



MEMBER MOTION

Section 5.4.4 (b) of Procedure By-law

Meeting:	Council
Meeting Date:	January 25, 2023
Subject/Title:	Service Charter
Submitted by:	Regional and Local Councillor Chan

WHEREAS the City of Richmond Hill Council and staff are committed to providing exceptional public service to our community as the Mission;

WHEREAS a Service Charter codifies the commitment to deliver services to the public in an accountable, open and transparent manner;

WHEREAS a Service Charter sets out clear expectations of service standards, turnaround times of applications, requests or complaints; rights and responsibilities of staff and customers or users;

WHEREAS a Service Charter embraces the principles and practices of equitable and inclusive services to serve the diverse population respectfully and responsibility;

WHEREAS a Service Charter demonstrates the promotion of user-centric service culture, and strives for continuous improvement to deliver exceptional public service; and

WHEREAS a Service Charter complements the initiatives that have been undertaken to further strengthen the City's service delivery;

NOW THEREFORE BE IT RESOLVED THAT:

Staff be directed to review the best practices in delivering services that promote customer satisfaction and operational efficiency and report findings at an appropriate time that aligns with the strategic planning process, operational transformation, and diversity, inclusion and equity strategy with a draft Service Charter for consideration.

Moved by: Regional and Local Councillor Chan

Seconded by: