

Council Correspondence

Effective Date: July 2, 2013

Last Revised: July 11, 2023

1. Policy Statement

- a) Correspondence addressed to City Council will be distributed and dealt with in a consistent and efficient manner, with responses aligning with City policy.

2. Purpose

- a) This policy establishes expectations for the receipt, distribution, and response to correspondence addressed to City Council.

3. Scope

- a) This policy encompasses all correspondence addressed to one or more Council members.

4. Definitions

- a) In this policy,
 - (1) **"Correspondence"** includes letters, emails, invitations, requests, and other messages, received electronically or in paper form, sent to the City of Pitt Meadows from someone outside the organization, addressed to one or more Council members.
 - (2) **"CAO"** means Chief Administrative Officer for the City of Pitt Meadows.

5. Policy

a) Distribution

- (1) Correspondence addressed to all of Council will be distributed to each Council member.
- (2) Correspondence addressed to the Mayor only will be forwarded to the Mayor, with further distribution at the Mayor's discretion.
- (3) Correspondence addressed to specific councillors will be forwarded to



those councillors, with further distribution at their discretion.

- (4) Paper correspondence marked "confidential" or "private" will be distributed to the named recipients only, and will remain unopened and unread by City staff.
- (5) Petitions received by the City will be forwarded to the Corporate Officer for distribution to Council through an upcoming Consent Agenda.
- (6) Other correspondence may be included on a Consent Agenda at the discretion of the Mayor or CAO.
- (7) Despite the preceding provisions, the following types of correspondence may not be distributed to Council:
 - i. Unsolicited advertising;
 - ii. Anonymous correspondence;
 - iii. Correspondence containing inappropriate language, threats or other defamatory remarks;
 - iv. Correspondence pertaining to a zoning bylaw that is the subject of a public hearing and which has not yet been adopted.

b) Routing Procedures

- (1) The Corporate Officer is responsible for establishing routing procedures to ensure the timely and appropriate distribution of Council correspondence, including procedures for the distribution of correspondence related to legislated matters such as development applications and public hearings.
- (2) Paper correspondence may be digitized for the purposes of electronic distribution and records management.

c) Responses to Correspondence

- (1) The Mayor, as the City's chief spokesperson, is responsible for responding to correspondence addressed to Council and conveying the formal decisions, priorities and policies of Council.
- (2) The Mayor will copy Council members, the CAO and other City staff, as appropriate, on responses to Council correspondence.
- (3) Council members, including the Mayor, have no individual decision-making power and, as such, will not convey or construe a personal opinion as a Council position or decision in response to correspondence.
- (4) Correspondence requiring an administrative or operational response will



be directed to the CAO, who will forward the inquiry to the appropriate business area, with a copy to Council, for investigation and response.

- (5) 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. Councillors are encouraged to share such responses with the rest of Council and the CAO.
- (6) Separate or customized letterhead or stationary will not be designed, purchased for, or used by councillors.

d) Records Management

- (1) All correspondence received by the City will be filed, tracked and dispositioned in accordance with the City's records management policies and procedures.

e) Privacy

- (1) All Council correspondence is the property of the City and subject to disclosure pursuant to the provisions established by the Freedom of Information and Protection of Privacy Act.
- (2) At the discretion of the Mayor or CAO, personal information included in correspondence may be disclosed through the inclusion of such correspondence on a public agenda.

6. Related Policies

Other related policies include:

- (a) Media and Public Relations Communications Policy C063
- (b) Public Hearing Process Policy C041
- (c) Customer Service Policy A038
- (d) Records Management Policy A014
- (e) Privacy Program Policy A043