
Responding to Councillor Information Requests

Procedures

Informal Information Requests

1. Information Requests received by County departments by way of a Council or Priorities Committee meeting are referred to as “Formal Information Requests” and follow their own procedure.
2. Information Requests received by County employees outside of a Council or Priorities Committee meeting are referred to as “Informal Information Requests” and will follow the procedure outlined in this document.
3. If Information Requests are received by County employees outside of a Council or Priorities Committee meeting, the employee who received the Information Request will reduce it to writing and refer it to the employee’s supervisor. The supervisor (if not the Director) will refer it to the Director of that department with information (if known) about:
 - a. the availability of the information;
 - b. the time that would reasonably be required to respond to the request; and
 - c. whether any other department may have information required for the request.
4. Responses to Information Requests received verbally will also be shared, as per this procedure, should the information be pertinent or useful to the other members of Council.
5. The department that received the request will prepare a response in the approved memorandum format (see Schedule A).
6. Once the memorandum is complete, the Director will send the memorandum to the appropriate Associate Commissioner for approval, if necessary.
7. Once approved, the Director or the Director’s assistant will then:
 - a. Send the memorandum, using the appropriate file name and any required metadata, to:
 - i. All members of Council;
 - ii. Council Support;
 - iii. Executive Team;
 - iv. Executive Team Support;
 - v. the Director of the department that prepared the response;
 - vi. the Director’s Administrative Assistant of the department that prepared the response; and

- vii. the Director, Legislative and Legal Services.
- b. Save the memorandum, using the appropriate file name (see Schedule A) and any required metadata, to the designated folder in SharePoint.

Immediate Response

1. If the information requested by a Councillor is immediately available, the information may be provided to the Councillor immediately. The above process must then be followed, observing the timelines set out in the Directive, to provide the information to the rest of the Councillors.

Definitions

“Formal Information Request” means a request for information relating to County business that is posed to Administration by a Councillor at a meeting of Council, pursuant to the *Meeting Procedures Bylaw* or the *Priorities Committee Bylaw*;

“Informal Information Request” means a request for information relating to County business that is posed to Administration through any process other than a Formal Information Request.

Procedure Record

Next Review Date: July 23, 2023

Policy No: GOV-002-038

Last Review Date: July 23, 2020

Replaces: N/A

Administrative Review: Chief Commissioner

Approved by:

Signed – Darrell Reid
Chief Commissioner

July 23, 2020
Date

Schedule A
Responding to Councillor Information Requests

Email subject line naming convention

(Lead) DEPT – YYYY-MO-DD – Subject – IIR (Informal Information Request);

OR (as appropriate)

(Lead) DEPT – YYYY-MO-DD – Subject – CC XXXXXX (County Connect case)

Email memorandum format

Councillor Informal Information Request

Requested by: Councillor Name

Response provided by: Department(s)

Subject: copied from subject line

Body of email