



Council report

Meeting date:	March 2, 2021
Title:	Correspondence distribution protocol
Prepared by:	Laura Johnston, CAO

Recommendation

That council receives report Correspondence distribution protocol for information.

Executive summary

At the January 19, 2021 regular meeting of West Grey council, a resolution was passed for staff to explore and report on options to improve distribution of correspondence. This report outlines initiatives already implemented as well as upcoming enhancements.

Background and discussion

At the January 19, 2021 West Grey council meeting, resolution #07-2021 was passed directing staff to provide a report that “outlines improvements that can be achieved immediately to the process of receiving correspondence including enquiries and complaints with strategies and suggestions for further improvements”.

Several initiatives have been started and other have been identified to facilitate the timely sharing of information:

- Clerk has implemented a weekly Correspondence Report circulation to council via email
- Email protocol adjusted to facilitate enquires from council to go directly to department heads, with a copy to the CAO
- Review of internal and external communications launched
- “Service West Grey” customer service strategy project launched with a focus on communication to various groups, including council
- Investigating a “memorandum to council” process to ensure all of council receives information in a timely, consistent manner
- Weekly email updates from the CAO’s office, starting week of March 1, 2021



March 2, 2021 (2)

Legal and legislated requirements

Municipal Act 2001, as amended

West Grey Bylaw 52-2020 – Communications Strategy.

Financial and resource implications

Operational costs will be absorbed in department budgets. Any costs associated with the customer service strategy will come to council as a project-specific matter.

Staffing implications

None.

Consultation

Senior management team.

Alignment to strategic vision plan

Pillar: Work together

Goal: Clear communication

Strategy: Improve internal communication

Attachments

None.

Next steps

In addition to implementing the initiatives outlined in the report, staff will be encouraged to propose other efficient options to share information.

Respectfully submitted:

Laura Johnston, CAO