



Staff Report to Council

Administrative Services

FILE: 01-0340-50/19

DATE: October 18, 2019

Date of Meeting – October 29, 2019

TO: Mayor and Council

FROM: Kate Barchard, Corporate Officer

SUBJECT: Proposed Amendments to Council Orientation Policy C062

RECOMMENDATION(S): THAT Council:

- A. Approve the amended Council Orientation Policy C062 as presented at the October 29, 2019 Special (Public) Meeting of Council; OR
- B. Other.

CHIEF ADMINISTRATIVE OFFICER COMMENT/RECOMMENDATION:

PURPOSE

To present Council with amendments to the Council Orientation Policy, incorporating feedback received from Council on their recent orientation experience.

☐ Information Report

☐ Direction Report

☒ Decision Report

DISCUSSION

Background:

Council's Orientation Policy was flagged for review as part of the overall policy review process initiated earlier this year. As a best practice, this particular policy should be reviewed following each local government election to allow for continuous improvement of the orientation program.

The following amendments have been incorporated into this draft policy amendment, as a result of feedback received from Council and/or Staff:

- The policy has been transitioned into the updated City template;
- Scope, exclusions, and roles and responsibilities have been clarified;
- The scope of the Council Orientation Manual has been expanded, with a sample table of contents included in Schedule A. Key additions include:
 - Expanded content pertaining to key relationships/partnerships;
 - Council Liaison appointments;
 - City committees;
 - Departmental summaries including key roles, current staff members, and visual orientation tools to help Council get to know the current staff complement;
- The following orientation sessions have been added:
 - Coordination of Council's attendance at the Local Government Leadership Academy (LGLA) Elected Officials Seminar (typically held in the spring following a local government election);
 - Tour(s) of key City assets, facilities and areas of significance (potential stops are listed on page 3 of the policy);
 - Overview of the City' governance and committee structure;
 - Introduction to the annual business and budget planning process;
 - Overview of the Official Community Plan and community planning process in general.

Relevant Policy, Bylaw or Legislation:

Council orientation policies are not legislatively mandated, but are considered best practice to ensure a robust onboarding process that will support council members in their new roles and in the effective governance of our City.

COUNCIL STRATEGIC PLAN ALIGNMENT

- ☐ Principled Governance ☐ Balanced Economic Prosperity ☒ Corporate Excellence
☐ Community Spirit & Wellbeing ☐ Transportation & Infrastructure Initiatives
☐ Not Applicable

FINANCIAL IMPLICATIONS

- ☐ None ☒ Budget Previously Approved ☐ Other ☐ Referral to Business Planning

Expenses associated with Council orientation are incorporated into the Elections Budget established every four years.

PUBLIC PARTICIPATION

☒ Inform ☐ Consult ☐ Involve ☐ Collaborate ☐ Empower

KATZIE FIRST NATION CONSIDERATIONS

Referral ☐ Yes ☒ No

SIGN-OFFS**Written by:**

Kate Barchard, Corporate Officer

Reviewed by:

Mark Roberts, Chief Administrative Officer

ATTACHMENT(S):

- A. Proposed Amendment to Council Orientation Policy C062
- B. Current Council Orientation Policy C062
- C. Council/Administration Protocol Policy C064

COUNCIL POLICY C062

01 - Administration

Council Orientation Policy

Effective Date: November 4, 2014

Reaffirmed Date: February 17, 2015

Revised Date: XX

1. Policy Statement

The City of Pitt Meadows will provide an orientation program for all members of City Council after every local government election and by-election.

2. Purpose

To establish guidelines for the council orientation program to ensure council members receive a comprehensive onboarding and orientation process that provides them with the necessary training and materials to prepare them for their new governance roles.

3. Scope

This policy applies to the orientation process for Pitt Meadows City Council.

4. Exclusions

This policy does not apply to the orientation process for City committees.

5. Policy**5.1 Roles and Responsibilities**

The Chief Administrative Officer is responsible for the oversight and approval of the orientation program including the session topics and timeline.

The Manager of Administrative Services is responsible for the coordination of the orientation program, including the development of the overall orientation schedule, coordination of presentations and tours, and the creation of a Council Orientation Manual.



The Executive Assistant to the Mayor and CAO will support the Manager of Administrative Services with the coordination, scheduling and communication of the orientation program sessions and tours, and the coordination of the Council Orientation Manual.

Council members are responsible for making themselves available to attend and participate in the orientation sessions and tours. Council members are responsible for reviewing all reference materials provided and ensuring they understand their roles and responsibilities as elected officials.

5.2 Guidelines

- 1) The council orientation program will include sessions and information on the following topics:
 - a) Overview of local government, including roles and responsibilities, decision making process, relevant provincial legislation, working relationship with the Chief Administrative Officer, and council-staff relations;
 - b) Overview of the City's governance and committee structure;
 - c) Council Procedure Bylaw, including meeting and agenda processes, rules for conduct and debate, and tips for chairing a meeting;
 - d) Significant bylaws and policies;
 - e) Overview of organizational structure, strategic priorities, key departmental contacts, roles and responsibilities of each department, and current operational priorities;
 - f) introduction to the annual business and budget planning process;
 - g) Overview of the Official Community Plan and community planning process in general;
 - h) Freedom of Information and Protection of Privacy Act, records management, and relevance to Council;
 - i) Local Government Leadership Academy (LGLA) training for newly elected officials and/or other external training opportunities;
 - j) Overview of City technology relevant to Council, including cell phones, iPads, and agenda management platform;
 - k) Tours of key assets, facilities and areas of the City; and
 - l) Other sessions as deemed relevant and important by the Chief Administrative Officer.



- 2) The Council Orientation Manual will include relevant information and materials to support the onboarding process, including: key bylaws and council policies; administrative processes; departmental and staffing information; and executive summaries regarding important regional, business and service relationships. A sample Table of Contents for the Council Orientation Manual is included in Schedule A for reference purposes.
- 3) The City asset and facility tour(s) may include locations such as the following:
 - a) City Hall and Annex Building
 - b) Pitt Meadows Family Recreation Centre
 - c) Community Policing Office
 - d) Pitt Meadows Public Library
 - e) Pitt Meadows Fire Department
 - f) Pitt Meadows Senior Centre
 - g) Pitt Meadows Works Yard
 - h) Pitt Meadows Art Gallery
 - i) Pitt Meadows Museum & Archive
 - j) Pitt Meadows Athletic Park / Arena
 - k) One of Pitt Meadows' pump stations
 - l) Other sites of strategic priority e.g. significant lands under development or city infrastructure under construction
 - m) Local farming operations
 - n) Katzie First Nation
 - o) Pitt Meadows Regional Airport (YPK)

6. Related Policies

Council / Administration Protocol – C064

SCHEDULE A

Sample Table of Contents for Council Orientation Manual

EXECUTIVE SUMMARY

- Overview
- Our History & Heritage
- Corporate Strategic Priorities
- Upcoming Key Dates

ADMINISTRATIVE DETAILS

- City Contact Info
- Access Cards/Alarm System
- Parking
- Business Cards
- Office Space & Administrative Support
- Councillors' Lounge
- Correspondence
- General Inquiries
- Meeting Rooms
- Remuneration & Benefits
- Council Budget & Expenses
- Cell Phones, Tablets & Email
- Records Management
- Disposing of Confidential Documents

GOVERNANCE

- Historical Overview of Council Authority
- Legislation
- Oath of Office
- Council as a Continuing Body
- Powers of Council

ROLES & RESPONSIBILITIES

- Role of Council
- Role of Staff
- Responsible Conduct
- Conflict of Interest
- Receiving Gifts
- Freedom of Information and Protection of Privacy Act
- Media & Public Engagement
- Civic Engagement

COMMUNITY PLANNING

- Official Community Plan
- Corporate Strategic Plans
- Corporate Business Plan & Budget

COUNCIL MEETINGS

Procedure Bylaw
Attendance of the Public
Types of Meetings
Decisions of Council
Common Motions
Chairing a Meeting
Agendas
Minutes and Motions
Confidentiality

EXTERNAL COMMITTEES & BOARDS

Metro Vancouver Regional District
Mayors' Council on Regional Transportation (Translink)
Pitt Meadows Airport Society
Fraser Valley Regional Library (FVRL)
E-Comm Board of Directors
Etc.

COUNCIL LIAISON APPOINTMENTS

Alouette River Management Society
Chamber of Commerce Serving Maple Ridge and Pitt Meadows
Joint Program Committee for Integrated Flood Hazard Management
Fraser Health Municipal Regional Meetings (North Region)
Joint Police Liaison Committee (JPLC)
Pitt Meadows Heritage and Museum Society
Ridge Meadows Seniors Society
Etc.

CITY COMMITTEES

Active Transportation Advisory Committee (ATAC)
Advisory Design Panel (ADP)
Agricultural Advisory Committee (AAC)
Board of Variance
Community Awards Task Force
Etc.

PARTNERSHIPS

Katzie First Nation
SD42 School Board of Education
City of Maple Ridge
Etc.

MEMBERSHIPS

Chamber of Commerce serving Pitt Meadows & Maple Ridge
CivicInfo BC
FCM
LGLA
LGMA
LMLGA



City of
Pitt Meadows
THE *Natural* PLACE

UBCM

Etc.

DEPARTMENT OVERVIEWS & STAFF INFORMATION

Office of the CAO

Administrative Services

Community Services

Corporate Services

Emergency Program

Engineering & Operations

Financial Services

Fire Services

Etc.

SERVICE AGREEMENTS

Library Services

RCMP Policing Services

Etc.

RESOURCES

DRAFT



COUNCIL POLICY C062

01 - Administration

Council Orientation Policy

Effective Date: November 4, 2014

Reaffirmed Date: February 17, 2015

Purpose:

To establish guidelines for Council's orientation to ensure members of Council have an overview of:

- their roles, responsibilities, and duties under Community Charter;
- their roles, responsibilities, and duties under the City of Pitt Meadows Council Procedure Bylaw;
- working relationships with Administration and the City's governance structure;
- City bylaws, Council policies, strategic plans, and the status of City business; and
- a framework to begin strategic planning in order to set direction, priorities, and corporate objectives for the term.

Background:

The City of Pitt Meadows, under the direction of the Chief Administrative Officer, provides an orientation for all members of Council after every general municipal election, and for those who may be elected through a by-election held within a term. The orientation is provided to assist members of Council in their governance roles, and provide them with information that may be useful for their reference.

Policy:

The City of Pitt Meadows will provide an orientation for all members of Council after every general municipal election and by-election.

Responsibilities:

The Chief Administrative Officer will:

- coordinate the development and delivery of the components of the Orientation program by Administration; and
- prepare and present a program and schedule for orientation, including suggested topics, to Council for acceptance before every general municipal election.



- Ensure that Council during their orientation are provided with presentation(s) and information including but is not limited to:
 - roles and responsibilities of the Mayor, Council, Chief Administration Officer, the various Corporate Officers, and staff;
 - the legislative governance framework and Council's role in the process;
 - meeting process and procedures;
 - an overview of the organizational structure, corporate focus and key contacts;
 - Freedom of Information and Protection of Privacy Act considerations; and
 - use of City technology including cell phones and iPads.
- Ensure that members of Council are provided with an Orientation Manual that includes, but is not limited to, information on:
 - Council roles and responsibilities;
 - remuneration and benefits;
 - organizational structure and key contacts;
 - Council Bylaws, including the Council Procedure Bylaw and Council Indemnity Bylaw;
 - Council Policies;
 - relevant legislation;
 - meeting procedures; and
 - Council accountability.



Council/Administration Protocol

Effective Date: February 17, 2015

1. Policy Statement

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, to ensure effective governance, management and operation of the City of Pitt Meadows.

2. Purpose

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 protocol regime for guiding relations and communication between Council and Administration;
- d) Promote sound working relationships between Council and Administration; and,
- e) Guide both administrative and operational interaction between Council and Administration.

3. Scope

This policy applies to all staff and Council.

4. Policy

Definitions

City means the City of Pitt Meadows.

Chief Administrative Officer means the individual appointed by Council to the position of Chief Administrative Officer (or his/her designate), as the head of Administration.



Council means the duly elected officials of the City, those being the Mayor and Councillors.

Councillor means any member of Council except the Mayor.

Department Head(s) means those City employees that are charged with overseeing a particular operational or departmental area and/or their designates.

Mayor means the chief executive officer of the City.

Protocol means both written and unwritten conventions, ethics, and/or rules of interaction and communication between Council and Administration.

Governance Framework

- a) The Mayor and Councillors are the political and governance body of the City, while Administration is the administrative and operational arm of the City.
- b) The legal responsibilities, functions and powers of Council and Administration are both inter-dependent and inter-related. The statutory powers of Council and Administration are set out in the *Community Charter*.
- c) Council is led by the Mayor as the chief executive officer of the City. The Mayor has responsibilities as stated in section 116 of the *Community Charter*.
- d) Administration is led by the Chief Administrative Officer, who has responsibilities as stated in section 147 of the *Community Charter*.

Roles and Responsibilities

- a) The Mayor coordinates Council decisions, acts as a Council spokesperson, facilitates the Council/Administrative interface, and performs the duties of the chief executive officer as set out in section 116 of the *Community Charter*.
- b) Council provides direction, makes strategic policy decisions, represents the public interest, and performs the duties/responsibilities of a Council member as set out in section 115 of the *Community Charter*.
- c) The Mayor is responsible for overseeing the Chief Administrative Officer. Council has one employee, that being the Chief Administrative Officer.
- d) The Chief Administrative Officer coordinates the City's systems, manages organizational resources and operations, and facilitates the Administrative/Council interface.



- e) The Chief Administrative Officer oversees and is responsible for all City employees.
- f) Administration implements Council's policies/direction and the corporate business plan, provides decision-making advice, and communicates customer needs, under the direction of the Chief Administrative Officer.
- g) Administration is bound by decisions of Council and shall not be requested to take action contrary to such a decision.
- h) Council and Administration will adhere to formal channels of communication between each other as established by this policy.

Council/Administration General Protocol

- a) Council and Administration will treat each other with respect and integrity.
- b) The Mayor will advise Council when a Councillor's activities are affecting Administration's performance.
- c) Council will deal with Administration performance concerns by communicating them to the Chief Administrative Officer.

Council/Administration Communication Protocol

- a) Council will channel formal communication to Administration with regard to municipal matters generally through the Chief Administrative Officer.
- b) The Mayor will refer a matter requiring administrative action to the Chief Administrative Officer.
- c) Administration will generally channel communication to Council through the Chief Administrative Officer.
- d) Council will provide direction to Administration, including report requests, through clear resolution of Council.
- e) In instances where Councillors need access to information to assist them in making informed decisions, Council may make a direct information request of Administration with the following understanding:



- i) Routine information, facts, and documents which are readily available to the public can be requested from a Department Head directly. The information provided shall be shared with all of Council.
 - ii) Requests for non-routine information or information which is not readily available, is sensitive, or requires interpretation of City policies or procedures should be directed to the Chief Administrative Officer.
- f) Where in the opinion of the Administration, the preparation of the information requested by a member of Council will create a significant impact on performance/workload, the Chief Administrative Officer will advise the member of Council that a motion from all of Council to action the request is required.

Organizational Tools

The following organizational tools contribute to a successful working relationship between Council and Administration:

- a) Regular reports to Council regarding Administration's activities provided by the Chief Administrative Officer.
- b) Clear and concise Council reports, from Administration signed off by the Chief Administrative Officer, that provide the necessary information required for decision-making or that keep Council informed of pertinent issues.
- c) Clear and concise direction to Administration through resolutions made at Council meetings.
- d) Updates from the Mayor and Councillors at Regular Council meetings.
- e) A clear understanding of Administration's role, activities, and capacity.
- f) A Council Procedure Bylaw which provides the framework for parliamentary procedure, current legislation, and the specific governance preferences of Council.
- g) A corporate business planning and budgeting process which implements the strategic direction set by Council.