

## **COMMITTEE OF THE WHOLE (WORKING SESSION) – JUNE 15, 2004**

### **PROPOSED PROTOCOL FOR RESPONDING TO CORRESPONDENCE ADDRESSED TO “MAYOR AND MEMBERS OF COUNCIL”**

#### **Recommendation**

Local and Regional Councillor Linda Jackson recommends that the following protocol be adopted to deal with correspondence addressed to “Mayor and Members of Council”:

That municipally related enquiries be responded to by the appropriate Ward Councillor, and

That regionally related enquiries be responded to by the Local and Regional Councillor who sits on the appropriate Region of York committee, i.e. Transit, Solid Waste Management.

#### **Purpose**

To eliminate duplication of responses to residents,

To eliminate duplication of requests to City of Vaughan staff from Council members,

To eliminate possible contradictory responses to one enquiry from two or more Council members, and

To eliminate the need for multiple responses from City of Vaughan staff for one request to two or more Council members.

#### **Background - Analysis and Options**

The Mayor and Members of Council have been receiving an increasing amount of correspondence addressed to “Mayor and Members of Council”. This creates duplication of efforts by staff if more than one Member of Council responds to the enquiry.

A protocol dealing with this type of correspondence will ensure consistency, professionalism and will portray a favourable image to the public.

#### **Relationship to Vaughan Vision 2007**

Adoption of a standard protocol with respect to correspondence addressed to “Mayor and Members of Council” will ensure delivery of quality services through streamlined communications.

This report is consistent with the priorities previously set by Council.

#### **Conclusion**

The foregoing will eliminate the need for duplication and will ensure consistency and professionalism.

#### **Attachments**

None

#### **Report prepared by:**

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Respectfully submitted,

Linda D. Jackson  
Local and Regional Councillor