



**POLICY ON INFORMATION REQUESTS AND
COMMUNICATIONS MADE BY ELECTED
OFFICIALS AND ADMINISTRATION**

Policy Number	P2024-01
Classification	ADM
Effective Date	2024-02-20
Approval Authority	COUNCIL
Supersedes	1993-03
Mandated Review	2028

1. OVERVIEW

Decisions, information requests and other correspondence made by elected officials and City administration shall be governed by the provisions of this policy.

2. SCOPE

This policy applies to decisions, information requests made by elected officials to the City’s administration, as well as other specified communications of members of Council and administration.

3. DEFINITIONS

- (1) **ACT** means the Local Governance Act (S.N.B. 2017, c. 18).
- (2) **CAO** means the Chief Administrative Officer of the City’s administration appointed for the City of Bathurst.
- (3) **CITY** means the City of Bathurst
- (4) **COUNCIL** means the mayor and councillors of the municipality

4. POLICY STATEMENT

1. PUBLIC INFORMATION

- a) Information that is readily available to the public can be requested directly by an elected official to the appropriate administration member. All responses shall be made in writing (either hard copy or electronic), with a copy sent to the appropriate Department Head.

2. REQUEST FOR SERVICE

- a) Routine requests for service or urgent service issues should be made to Public Works dispatch centre (See Appendix A – Request for Service). The caller will be required to provide their

- name, civic address and telephone number, which will be used to create a caller log to record the details of the request and to facilitate follow-up contact.
- b) Requests for service which fall under any of the categories listed in Appendix A, except those that should be returned to the Public Works dispatch centre, should be sent to the corresponding administration member listed in Appendix A.
 - c) If an elected official receives a request from a resident for any other type of service, they will refer the request to the appropriate Department Head (recommended) or to the CAO for action. (See Appendix B – Organizational Chart). The Supervisor or CAO will follow up directly with the resident, with a copy of the response sent to the elected official that made the request.

3. DECISIONS OF COUNCIL

- a) Council decisions that require further work from staff with directions to report back to Council will be recorded on the Outstanding Reports List.
- b) The City Clerk is responsible for continuing to maintain the Outstanding Reports list following each Council meeting and providing the list to Council on a regular basis. The City Clerk will provide to the Members of Council the Outstanding Reports list three times per year by way of a memo. The memo will also be copied to the CAO and Assistant CAO. The memo, with the list, will be distributed every January, May, and September.
- c) The City Clerk is also responsible for bringing a report to a Committee of the Whole meeting early in a new term of Council with the Outstanding Reports list from the previous term of Council. The intent of this is to provide the new Council an opportunity to identify reports that they wish to move forward during the new term. Reports not approved at this time will then be removed from the Outstanding Reports list.
- d) This approach allows a new Council to determine which reports continue to align with the new Council's priorities. It also allows unnecessary reports to be removed and no further resources dedicated to them.

4. CONCERN OR COMPLAINT

- a) If an elected official receives a concern or complaint from a resident regarding service received or not received when requested, the elected official is encouraged to direct the resident to contact the appropriate member of administration responsible for the service, if they have not already done so. If the resident has already contacted administration and is unsatisfied with their response, or if an elected official has a concern/complaint themselves, the elected official should send the information to the appropriate Department Head (recommended) or CAO for follow-up. The Department Head or CAO will follow up directly with the elected official, with a copy to the CAO if applicable. The elected official can then follow-up directly with the resident.

5. TIMELINE FOR RESPONSE

- a) When receiving a Request for Public Information, Request for Service or Service Issue/Concern/Complaint from an elected official, the appropriate administration member will acknowledge receipt within two business days. Within four business days, follow-up or next steps including timelines will be provided. Whenever possible, administration will acknowledge requests within one business day.

6. REQUESTS FOR NON-ROUTINE INFORMATION

- a) All requests by an elected official of a non-routine nature, which would require administration to expend additional time and resources in order to respond, shall be directed to the appropriate Department Head, who will acknowledge receipt within two business days. Where responding to such a request would involve significant time and/or resources, the Department Head may refer the request to the CAO, who may seek a motion of Council in order to proceed with the request.

7. SAFETY RESPONSIBILITIES

- a) See Appendix C – Safety Responsibilities

8. BY-LAW ENFORCEMENT

- a) Elected officials may, upon request, be given general information regarding the status of by-law enforcement matters. In order to protect the privacy of those involved, as well as to preserve the legal proceedings underlying such matters, detailed information shall be limited in accordance with the provisions of the Right to Information and Protection of Privacy Act.
- b) By-law enforcement enquiries should be directed by phone or via email (See Appendix A – Request for Service).
- c) By-law Enforcement will acknowledge receipt of requests within two business days. Within four business days, follow-up or next steps including timelines will be provided. Whenever possible, By-Law Enforcement will respond to requests within one business day.

9. RIGHT TO INFORMATION AND PROTECTION OF PRIVACY ACT (RTIPPA)

- a) In all circumstances, requests for information by elected officials will be subject to the provisions of RTIPPA, which may limit the amount of information which may be disclosed to the elected official.
- b) Elected officials should be aware that their request, along with the response received by administration, may be subject to disclosure in the event of an access to information request under RTIPPA.

10. COUNCIL INFORMATION

- a) According to the Local Governance Act, it is the Mayor's duty to speak on issues of concern to the municipality on behalf of Bathurst City Council.
- b) Correspondence via letter or email addressed to Bathurst City Council as a whole, or to all elected officials will be responded to by the Mayor, with electronic copies forwarded to all elected officials. Elected officials also have the opportunity to respond directly in their own capacity.
- c) Official correspondence with other municipalities or other levels of government shall be sent by the Mayor on behalf of the City and Bathurst City Council.
- d) Elected Officials must keep in mind they are always a representative of the City, and are encouraged to identify when the views expressed are theirs alone, and not official City of Bathurst communications.
- e) The Department Head/CAO will communicate service level or program changes to elected officials.
- f) The Department head/CAO will provide information to all elected officials when deemed appropriate in responding to a request from one elected official.

- g) All correspondence copies to elected officials should be sent electronically.

11. COMMUNICATION BETWEEN ELECTED OFFICIALS

- a) Elected Officials can determine what communication works best for their needs.
- b) Communications among elected officials may be subject to disclosure in the event of an access to information request under RTIPPA.

12. ELECTED OFFICIALS/ADMINISTRATION MEDIA RELATIONS

- a) The Communications Department is a valuable resource to elected officials, administration, members of the media, and members of the public. Among other roles, they can provide the following services in the event of a media request:
 - i. Provide support on a particular topic, e.g. identify a member of administration most familiar with a particular file, or an elected official with a particular interest in a matter because it affects their constituents or a committee/project they are working on;
 - ii. Gather any required background information; and
 - iii. Coordinate media requests where multiple individuals are being asked to provide comment on the same topic.

13. NEWS RELEASES

- a) All news releases shall be drafted by the Communications Department, in consultation with appropriate City officials as required.
- b) An email with the news release will be sent to all elected officials.

14. COUNCIL COMMUNICATION WITH ADMINISTRATION

- a) Subject to the procedures described herein, only the following members of administration should have direct email contact with elected officials:
 - i. CAO
 - ii. Department Heads
 - iii. City Clerk's Office
 - iv. Departments listed under Appendix A (cc to applicable Department Head)

15. CORRESPONDENCE FROM CITIZENS TO ELECTED OFFICIALS VIA THE CITY CLERK'S OFFICE

- a) Correspondence to Bathurst City Council (addressed to all elected officials) will be acknowledged by the City Clerk's Office and forwarded to the appropriate department if necessary for information/comment/action. City Council will be copied on these emails.

16. COUNCIL COMMITTEES

- a) Chair to speak on behalf of the Committee
- b) Council representatives are asked to update Council members on a regular basis (written and verbal).

17. OTHER ADMINISTRATIVE NOTES

- a) To ensure consistent branding and messaging across the organization, all items carrying the City’s logo or any of its other trademarks, including but not limited to clothing, letterhead, business cards, and promotional products, shall be coordinated through the Communications Department.
- b) Although emails can be more efficient, it is important to note that personal contact is also important.
- c) Correspondence to be sent on behalf of the City at the request of one or more elected officials must be approved by City Council.
- d) Council hereby delegates authority to the CAO to update Appendix A of this Policy as required.

5. RELATED LEGISLATION

- *Local Governance Act*
- *Right to Information and Protection of Privacy Act*

6. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)

APPENDIX A

REQUEST FOR SERVICE

AREA / ACTIVITY	CONTACT INFO	WHO IS RESPONSIBLE?
Building Inspection <ul style="list-style-type: none"> • Building permits and inspections • Plumbing permits • Demolition permits 	PLANNING AND DEVELOPMENT (506) 548-0404 planning@bathurst.ca	Director of Municipal Planning Donald McLaughlin donald.mclaughlin@bathurst.ca
By-law enforcement <ul style="list-style-type: none"> • Investigate and enforce by-law violations • Licenses (Taxi, Pawnbroker, Portable Signs, Sidewalk Café, Mobile Vending) • Tent Sites, encampments, and cleanup • Downtown concerns 	BY-LAW ENFORCEMENT (506) 549-3284 planning@bathurst.ca *By-Law content enquiries are to be directed to specific responsible department per this policy. All by-laws can be found at https://www.bathurst.ca/en/bylaws	Director of Municipal Planning Donald McLaughlin donald.mclaughlin@bathurst.ca
Parking issues <ul style="list-style-type: none"> • Ticket enquiries • Monthly Parking (City Parking Lots Issues) 	PARKING COMMISSION (506) 252-1607 parking@bathurst.ca	Director of Municipal Planning Donald McLaughlin donald.mclaughlin@bathurst.ca
Animal Control Services	BATHURST SPCA (506) 548-8537 info@bathurstspca.com Emergency Line (FOR EMERGENCIES ONLY) (506) 544-6452	
Capital Works Enquiries related to construction projects, timelines, etc.	ENGINEERING DEPARTMENT (506) 548-0400 publicworks@bathurst.ca	City Engineer Matthew Abernethy matthew.abernethy@bathurst.ca
Economic Development <ul style="list-style-type: none"> • Business and investment attraction • Business retention and expansion • Downtown and Waterfront development 	ECONOMIC DEVELOPMENT (506) 549-3286 growth@bathurst.ca	Director of Economic Development Chris Legacy chris.legacy@bathurst.ca
Environment <ul style="list-style-type: none"> • Fuel/oil spills (also contact dispatch) 	ENGINEERING DEPARTMENT (506) 548-0400 publicworks@bathurst.ca	City Engineer Matthew Abernethy matthew.abernethy@bathurst.ca

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<ul style="list-style-type: none"> • Surface water quality (local watercourses) • Erosion control • Watershed protection • Wetlands • Greenhouse Gas Emissions 	<p>CALL DISPATCH (506) 548-0400 (Option 9) FOR: Fuel/oil spills</p>	
<p>Facilities</p> <ul style="list-style-type: none"> • Municipal buildings (construction, renovations, energy efficiency, repairs and demolitions) • Asset and maintenance management • Life safety and security • Space use • Accessibility including interior building signage 	<p>OPERATIONAL SERVICES 506 548-548-0400</p> <p>publicworks@bathurst.ca</p>	<p>City Engineer Matthew Abernethy</p> <p>matthew.abernethy@bathurst.ca</p>
<p>Fleet</p> <ul style="list-style-type: none"> • City Fleet questions 	<p>ENGINEERING DEPARTMENT 506 548-0400</p> <p>publicworks@bathurst.ca</p>	<p>City Engineer Matthew Abernethy</p> <p>matthew.abernethy@bathurst.ca</p>
<p>Police (non-emergency)</p>	<p>POLICE DEPARTMENT 506 548-0420</p>	<p>Chief of Police Guy Thériault</p> <p>guy.theriault@nbpolice.ca</p>
<p>Fire (non-emergency), Fire Prevention</p> <ul style="list-style-type: none"> • Including municipal emergency measures plan 	<p>FIRE DEPARTMENT (506) 548-0439</p> <p>city.fire@bathurst.ca</p>	<p>Fire Chief Danny Boucher</p> <p>danny.boucher@bathurst.ca</p>
<p>Land Matters</p> <ul style="list-style-type: none"> • Municipal Plan • Zoning by-law • Rezoning applications • Subdivision by-law and applications • Controlled access by-law • Climate change adaptation (flood maps) • Other development approvals 	<p>PLANNING DEPARTMENT (506) 548-0404</p> <p>planning@bathurst.ca</p>	<p>Director of Municipal Planning Donald McLaughlin</p> <p>donald.mclaughlin@bathurst.ca</p>

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<p>Parks (Operations)</p> <ul style="list-style-type: none"> • Parks & Playgrounds Operations • Trees enquiries (other than damaged or broken branches) • Maintenance of public art • Memorial Bench Program • Park and Trail Design and Construction 	<p>PARKS, RECREATION AND TOURISM DEPARTMENT (506) 549-3333</p> <p>parks@bathurst.ca</p> <p>FOR:</p> <ul style="list-style-type: none"> • Tree limbs broken or down • Waste receptacles in a park or greenspace needing attention • Hypodermic needle in a city facility, park or trail • Damage and vandalism in a park, a greenspace or on a trail. 	<p>Director of Parks, Recreation and Tourism Ryan Wilbur</p> <p>ryan.wilbur@bathurst.ca</p>
<p>Public Works</p> <ul style="list-style-type: none"> • Winter Storm Event (Road and Sidewalk Service) • Flooding Events (Streets) • Street/Sidewalk Sweeping • Line Markings/ Cross Walks/ Pavement Markings/ Signage • Garbage and Bulk Collection • Asphalt Repair/ Curb Repair • Drainage Issues • Street Lights and Traffic Lights • Mowing • Retention Ponds/Outfalls • Rodents on City Property (Including Parks) 	<p>ENGINEERING DEPARTMENT (506) 548-0400</p> <p>publicworks@bathurst.ca</p>	<p>City Engineer Matthew Abernethy</p> <p>matthew.abernethy@bathurst.ca</p>
<p>Recreation</p> <ul style="list-style-type: none"> • Visitor information • Sport and Recreation Programming • Environmental events (Earth Hour, Earth Day, etc.) • Recreation Master Plan • Public Art 	<p>PARKS, RECREATION AND TOURISM DEPARTMENT (506) 549-3333</p> <p>recreation@bathurst.ca</p>	<p>Director of Parks, Recreation and Tourism Ryan Wilbur</p> <p>ryan.wilbur@bathurst.ca</p>
<p>Culture and Heritage</p> <ul style="list-style-type: none"> • Bathurst Heritage Museum • Historical research 	<p>BATHURST HERITAGE MUSEUM (506) 546-9449</p> <p>bhtc@nb.aibn.com</p>	<p>bathurstheritage.ca</p>

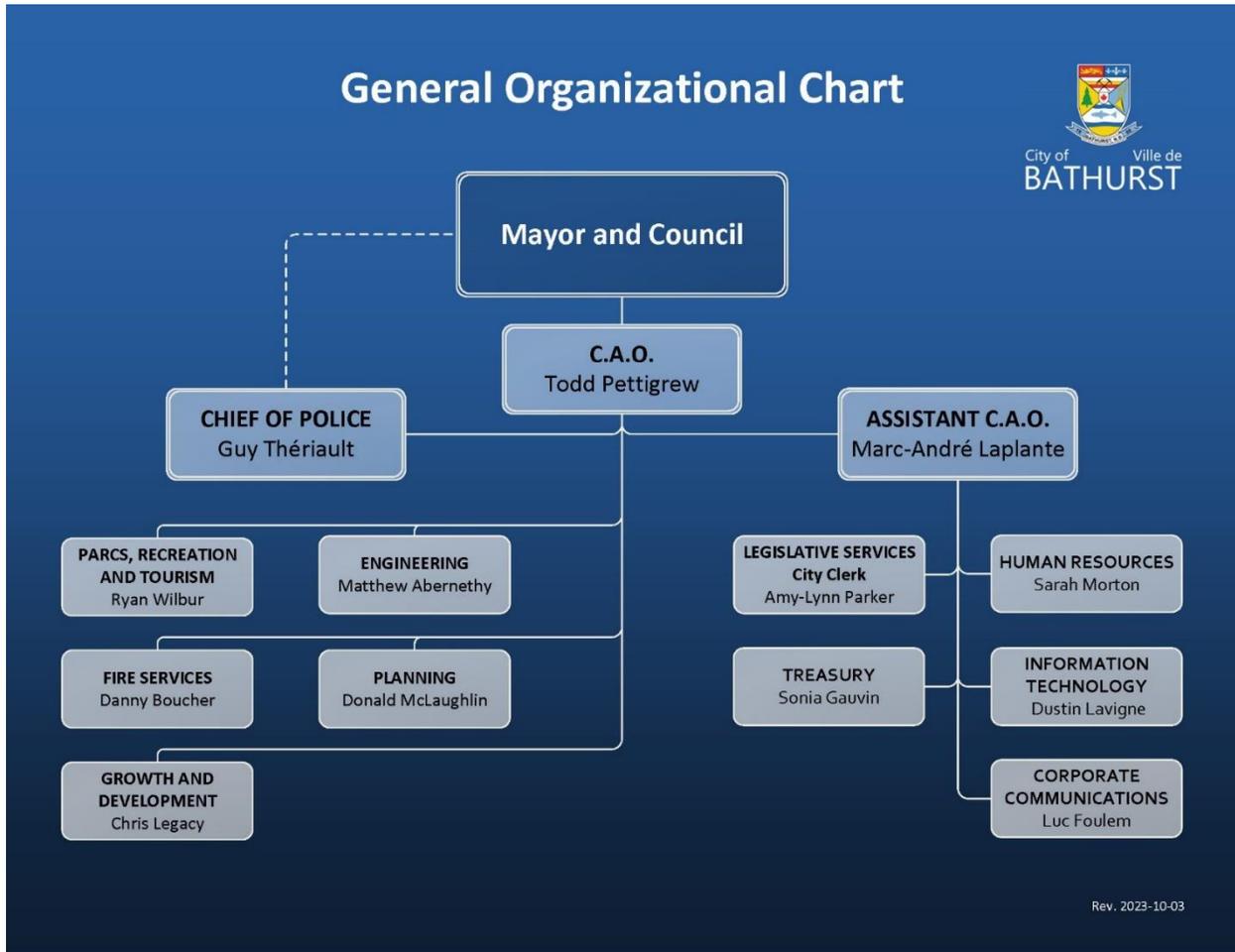
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<p>Revenue Office</p> <ul style="list-style-type: none"> • Water & Sewer Utility Enquiry and Payments • Parking Ticket Payments • Residential Parking • Local improvement payments 	<p>TREASURY (506) 548-0400</p> <p>treasury@bathurst.ca</p>	<p>Treasurer Sonia Gauvin</p> <p>sonia.gauvin@bathurst.ca</p>
<p>Tourism and Events</p> <ul style="list-style-type: none"> • Events Attraction • Event programs/grants • Event management (Large and community) • Trade and convention attraction • Consumer/tourist attraction • Marketing of city-owned assets 	<p>PARKS, RECREATION AND TOURISM DEPARTMENT (506) 549-3333</p> <p>recreation@bathurst.ca</p>	<p>Director of Parks, Recreation and Tourism Ryan Wilbur</p> <p>ryan.wilbur@bathurst.ca</p>
<p>Transportation and Traffic</p> <ul style="list-style-type: none"> • Traffic • Transportation • On-street parking 	<p>ENGINEERING DEPARTMENT (506) 548-0400</p> <p>publicworks@bathurst.ca</p> <p>*For enforcement of by-law violations see “By-Law Enforcement”</p>	<p>City Engineer Matthew Abernethy</p> <p>matthew.abernethy@bathurst.ca</p>
<p>Venues</p> <ul style="list-style-type: none"> • K. C. Irving Regional Center • Daly Point Nature Reserve • Promenade Waterfront • Pavillion Gym • Gazebo at Youghall Beach 	<p>PARKS, RECREATION AND TOURISM DEPARTMENT (506) 549-3333</p> <p>recreation@bathurst.ca</p>	<p>Director of Parks, Recreation and Tourism Ryan Wilbur</p> <p>ryan.wilbur@bathurst.ca</p>
<p>Water and Wastewater Services</p> <ul style="list-style-type: none"> • No water / low pressure • Water quality – taste, odour, colour, dirty, chlorine, lead, fluoride, etc. • Water consumption • Water meter replacement program • Frozen water services • Sewer backup • Fire hydrants • Backflow prevention • Storm water quality management 	<p>ENGINEERING DEPARTMENT (506) 548-0400</p> <p>publicworks@bathurst.ca</p>	<p>City Engineer Matthew Abernethy</p> <p>matthew.abernethy@bathurst.ca</p>

APPENDIX C

ORGANIZATIONAL CHART

<https://www.bathurst.ca/en/services/city-hall/154/organizational-chart>



APPENDIX D

SAFETY RESPONSIBILITIES

**City of Bathurst
By-Law Enforcement**

Complaints

Discarded needles
Tall grass

Unightly premises
Excessive noise
Panhandling
(sidewalks)
Shopping carts
Tent Sites (public land)

CALL or EMAIL

Telephone: 506-549-3284
Email: planning@bathurst.ca

Licensing

Taxis
Mobile vendors

Bathurst City Police

Situations affecting Public Safety

Crimes/Theft
Tent Sites (private
land)
Individual in mental health crisis
Domestic violence
Motor vehicle accident

Panhandling (streets)

CALL

Non-emergency
Telephone: 506-548-0420
Emergency : 911