

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS
AND MONITORING OFFICIAL BUSINESS INVITATIONS**

(Referred from the Committee of the Whole (Working Session) meeting of February 12, 2008)

Committee of the Whole (Working Session), at its meeting of February 12, 2008, recommended the following:

- 1) That this matter be referred to the Committee of the Whole (Working Session) meeting of February 26, 2008; and
- 2) That the memorandum of the Deputy City Clerk, dated February 8, 2008, be received. (Attachment 3)

(Referred from the Council meeting of December 10, 2007)

Council, at its meeting of December 10, 2007, adopted the following:

That this matter be referred to the Committee of the Whole (Working Session) meeting of February 12, 2008.

Recommendation of the Committee of the Whole meeting of December 3, 2007:

The Committee of the Whole recommends that this matter be deferred to a future Committee of the Whole (Working Session) meeting, and that staff provide the City of Toronto's protocol on dealing with official business invitations.

Report of the Deputy City Clerk, dated December 3, 2007.

Recommendation

The Deputy City Clerk, in consultation with the Commissioner of Legal and Administrative Services/City Solicitor, recommends:

1. That the attached Protocol for Official Business Invitations and Monitoring Official Business Invitations (Attachment 1), be approved.

Economic Impact

The economic impact is dependent on the volume of data processing required for this initiative. Clerk's staff are utilized to the maximum in the provision of secretariat services to Committee of the Whole, Council, Special Purpose Committees and the numerous and still growing Council appointed statutory and non-statutory advisory committees and task forces. Additional resources will be required if such data processing becomes unmanageable.

Communications Plan

Those identified would be provided with the Official Business Invitations document.

Purpose

To respond to Council's directive to bring forward a draft protocol for the monitoring of invitations received by the Offices of the Mayor, City Manager, Clerk and the Senior Management Team and the implementation of a monthly reporting mechanism of pending and prior invitations.

Background - Analysis and Options

Council, at its meeting of November 26, 2007, adopted the following Committee of the Whole recommendation:

- 1) That the Deputy Clerk, in cooperation with the Mayor and City Manager, bring forward a draft protocol for the monitoring of invitations received by the Office of the Mayor, the Office of the City Manager, the Clerks Department or members of the Senior Management Team to attend official (i.e. other than social) events organized by departments or ministries of any other level of government, by associations comprised of representatives of local or other levels of government, or by agencies carrying on business with local or other levels of government;
- 2) That said draft protocol include arrangements for the reporting in advance of pending invitations, including the source of the invitation, the date of its receipt by the Clerks Department, the identity of the invitee, the date, place and time of the event and, subsequently, the identity of the individual who represented the City at the event, and failing such representation, the reason for such failure;
- 3) That the draft protocol be included as an addendum item to the agenda of the Committee of the Whole meeting of December 3, 2007;
- 4) That the draft protocol include a plan for the month end reporting of pending and prior invitations, such report to include the information specified in Clause 2 above; and
- 5) That the Toronto Star newspaper article, submitted by Councillor Carella, dated November 17, 2007, be received.

Official business invitations are received by mail, fax, email and at times by telephone. Invitations are received in the Mayor's office, City Manager's office and Clerk's office. Invitations are also sent to individual Councillors and Commissioners.

Staff have met with the Mayor's office and the City Manager's office and an outline is provided below of the current practice:

Current Practice - Mayor's Office

When the invitation is for the Mayor and Members of Council, the Mayor's office forwards the invitation to all Members of Council with a copy to their Executive Assistants.

If the invitation is for the Mayor to attend and she is unable to go, the Mayor's office checks with the organizer to see whether a representative could go on her behalf. If representatives are able to attend, the invitation is forwarded to the senior Regional and Local Councillor, and if she is unavailable the next most senior Regional and Local Councillor and if he is unavailable the other Regional and Local Councillor. In the event all three Regional Councillors cannot attend, the invitation is extended to the Ward Councillor who may have an interest in the event through a committee he/she is the Chair or Vice-Chair thereof or the Ward Councillor representing the Ward in which the event is being held. There are times, however, when a representative may not be requested by the organizer or the particular Members of Council asked are unable to attend.

Finding a representative to attend an event in the Mayor's stead when she is unable to go can at times be challenging as Members of Council have their own busy schedules. There are times when it is not possible to provide sufficient notice of upcoming events either due to invitations being received on short notice or last minute changes to the Mayor's schedule. The Mayor's office makes every effort to communicate invitations received in a timely manner to appropriate individuals.

If the invitation received in the Mayor's office pertains to a conference, summit, forum or other such event, it is forwarded to all Members of Council with a copy to their Executive Assistants.

Current Practice - City Manager's Office

3.3

Invitations for the Mayor and Members of Council received in the City Manager's office are forwarded to the Mayor and Members of Council and their Executive Assistants.

Invitations forwarded from the Mayor's office to the City Manager are reviewed by the City Manager and sent to the Deputy City Manager and appropriate Commissioner(s) depending on the nature of the event.

Current Practice - Clerk's Office

Invitations for elected officials and senior staff are forwarded to the Mayor and Members of Council and the Senior Management Team. Appropriate staff may also be copied if the nature of the event falls under their area of responsibility such as Communities in Bloom.

Protocol for Official Business Invitations and Monitoring Official Business Invitations (Attachment 1)

The protocol for official business invitations includes the types of invitations applicable and the protocol to be followed for the following:

1. Invitations addressed to elected officials.
2. Invitations for elected officials addressed to the City Manager/Deputy City Manager.
3. Invitations addressed to the Senior Management Team.
4. Invitations addressed to Commissioners.
5. Invitations for elected officials and/or senior staff addressed to the Clerk.
6. Process for monitoring official business invitations.

Attached to the protocol is an "Official Business Invitations Form" to be used by the office of the invitee(s) to provide the Clerk's office, within a reasonable time, the information outlined in the protocol under section 6, *Process for Monitoring Official Business Invitations*. The form will be placed on the VIBE under Clerk's Documents.

Attachment 2 is the proposed template that will be used for the Official Business Invitations document. The document will be a "living document" of pending and prior invitations and will be updated as information is received and/or changes occur. Creation of such a document would serve as the public record of events attended by elected officials and senior staff in a professional capacity as representatives of the City of Vaughan. A monthly report will be provided to Members of Council and the City Manager.

Relationship to Vaughan Vision 2007

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

Regional Implications

N/A

Conclusion

Staff are proposing this initiative be implemented commencing January 1, 2008. This will provide the necessary time to communicate and roll out the protocol.

In response to Council's directive the attached Protocol for Official Business Invitations and Monitoring Official Business Invitations is attached for consideration, further recommendations and approval.

3.4

Attachments

1. Protocol for Official Business Invitations and Monitoring Official Business Invitations
2. Official Business Invitations Template
3. Memorandum of the Deputy City Clerk, dated February 8, 2008.

Report prepared by:

Sybil Fernandes, Deputy City Clerk

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS AND
MONITORING OFFICIAL BUSINESS INVITATIONS**

TYPES OF INVITATIONS

The protocol is applicable to official business invitations (other than social) and shall include the following:

- 1) events organized by departments of ministries;
- 2) events organized by any other level of government;
- 3) events organized by associations;
- 4) events comprised of representatives of local or other levels of government; and
- 5) events organized by agencies carrying on business with local or other levels of government.

The protocol is applicable to official business invitations addressed to:

- 1) Elected officials (Head of Council, Members of Council, Regional and Local Councillor, Ward Councillor);
- 2) City Manager and Deputy City Manager;
- 3) Senior Management Team;
- 4) Commissioners; and
- 5) Clerk.

1. INVITATIONS ADDRESSED TO ELECTED OFFICIALS

1.1 Invitations Addressed to Elected Officials

Invitations addressed to elected officials will be scanned by the respective office that receives the invitation and emailed, within a reasonable time, to the Mayor and Members of Council and their Executive Assistants.

1.2 Appointing Representatives

If the invitee is unable to attend, the following protocol will be followed:

- (1) When the Mayor is unable to attend an official business event the Mayor's office will contact, within a reasonable time:
 - The senior Regional and Local Councillor's office, and if he/she is unable to attend the next most senior Regional and Local Councillor's office and if he/she is unable to attend the other Regional and Local Councillor's office.
- (2) When all three Regional and Local Councillors decline, the Mayor's office will contact, within a reasonable time, the office of:
 - The Ward Councillor who may have a direct interest in the subject invitation through a committee he/she is a Chair or Vice-Chair thereof; or
 - The Ward Councillor representing the ward in which the event is being held.
- (3) When the Ward Councillor is unable to attend an official business event he/she is invited to, the Ward Councillor's office, within a reasonable time, will contact the office of:
 - The elected official who may have an interest in the event.

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS AND
MONITORING OFFICIAL BUSINESS INVITATIONS**

1.3 Process for Monitoring Official Business Invitations

The process for monitoring official business invitations outlined in section 6 will be followed within a reasonable time.

**2. INVITATIONS FOR ELECTED OFFICIALS
ADDRESSED TO THE CITY MANAGER/DEPUTY CITY MANAGER**

2.1 Invitations for Elected Officials Addressed to the City Manager/Deputy City Manager

Invitations for elected officials addressed to the City Manager/Deputy City Manager will be scanned by the respective office of the City Manager/Deputy City Manager and emailed, within a reasonable time, to the Mayor and Members of Council and their Executive Assistants.

2.2 Invitations Addressed to the City Manager/Deputy City Manager

Invitations addressed to the City Manager/Deputy City Manager will be scanned by the respective office of the City Manager/Deputy City Manager and emailed, within a reasonable time, to the Mayor and Members of Council and their Executive Assistants.

2.3 Appointing Representatives

If the invitee is unable to attend, the following protocol will be followed:

(1) When the City Manager or Deputy City Manager or Commissioner is unable to attend an official business event he/she is invited to, the respective office that received the invitation will contact within a reasonable time, the office of:

- A director, or other appropriate staff person, who has a direct interest in the event.

2.4 Process for Monitoring Official Business Invitations

The process for monitoring official business invitations outlined in section 6 will be followed within a reasonable time.

3. INVITATIONS ADDRESSED TO THE SENIOR MANAGEMENT TEAM

3.1 Invitations addressed to the Senior Management Team

Invitations addressed to the Senior Management Team will be scanned by the City Manager's office and emailed, within a reasonable time, to the Mayor and Members of Council and their Executive Assistants.

3.2 Appointing Representatives

The process outlined in section 2.3(1) will be followed.

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS AND
MONITORING OFFICIAL BUSINESS INVITATIONS**

3.3 Process for Monitoring Official Business Invitations

The process for monitoring official business invitations outlined in section 6 will be followed within a reasonable time.

4. INVITATIONS ADDRESSED TO COMMISSIONERS

4.1 Invitations Addressed to Commissioners

Invitations addressed to Commissioners will be scanned by their respective office and emailed, within a reasonable time, to the Mayor and Members of Council and their Executive Assistants.

4.2 Appointing Representatives

The process outlined in section 2.3(1) will be followed.

4.3 Process for Monitoring Official Business Invitations

The process for monitoring official business invitations outlined in section 6 will be followed within a reasonable time.

**5. INVITATIONS FOR ELECTED OFFICIALS AND/OR
SENIOR STAFF ADDRESSED TO THE CLERK**

5.1 Invitations Addressed to the Clerk for Elected Officials and/or Senior Staff

Invitations addressed to the Clerk for elected officials and/or senior staff will be scanned and emailed, within a reasonable time, to the Mayor and Members of Council, appropriate senior staff and appropriate Administrative Assistants.

5.2 Process for Monitoring Official Business Invitations

The process for monitoring official business invitations outlined in section 6 will be followed within a reasonable time.

6. PROCESS FOR MONITORING OFFICIAL BUSINESS INVITATIONS

6.1 Clerk's Office - Reporting Mechanism

The Clerk's Office will create a reporting mechanism for pending and prior invitations. The report will be provided to the Mayor and Members of Council and City Manager at month end.

6.2 Process for Reporting Mechanism

The following process will apply to all invitations outlined in sections 1, 2, 3, 4 and 5:

The office that receives the invitation will email the Clerk's office, within a reasonable time, and using the "Official Business Invitations Form" attached to this Protocol, the following information:

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS AND
MONITORING OFFICIAL BUSINESS INVITATIONS**

- (1) Source of the invitation (Inviter).
- (2) Date of receipt of invitation.
- (3) Date of the event.
- (4) Name/position of invitee.
- (5) Name(s) of person(s) will attend the event.
- (6) Name(s) of person(s) who will attend on behalf of the invitee(s).
- (7) If there is a change to (5) or (6) the appropriate office will provide the Clerk's office, within a reasonable time, an updated "Official Business Invitations Form", that will include the name(s) of the person(s) who attended the event.
- (8) If no one will attend the event, the invitee's office will provide to the Clerk's office, within a reasonable time, and using the "Official Business Invitations Form", the reason why.
- (9) If there is a change to (5),(6) or (7) the office of the person who was to attend will provide the Clerk's office, within a reasonable time, and using the "Official Business Invitations Form", the reason why the person(s) did not attend.

3.9

"ATTACHMENT 1"

**PROTOCOL FOR OFFICIAL BUSINESS INVITATIONS AND
MONITORING OFFICIAL BUSINESS INVITATIONS**

OFFICIAL BUSINESS INVITATIONS FORM

Please complete and email to: (to be determined)

1. Source of the Invitation (Inviter):

2. Date of Receipt of Invitation:

3. Date of the Event:

4. Name/Position of Invitee:

5. Name(s) of person(s) who will attend the event:

6. Name(s) of person(s) who will attend on behalf of the invitee(s):

If there is a change to Nos. 5 or 6, please complete and resubmit.

7. Name(s) of person(s) who actually attended the event:

8. If no one will attend, please provide the reason why:

If there is a change to Nos. 5, 6 or 7, please complete and resubmit.

9. If no one attended the event, the reason why:

February 8, 2008

To: Mayor and Members of Council
From: Sybil Fernandes, Deputy City Clerk
Re: **Protocol for Official Business Invitations
And Monitoring Official Business Invitations**

Council, at its meeting of December 10, 2007, referred this matter to the Committee of the Whole (Working Session) meeting of February 12, 2008. Council further directed that staff provide the City of Toronto's protocol on dealing with official business invitations.

The City of Toronto does not have a written policy or protocol for dealing with this matter. Staff phoned Mayor David Miller's office and the following information was provided:

- There are three staff members in the Mayor's office on the scheduling team.
- Invitations sent by email directly to the Mayor are forwarded to all members of the scheduling team. The scheduling team logs such invitations on a database.
- Invitations received in "hard copy" format are logged on the database by the Receptionist in the Mayor's office.
- Invitations received by fax are logged by another staff member on the database.

(Note: The database used is "filemaker". This database allows multiple users to input information at the same time)

- The City of Toronto does not have a reporting mechanism for official business invitations received.
- If the Mayor cannot attend an event, the invitation is referred to the Deputy Mayor or a member of the Executive Committee who may have an interest in the particular event or the Local Councillor of the area in which the event is being held.
- The scheduling team works with the Mayor's Executive Assistant and where necessary with Policy staff to determine the events the Mayor will attend.
- Invitations received by the Protocol Department that require the attendance of the Mayor at special events, ceremonies and celebrations are forwarded to the scheduling team.

The following are results from a polling conducted of area municipalities: Markham – invitations are handled by the Scheduler in the Mayor's office; Mississauga – invitations are handled by the Mayor's Executive Assistant and Scheduler; Richmond Hill – invitations are handled by the Mayor's Assistant; Brampton – no response at the time of writing this memorandum.

Respectfully submitted,


Sybil Fernandes
Deputy City Clerk

memorandum