

Operational Procedures - Correspondence received by staff and addressed to Mayor and Council

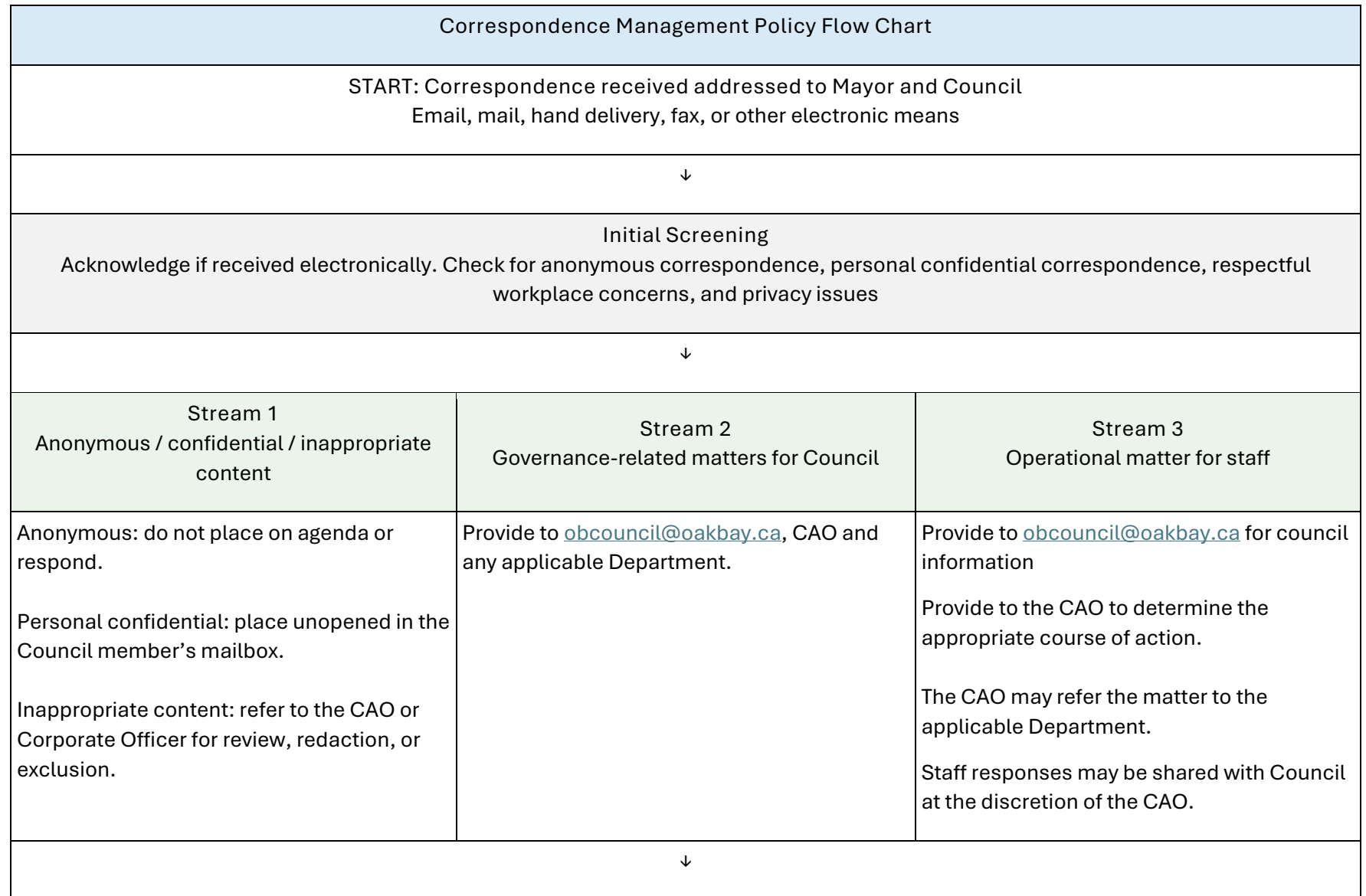
|    | Related to:                                                    | Procedure                                                                                                                |
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| 1  | Bylaw Enforcement                                              | Provide to CAO to determine action.                                                                                      |
| 2  | Legal Matters                                                  | Provide to CAO to determine action.                                                                                      |
| 3  | Mayor Response Requested                                       | Provide to Mayor for action.                                                                                             |
| 4  | Media Requests                                                 | Provide to Communications, Mayor and CAO, if required.                                                                   |
| 5  | Meeting Agenda matter                                          | See Meeting Agenda procedures.                                                                                           |
| 6  | Operational Matter                                             | Provide to Council.<br>Provide to CAO to determine action.<br>CAO to determine if response is to be shared with Council. |
| 7  | Another Government or Agency                                   | Provide to Council, CAO, Corporate Officer, applicable Department.                                                       |
| 8  | Petition to Council                                            | Provide to Corporate Officer to determine action.                                                                        |
| 9  | Request for Services                                           | Provide to CAO to determine action.<br><br>CAO to determine if response is to be shared with Council.                    |
| 10 | General information or community feedback not otherwise listed | Provide to Council and applicable Department.                                                                            |

## Meeting Agenda Procedures

|    | Correspondence received addressed to Mayor and Council related to:                                     | Procedure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| 1  | Staff report for an upcoming Meeting Agenda – not yet published                                        | <ul style="list-style-type: none"> <li>• Provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> and to the Department email address preparing the staff report for inclusion in the report.</li> <li>• Department responsible for the staff report to add correspondence to the staff report up to 12:00 PM the day before meeting agenda publication.</li> <li>• Correspondence received after the 12:00 PM deadline is to be provided to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> for inclusion on a republished meeting agenda.</li> </ul> |
| 2  | Published Meeting Agenda                                                                               | Provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> , unless otherwise outlined in Operational Procedures                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3  | 3 Published Meeting Agenda land use matters requiring notification under LGA (TUPs, DVPs)              | Provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> , unless otherwise outlined in Operational Procedures                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4  | Published Meeting Agenda where public hearing is not required                                          | Provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> for inclusion with the applicable Meeting Agenda item.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 5  | Public hearing matter after submission deadline but before Council decision                            | Provide to Community Building and Planning <a href="mailto:planning@oakbay.ca">planning@oakbay.ca</a> to hold the correspondence until Council has made a decision on the matter and then to be provided to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> for distribution to Council                                                                                                                                                                                                                                                                                                            |
| 6  | Public hearing matter before Council decision                                                          | Provide to Community Building and Planning <a href="mailto:planning@oakbay.ca">planning@oakbay.ca</a> for inclusion with the public hearing record if received before the submission deadline.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7  | Public hearing matter after Council decision                                                           | Provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> after the decision, where appropriate, and file as a corporate record.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8  | Public hearing prohibited before statutory notice                                                      | Provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> and Community Building and Planning <a href="mailto:planning@oakbay.ca">planning@oakbay.ca</a>                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 9  | Public hearing prohibited after statutory notice and published Meeting Agenda, before Council decision | Provide correspondence to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> and withhold from Council until a decision on the bylaw has been determined.                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10 | Public hearing prohibited after Council decision                                                       | Provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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|  | Corporate Service to release all withheld correspondence and provide to Council for information and file the correspondence as part of the corporate record. |
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## Correspondence Management Policy - Flow Chart



| Stream 4<br>Meeting Agenda matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Stream 5<br>Public Hearing matter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Stream 6<br>Public Hearing prohibited matter                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>Upcoming staff report: provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> and the Department preparing the report.</p> <p>Published agenda and no public hearing required: provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> for inclusion with the agenda item if received by the applicable deadline.</p> <p>Late correspondence: Corporate Services to provide to Council for information following the meeting.</p> | <p>Before submission deadline: provide to Community Building and Planning <a href="mailto:planning@oakbay.ca">planning@oakbay.ca</a> for inclusion in the public hearing record.</p> <p>Council Members who have received correspondence after public hearing 12:00 PM submission deadline but before decision: Inform the member of the public that at the public hearing they will have the opportunity to be heard or to present written submissions for the public record.</p> <p>At Public Hearing: Members of the public may provide written submission at the public hearing that will be read out by the Corporate Officer and form part of the public record.</p> <p>After decision: Corporate Services or Executive Assistant to provide to Council for information where appropriate and file as a corporate record.</p> | <p>Before statutory notice or agenda publication: provide to Council and the applicable Department.</p> <p>After statutory notice and agenda publication, before decision: provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> and withhold from Council.</p> <p>After decision: release withheld correspondence to Council for information and file as a corporate record.</p> |
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| Stream 7<br>Other Governments and Agencies                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Stream 8<br>Petitions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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| <p>Provide to <a href="mailto:obcouncil@oakbay.ca">obcouncil@oakbay.ca</a> and applicable Department.</p> <p>If Council consideration is requested, provide to Corporate Services <a href="mailto:administration@oakbay.ca">administration@oakbay.ca</a> for inclusion on an upcoming Meeting Agenda.</p> <p>If a response is required as a result of a Council decision, the Mayor signs the response and Council receives a copy for information.</p> | <p>Provide to the Corporate Officer for determination.</p> <p>If valid, provide to CAO, Council for information.</p> <p>If valid and related to a published Meeting Agenda item, add to the agenda item as correspondence.</p> <p>If received during a meeting and determined valid, add to the meeting record and provide to Council for information.</p> |  |
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| END: Correspondence Processed, Action Completed, and Record Filed                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                            |  |