

# CITY OF CHESTERMERE

## POLICY HANDBOOK

<b>EFFECTIVE DATE:</b> November 20, 2018		<b>SECTION:</b> 100 <b>POLICY:</b> 128
<b>APPROVED BY:</b> Council	<b>APPROVED DATE:</b>	<b>TITLE OF POLICY:</b> Response Time Policy
<b>REVIEW DATE:</b> November 2022	<b>AMENDMENT DATE:</b>	<b>PAGE NO.:</b> 1 of 3
<b>POLICIES AMENDED / RESCINDED:</b>		<b>POLICY TYPE:</b> Council

### 1. PURPOSE

In accordance with the Municipal Government Act of Alberta, municipal governments are purposed with providing good government as well as providing services, facilities or other things that, in the opinion of Council, are necessary or desirable for all or a part of the municipality. Administration and Council are public servants tasked with ensuring the public's needs are met. Responding to inquiries via telephone, email, in person and other modes of communication is essential for the City to provide service to its residents and other customers. This policy outlines the projected response times Administration must consider when responding to public inquiries.

Council's 2018 – 2022 Strategic Plan outlines Council's vision, principles and strategic initiatives for the coming years. Within the plan, Council commits to being a responsive local government with a strategy to respond to residents and business inquiries in a timely manner. The contents of this policy will fulfil this strategy.

### 2. DEFINITIONS

- a. inquirer: refers to any individual, organization or group requesting information or looking to being provided with a service of the municipality.
- b. respondents: refers to City Administration.
- c. social media: refers to any official City outlet such as Facebook and Instagram which are used to communicate official City business, events and other information.

### 3. POLICY STATEMENT

- a. Administration must follow the following response times when faced with an inquiry.

**RESPONSIBILITIES**

- a. Respondents are expected to greet, discuss and provide accurate information in a professional manner.
- b. Respondents are required to make every reasonable effort in providing an individual with requested information.
- c. Inquirers requesting information may only be redirected to another respondent once.
- d. Respondents are encouraged to allot a sufficient amount of time each day to check emails and voicemails.
- e. Respondents are encouraged to give realistic response times when faced with an inquiry.
- f. Respondents are not required to accept obscene or threatening telephone calls. Such calls should be terminated and reported to the staff person's immediate supervisor.

Adopted by Council:

Resolution Number:

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MAYOR

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CAO