

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 9/7/2021 12:56:30 PM

Subject: [Council questions - processes for submission and response](#)

Attachments: Guide to Members of Council Questions Submission and Response Processes - June 2021.pdf

Good afternoon Mayor and Council,

I am writing in follow up to our conversations prior to the summer break regarding the current processes for engagement with staff and any opportunities for enhancement. In those discussions, several of you referenced the value of clarification regarding the various channels we have established to process questions forwarded to staff from members of Council.

For your reference, I have attached a one-page document that outlines those different processes and the intended purpose of each. In particular, I note the following key points:

- Where you are seeking information from staff in the form of a response to you (and Council), please direct such matters to me or to IQR@vancouver.ca
- Where you receive questions or requests from members of the public that require a response from staff to the writer, please direct the matter to your assistant. Your assistant will enter the enquiry into our LAGAN system and refer to the appropriate staff member to answer. You will be copied on the response.

The attached document was developed with input from staff that deal with these questions, including your assistants, and lays out the processes in more detail. Given the volume of public correspondence directed to Council (11,331 correspondence items in 2020), this centralized system for tracking and processing questions is essential for us to manage effectively.

If you require any additional information or assistance on this matter, please reach out to me or paul.hendren@vancouver.ca.

Many thanks,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver
paul.mochrie@vancouver.ca



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

Guide to the City of Vancouver Members of Council Questions Submission and Response Processes



Suite of centralized processes. This guide lays out the centralized processes in place to allow staff to respond to questions from members of Council. Given the high volume of questions from Council members to staff, it is important that these processes be adhered to for optimum coordination, tracking, transparency and efficiency.

Process varies by type of question. The following table is an easy-to-use guide for members of Council to direct questions to staff, depending upon the nature of the question.

Transparency. In accordance with the City's Code of Conduct policy, any information provided by staff in response to a question from a member of Council will be distributed to all members of Council.

Questions should not be submitted directly to staff members. It is important to note that no questions should be submitted directly to staff outside of the processes described below. This applies to all staff from the City, the Park Board, the Vancouver Police Department, Vancouver Fire and Rescue Services, the Vancouver Public Library and the Vancouver Economic Commission.

One-off meetings between City Leadership Team (CLT) members and Council members. For in-depth discussions about policy and/or emerging issues/opportunities that cannot be easily addressed in a memo, members of Council are encouraged to book meetings directly with CLT members (but not other staff members), and CLT members record these meetings in the CLT-Council Member Meeting Tracker, with this report distributed regularly to Council and CLT.

	A. FORMAL ENQUIRIES TO STAFF AT COUNCIL MEETINGS <i>Question for staff from a Council member that originates during Council proceedings</i>	B. GENERAL QUESTIONS TO STAFF OUTSIDE OF COUNCIL MEETINGS (WEEKLY Q&A ROLL-UP) <i>Question for staff from a Council member that originates outside of Council proceedings</i>	C. SPECIFIC QUESTIONS TO STAFF RELATED TO A COUNCIL REPORT <i>Question for staff from a Council member in relation to a specific upcoming Council report</i>	D. QUESTIONS ORIGINATING FROM CONSTITUENTS <i>Question for staff from a Council member made on behalf of a constituent (e.g., a resident, business, or community organization)</i>	E. QUESTIONS ORIGINATING FROM THE MEDIA <i>Question for staff from a Council member that originates from a member of the media</i>
How to submit questions	To the City Manager during the "Enquiries and Other Matters" portion of Council meeting agendas	To IGR@vancouver.ca	To IGR@vancouver.ca , with an indication that a response is requested in relation to a specified upcoming Council report.	Mayor's and Councillors' assistants to submit questions via the Contact Council web form: vancouver.ca/your-government/contact-council.aspx	To media@vancouver.ca
How staff responses are delivered to members of Council	Staff responses provided to Council as either a memo or included in the table of responses to formal questions, which is distributed to all Council members on the Friday before each Council meeting	Staff responses provided to Council as either a memo or included in the Weekly Council Q&A Roll-Up, which is distributed to all Council members every Friday	Staff responses provided via email to all Council members	Staff responses are sent directly to the resident, business, or organization who posed the original question, and are copied to members of Council who requested to be included in the response	Members of Council may either: a. Request that staff respond to the reporter (these responses are shared with all Council members in the daily media summary email) OR b. Request the City's key messaging in order to respond to the reporter directly (key messaging will be sent to all Council members)
Target response times	Staff aim to answer questions in the time between Council meetings, however, response times may vary depending on the complexity of a question	Staff aim to provide responses within 10 business days, however, response times may vary depending on the complexity of a question and timing of receipt	Staff aim to provide a response before the report is heard in Council	Staff aim to provide responses within 10 business days	Staff aim to provide a response by the reporter's specified deadline