



TREATMENT OF PUBLIC POLICY EL A 2.3 AMENDMENTS

Issue

Amendments to Treatment of Public Policy EL A 2.3 are provided to Council for approval.

Motion Proposed by Administration

That amendments to Treatment of Public Policy EL A 2.3 be approved as presented.

Report, Analysis and Financial Implications

The Town's Treatment of Public Policy EL A 2.3 was adopted by Council in March 2020. In 2023, centralization of the municipal front desk and recreation client services teams were amalgamated as one team during a corporate wide re-organization initiative to align with strategic directions and renamed the Customer Experience business centre.

The Treatment of Public Policy is recommended for amendment to support the Customer Experience business centre and to support the inventory of "Customer Experience Services and Service Levels" as provided under a separate report in this Council package.

Internal administrative guidelines have also been developed to provide more specific support and direction to resources for all staff in delivering consistency in customer service across the organization.

Strategic Plan Goals

<input type="checkbox"/>	Responsibly Managed Growth	<input type="checkbox"/>	Demonstrated Environmental Leadership
<input type="checkbox"/>	Strong Local Economy	<input type="checkbox"/>	Enhanced Culture & Community Health
<input checked="" type="checkbox"/>	Organizational Excellence		

Equity/Diversity/Inclusivity Impacts and Strategy

The principles and practices that ensure fair, equal, and respectful treatment of all customers regardless of their background, characteristics, or needs.

Environmental Impacts

n/a

Governing Policies/Bylaws/Legislation or Agreements

n/a

Community Engagement Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

As the Town implements the strategic plan and updates its policies, the customer service policy of the organization required review. I strongly support these amendments to align with the customer service philosophy directed by Council and expected from all staff in their interactions with the public.

Attachment(s)

1. EL A 2.3 Treatment of Public Policy
2. EL A 2.3 Treatment of Public Policy Redlined Version
3. Draft EL A 2.3 Customer Experience Policy

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