etc.</li> <li>• Water consumption / bills - note that inquiries related only to payment of bills should be directed to Revenue (email or 853-3588)</li> <li>• Water meter</li> </ul>

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		replacement program <ul style="list-style-type: none"> <li>• Frozen water services</li> <li>• Hydrants</li> <li>• Sewer backup</li> </ul>
<b>Venues</b> <ul style="list-style-type: none"> <li>• Coliseum</li> <li>• Stade Moncton Stadium</li> <li>• Moncton Market</li> <li>• Magnetic Hill Concert site</li> </ul>	<b>Shane Porter</b> Manager, Venues Shane.Porter@moncton.ca	N/A
<b>Zoning and Development</b> <ul style="list-style-type: none"> <li>• Municipal Plan</li> <li>• Zoning by-law</li> <li>• Rezoning applications</li> <li>• Subdivision by-law and applications</li> <li>• Controlled access by-law</li> <li>• Other development approvals</li> </ul>	<b>Bill Budd</b> Director, Urban Planning Bill.Budd@moncton.ca	N/A

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