 M O N C T O N	POLICY	Owner Department: City Clerk
	Elected Officials and Administration Information Policy	
Effective Date: July 16, 2018	Last Reviewed Date: July 4, 2023	City Council Approval Dates: 2018-07-16
Approving Authority: Moncton City Council	Replaces No.: N/A	

1. Policy Statement

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

2. Application

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

3. Procedures

Public Information

- 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 General Manager.

Request for Service

- Routine requests for service or urgent service issues should be made via the online portal at www.moncton.ca/report-issue, to Public Works Dispatch 24/7 via phone (506-859-2643), or by email (dispatch@moncton.ca). 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.

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- Requests for service which fall under any of the categories listed in Appendix A, except those which should be referred to dispatch, should be sent to the corresponding administration member listed in Appendix A.
- If an elected official receives a request from a resident for any other type of service, they will refer the request to the appropriate General Manager (recommended) or to the City Manager for action. (See Appendix B – Organizational Chart) The General Manager or City Manager will follow-up directly with the resident, with a copy of the response sent to the elected official that made the request.

Concern/Complaint

- If an elected official receives a concern/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 General Manager (recommended) or City Manager for follow-up. The General Manager or City Manager will follow-up directly with the elected official, with a copy to the City Manager if applicable. The elected official can then follow-up directly with the resident.

Timeline for response

- 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.

Requests for non-routine information

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

Safety Responsibilities

See Appendix C – Safety Responsibilities Table

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By-law enforcement

- Elected officials may, upon request, be given general information regarding the status of by-law enforcement matters. 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.
- By-law enforcement inquiries should be directed by phone to 506-853-3333, or via email to info.enforcement@moncton.ca.
- 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.

Right to Information and Protection of Privacy Act (RTIPPA)

- In all circumstances, request 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.
- 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.

4. Council Information

- According to the *Local Governance Act*, it is the Mayor's duty to speak on issues of concern to the municipality on behalf of Moncton City Council.
- Correspondence via letter or email addressed to Moncton 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.
- Official correspondence with other municipalities or other levels of government shall be sent by the Mayor on behalf of the City and Moncton City Council.
- 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 Moncton communications.

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- The General Manager/City Manager will communicate service level or program changes to elected officials.
- The General Manager/City Manager will provide information to all elected officials when deemed appropriate in responding to a request from one elected official.
- All correspondence copies to elected officials should be sent electronically.

5. Communication between Elected Officials

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

6. Elected Officials/Administration Media Relations

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:

- 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;
- Gather any required background information; and
- Coordinate media requests where multiple individuals are being asked to provide comment on the same topic.

7. News Releases

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

8. Council Communication with Administration

Subject to the procedures described herein, only the following members of administration should have direct email contact with elected officials:

- City Manager
- General Managers
- City Clerk's Office (cc to City Clerk)
- Employees listed under Appendix A (cc to applicable General Manager)

9. Correspondence from citizens to Elected Officials via the City Clerk's Office

Correspondence to Moncton City Council received via info.council@moncton.ca (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.

10. Council Committees

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

11. Other Administrative Notes

- 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.
- Although e-mails can be more efficient, it is important to note that personal contact is also important.
- Correspondence to be sent on behalf of the City at the request of one or more elected officials must be approved by City Council.
- Council hereby delegates authority to the City Manager to update Appendix A of this Policy as required.

12. Administration and Contact

City Clerk's Office

655 Main St., Moncton, NB E1C 1E8

Telephone: 506.853.3550

Email: info.clerk@moncton.ca

APPENDIX A - REQUEST FOR SERVICE		
AREA / ACTIVITY	CONTACT INFO	WHO IS RESPONSIBLE?
<p>Building Inspection</p> <ul style="list-style-type: none"> • Building permits and inspections • Plumbing permits • Demolition permits • Tent permits • Backwater valve incentive program 	<p>PLANNING AND DEVELOPMENT: (506) 856-4375 Info.inspection@moncton.ca</p>	<p>Randy Richard Senior Building Inspector Randy.Richard@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>By-law enforcement and Social Issues</p> <ul style="list-style-type: none"> • Investigate and enforce by-law violations • Vacant buildings program • Licenses (Taxi, Pawnbroker, Portable Signs, Sidewalk Café, Mobile Vending) • Animal Control Services/SPCA • Ticket inquiries • Tent Sites, encampments and cleanup • Downtown concerns • Parking Issues • Monthly Parking (City Parking Lots Issues) • Tall grass • Needle pick up 	<p>BY-LAW ENFORCEMENT: (506) 853-3333 Info.enforcement@moncton.ca Info.arretes@moncton.ca</p> <p>*By-Law content inquiries are to be directed to specific responsible department per this policy. All by-laws can be found at www.moncton.ca/by-laws.</p>	<p>Conrad Landry, Fire Chief Director, Community Safety Conrad.Landry@moncton.ca</p> <p>Cc: Charles Savoie Interim General Manager Protective Services Charles.Savoie@moncton.ca</p>
<p>Capital Works Inquiries related to construction projects, timelines, etc.</p>	<p>ENGINEERING DEPARTMENT: (506) 853-3525 Info.engineering@moncton.ca Info.ingenierie@moncton.ca</p>	<p>René Lagacé Director, Engineering Rene.Lagace@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>Codiac RCMP (non-emergency)</p> <ul style="list-style-type: none"> • New RCMP building project • Codiac Regional Policing Authority agreement 	<p>CODIAC REGIONAL RCMP (506) 857-2400</p>	<p>NEW RCMP BUILDING PROJECT: Sherry Trenholm Director, Special Projects sherry.trenholm@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p> <p>CRPA AGREEMENT: Nick Robichaud Acting City Manager Nick.Robichaud@moncton.ca</p>

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<p>Codiac Transpo All transit-related inquiries</p>	<p>CODIAC TRANSPO: (506) 857-2008 info@codiactranspo.ca</p>	<p>Angela Allain Director, Public Transit Angela.Allain@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>Economic Development</p> <ul style="list-style-type: none"> • Business and investment attraction • Business retention and expansion • Downtown and Waterfront development • Strategic immigration 	<p>ECONOMIC DEVELOPMENT: (844) 225-0222 moncton1@moncton.ca</p>	<p>Kevin Silliker Director, Economic Development Kevin.Silliker@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>Environment</p> <ul style="list-style-type: none"> • Fuel/oil spills (also contact dispatch) • Surface water quality (local watercourses) • Erosion control • Watershed protection • Landfill • Wetlands • Climate change adaptation (flood maps) • Environmental events (Earth Hour, Earth Day, etc.) • Greenhouse Gas Emissions 	<p>ENGINEERING DEPARTMENT: (506) 853-3525 info.engineering@moncton.ca info.ingenierie@moncton.ca</p> <p>CALL DISPATCH (506) 859-2643 FOR: Fuel/oil spills</p>	<p>Tim Moerman Director, Environment Planning and Management Tim.Moerman@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>Events and Festivals</p> <ul style="list-style-type: none"> • Events Attraction • Event programs/grants • Event management (Large and community) • Trade and convention attraction • Marketing of city-owned assets 	<p>EVENTS AND FESTIVALS: (506) 877-7700 info@moncton.ca</p>	<p>Chad Gautreau Manager, Events and Festivals Chad.Gautreau@moncton.ca</p> <p>Cc: Jocelyn Cohoon Interim General Manager Community Services Jocelyn.Cohoon@moncton.ca</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>FOR FACILITY BOOKINGS AND INFORMATION: View online at www.moncton.ca</p> <p>FACILITIES DEPARTMENT (506) 383-6222</p>	<p>Alcide Richard Director, Facilities Alcide.Richard@moncton.ca</p> <p>Cc: Alexandre Binette General Manager Operations Services Alexandre.Binette@moncton.ca</p>

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<p>Finance</p> <ul style="list-style-type: none"> City Fleet questions 	<p>Lukman Anofi (506) 877-7770 Lukman.anofi@moncton.ca</p>	<p>Lukman Anofi Fleet Manager and Budget Specialist Lukman.Anofi@moncton.ca</p> <p>Cc: Jacques Doucet General Manager, Finance Services Jacques.Doucet@moncton.ca</p>
<p>Fire (non-emergency), Fire Prevention</p> <ul style="list-style-type: none"> Including municipal emergency measures plan 	<p>MONCTON FIRE DEPARTMENT: (506) 857-8800 Info.fire@moncton.ca Info.incendie@moncton.ca</p>	<p>Conrad Landry, Fire Chief Director, Community Safety Conrad.Landry@moncton.ca</p> <p>Cc: Charles Savoie Interim General Manager Protective Services Charles.Savoie@moncton.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 Other development approvals 	<p>Initial public inquiries: BUILDING INSPECTION: (506) 856-4375 Info.inspection@moncton.ca</p> <p>Subsequent internal follow-up, if necessary: URBAN PLANNING: (506) 853-3533 Info.urbanplanning@moncton.ca Info.serviceurbanisme@moncton.ca</p>	<p>Bill Budd Director, Planning and Development Bill.Budd@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>
<p>Magnetic Hill Theme Park and Zoo</p> <ul style="list-style-type: none"> Illusion Hill Partners (e.g. Magic Mountain, Wharf Village Shops) Magnetic Hill Zoo 	<p>MAGNETIC HILL THEME PARK AND ZOO: (506) 877-7720 Info.zoo@moncton.ca</p>	<p>Jill Marvin Director, Magnetic Hill Zoo & Magnetic Hill Park Jill.Marvin@moncton.ca</p> <p>Cc: Jocelyn Cohoon Interim General Manager Community Services Jocelyn.Cohoon@moncton.ca</p>
<p>Parks (Operations)</p> <ul style="list-style-type: none"> Parks & Playgrounds Operations Trees inquiries Maintenance of public art 	<p>DISPATCH (506) 859-2643 dispatch@moncton.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>GENERAL INFORMATION: Visit www.moncton.ca</p>	<p>Dan Hicks Director, Parks Dan.Hicks@moncton.ca</p> <p>Cc: Alexandre Binette General Manager Operations Services Alexandre.Binette@moncton.ca</p>

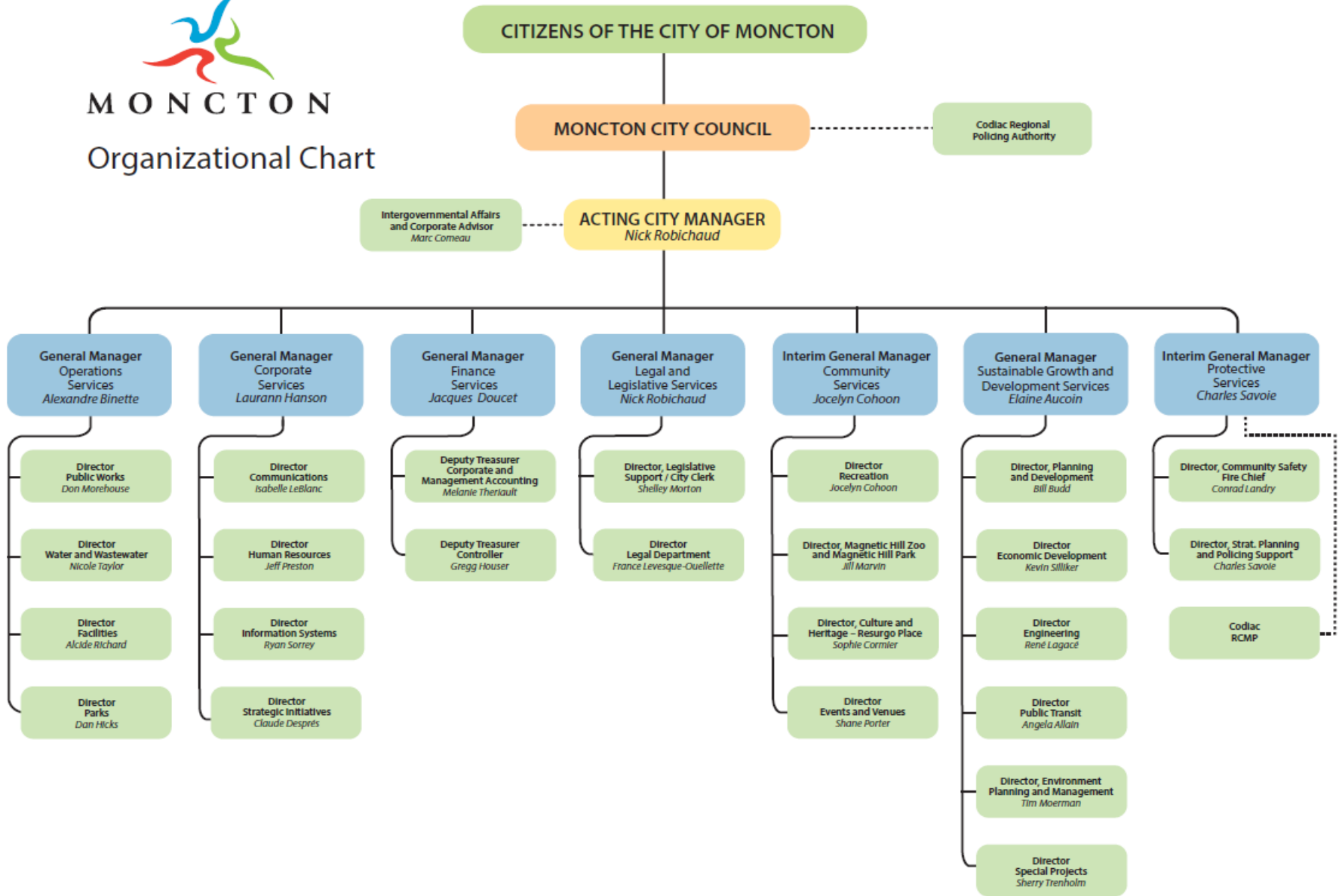
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<p>Public Works</p> <ul style="list-style-type: none"> • Winter Storm Event (Road and Sidewalk Service) • Flooding Events (Streets) • Street/Sidewalk Sweeping • Line Markings/ Cross Walks/ Pavement markings/ Signage • Garbage and Bulk collection • Asphalt repair/ Curb repair • Drainage Issues • Street Lights and Traffic Lights • Mowing boulevards • Retention ponds/ outfalls • Rodents on City property (including Parks) 	<p>DISPATCH: (506) 859-2643 dispatch@moncton.ca</p>	<p>Don Morehouse Director, Public Works Don.Morehouse@moncton.ca</p> <p>Cc: Alexandre Binette General Manager Operations Services Alexandre.Binette@moncton.ca</p>
<p>Recreation</p> <ul style="list-style-type: none"> • Sport and Recreation Programming • Active Transportation • Social Inclusion and Homelessness • Park and Trail Design and Construction • Recreation Master Plan 	<p>RECREATION: (506) 853-3516 info@moncton.ca</p>	<p>Jocelyn Cohoon Interim General Manager Community Services Jocelyn.Cohoon@moncton.ca</p>
<p>Resurgo Place, Culture and Heritage</p> <ul style="list-style-type: none"> • Artifacts • Free Meeting House • Thomas Williams House • Treitz Haus • Cultural Plan implementation • Historical research • Visitor information • Moncton Gallery • Moncton Fine Arts Collection • Public Art 	<p>RESURGO PLACE: (506) 856-4383 info@resurgo.ca</p>	<p>Sophie Cormier Director, Culture and Heritage – Resurgo Place Sophie.Cormier@moncton.ca</p> <p>Cc: Jocelyn Cohoon Interim General Manager Community Services Jocelyn.Cohoon@moncton.ca</p>
<p>Revenue Office</p> <ul style="list-style-type: none"> • Water & Sewer Utility Inquiry and Payments • Trade Invoice Inquiry and Payments • Parking Ticket Payments • Residential Parking • Local improvement payments • Snow dump payments • Bulk water payments • Utility Portal inquiry/assistance 	<p>REVENUE OFFICE: (506) 853-3588 Info.revenue@moncton.ca Info.revenu@moncton.ca</p>	<p>Melanie Theriault, Deputy Treasurer, Corporate and Management Accounting Melanie.Theriault@moncton.ca</p> <p>Cc: Jacques Doucet General Manager, Finance Services Jacques.Doucet@moncton.ca</p>
<p>Transportation and Traffic</p> <ul style="list-style-type: none"> • Traffic • Transportation • On-street parking 	<p>ENGINEERING DEPARTMENT: (506) 853-3525 Info.engineering@moncton.ca Info.ingenierie@moncton.ca</p> <p>*For enforcement of by-law violations see “By-Law Enforcement”</p>	<p>René Lagacé Director, Engineering Rene.Lagace@moncton.ca</p> <p>Cc: Elaine Aucoin General Manager, Sustainable Growth and Development Services Elaine.Aucoin@moncton.ca</p>

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<p>Venues</p> <ul style="list-style-type: none"> • Coliseum • Moncton Market • Magnetic Hill Concert site • Croix Bleue /Medavie Stadium 	<p>FOR VENUE BOOKINGS AND INFORMATION: View online at www.moncton.ca</p> <p>COLISEUM INQUIRIES: (506) 389-5949 Nicole.Myers@moncton.ca</p> <p>MARKET INQUIRIES: (506) 389-5969 info@marchemonctonmarket.ca</p> <p>MAGNETIC HILL CONCERT SITE (506) 853-3595 Shane.Porter@moncton.ca</p> <p>STADIUM INQUIRIES - Major sporting events/concerts (506) 853-3595 Shane.Porter@moncton.ca</p> <p>STADIUM INQUIRIES – Hourly Rentals Christine Lawson (506) 384-4423 ext. 221 lawson@superiorpropanecentre.com</p>	<p>Shane Porter Director, Events and Venues Shane.Porter@moncton.ca</p> <p>Cc: Jocelyn Cohoon Interim General Manager Community Services Jocelyn.Cohoon@moncton.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>DISPATCH (506) 859-2643 dispatch@moncton.ca</p> <p>*For Water and Sewer payments see “Revenue”</p>	<p>Korey Fram Superintendent, Water and Wastewater Korey.Fram@moncton.ca</p> <p>Cc: Alexandre Binette General Manager Operations Services Alexandre.Binette@moncton.ca</p>

APPENDIX B – ORGANIZATIONAL CHART (https://www5.moncton.ca/docs/cityorg/Organizational_Chart.pdf)



APPENDIX C – SAFETY RESPONSIBILITIES

SAFETY
RESPONSIBILITIES



**CITY OF MONCTON
BY-LAW ENFORCEMENT**

COMPLAINTS:

- Discarded needles
- Tall grass
- Unsanitary premises
- Excessive noise
- Street parking and meters
- Panhandling (sidewalks)
- Shopping carts
- Tent sites (public land)
- Animal control

LICENSING:

- Taxis
- Mobile vendors
- Sidewalk cafés
- Animals

**CALL, EMAIL
OR REPORT ONLINE:**

By-Law Enforcement

506-853-3333
info.enforcement@moncton.ca

Report an issue

moncton.ca/report-issue



CODIAC RCMP

**SITUATIONS AFFECTING
PUBLIC SAFETY:**

- Crimes/Theft
- Tent sites (private land)
- Individual in mental health crisis
- Domestic violence
- Motor vehicle accidents
- Panhandling (streets)

CALL OR REPORT ONLINE:

Non-emergency line

506-857-2400

Emergency: 911

RCMP online crime reporting

<https://ocre-sielc.rcmp-grc.gc.ca/nb/en>

