

	CORPORATE POLICY	Policy No: 5,017
		Approved By: Council
		Effective Date: Mar. 11, 2013
		Resolution No.: 69-13
		Department: Corporate Services (City Clerk)

COUNCIL/ADMINISTRATION PROTOCOL

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 This policy will:

- a) Establish a framework to clarify the roles of Council and Administration.
- b) Set out communication standards between Council and Administration.
- c) Establish a regime of protocol for regulating relations and communication between Council and Administration.
- d) Promote sound working relations between Council and Administration.
- e) Guide both administrative and operational interaction between Council and Administration.

2. DEFINITIONS

- 2.1 “**Administration**” means the employees of the City of Spruce Grove.
- 2.2 “**Alderman**” means any member of Council except the Mayor.
- 2.3 “**City**” means the City of Spruce Grove.

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- 2.4 “**City Manager**” means the 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 “**Communications**” under section 6 and 7 means correspondence or communication from both written and unwritten sources, including but not limited to letters, emails, voicemail messages and phone calls.
- 2.6 “**Council**” means the duly elected officials for the City of Spruce Grove also known as the Mayor and Aldermen.
- 2.7 “**Mayor**” means the chief elected official of the City of Spruce Grove.
- 2.8 “**Protocol**” means both written and unwritten conventions, ethics, and/or rules of interaction and communication between Council and Administration.
- 2.9 “**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 on correspondence.

3. MUNICIPAL GOVERNANCE FRAMEWORK

- 3.1 The Mayor and Aldermen constitute the political component of the City called the Council, whilst the Administration constitute an administrative and operational arm of the City.
- 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 *Municipal Government Act*, R.S.A., 2000.
- 3.3 Council is lead by the Mayor who is the chief elected official as defined in the *Municipal Government Act*, R.S.A., 2000.

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3.4 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/Administrative interface, and performs the duties of the chief elected official as per the *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 councillor as per the *Municipal Government Act*, R.S.A., 2000.

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 Administrative/Council interface, performs the duties as outlined in the City Manager Bylaw, and performs the duties of chief administrative officer as per the *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 policy, bylaw, and legislation.


5. GENERAL PROTOCOL

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- 5.1 Council and Administration will treat each other with respect and integrity.
- 5.2 The Mayor will advise the Alderman and/or Council when an Alderman'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.
- 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

- 6.1 Administration will forward correspondence directed to Council without delay.
- 6.2 Administration will enter external communications that come as a request for service into the City's customer service system
- 6.3 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 when appropriate.
- 6.4 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.
- 6.5 Council will provide direction to Administration through a resolution of Council.
- 6.6 Council has a responsibility to make information requests of Administration with the following understanding:

	CORPORATE POLICY	Policy No: 5,017
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		Resolution No.: 69-13
		Department: Corporate Services (City Clerk)

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

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

6.7 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. 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 COMMUNICATION

7.1 Council will direct requests from residents for services or information to the City Manager's office for action.

7.2 The City Manager will coordinate actions and responses and will inform Council of the outcome of the requests when appropriate.


7.3 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 shall be shared with the Mayor and City Manager.

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.

	CORPORATE POLICY	Policy No: 5,017
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- c. Clear and concise direction to Administration through resolutions made at Council meetings.
- d. Updates from the Mayor and Aldermen at Committee of the Whole or 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:

- 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.

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h. An informed and involved Council.

RELATED DOCUMENTS

Municipal Government Act, R.S.A., 2000
 Bylaw C-724-09 – Council Procedure Bylaw
 Bylaw C-539-04 - City Manager Bylaw

Council Protocol Policy #5,014 is rescinded.

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APPROVAL

Mayor: Original Signed by Stuart Houston Date: March 25, 2013