

Declaration of services to the public



March 2017

Resolution no. 17-03-3043

MISSION

The Pontiac municipal administration's mission is to provide a quality of life for its residents. Thus fully assuming its responsibilities with respect to public safety (fire department and civil security) and the territory's development (environmental health and planning and development), while ensuring community and economic development.

To achieve this goal, the Municipality must ensure a sound management of public funds based on the principles of fairness and accountability, and the respect for the citizens' ability to pay.

COMMITMENTS

The Municipality commits to providing the following to its citizens:

- Services that are accessible and bilingual
- Services provided in a professional and courteous fashion
- Services that are fair and confidential
- Adequate facilities that are safe and welcoming
- Efficient services
- Services that respect the citizens' ability to pay.

RESPONSE TIME AND RESULTS

In order to better serve you, the Municipality has set up an action plan and tools enabling it to measure the citizens' waiting time. We expect all of our staff to respect these deadlines. Our staff performance appraisal policy takes their compliance with these deadlines into account.

GREETING IN PERSON

The Town Hall is open to the public between 8:30 am and 4 pm, should you wish to communicate with the municipal administration. You will be greeted in person by a member of our staff. It is advisable however, to make an appointment with the appropriate department, to ensure your request is well received.

GREETING BY TELEPHONE

The Municipality provides a personalized reception service. During business hours, your call will be taken care of within a few minutes, unless you are calling in an exceptionally busy period. In such a case, the telephone answering system will take over, and you will be asked to leave a message.



RETURNING TELEPHONE CALLS

When a message is left on our system, your call is usually returned within two (2) working days.

CORRESPONDENCE

When corresponding by e-mail, a response or an acknowledgement of receipt is usually sent to you within a maximum of two (2) working days, and within ten (10) working days when corresponding by regular mail.

APPOINTMENT

Your request for an appointment in person with a member of the municipal administration will be confirmed within a maximum period of two (2) working days, and the appointment itself will be set within a maximum of ten (10) working days, unless the person you wish to meet is on holiday.

SOCIAL MEDIA

We are present on Facebook and Twitter, and are committed to responding to all of your queries within two (2) working days, as if your request had been given in person or by telephone.

When it comes to a personalized response, the official language of your choice is used. When our message is addressed to more than one user, the communication is done in both official languages.



ACCES TO PUBLIC DOCUMENTS

In compliance with the *Act Respecting Access to Public Documents and the Protection of Personal Information*, the public has access to several documents that are in the Municipality's possession. You simply need to address your request, verbally or in writing, to the municipality's Director General. To facilitate processing your request, it is suggested that you fill out the following form, which is available on our Website.¹

Access to a document is basically free of charge. However, fees not exceeding the cost of a document's transcript, reproduction or transmission may be required.

To help us respond to your request as quickly as possible, the information provided on this form must be sufficiently accurate, to allow us to find the document required.

¹

http://www.municipalitepontiac.com/files/3613/7778/4308/Demande_dacces_linformation_des_organismes_publics.pdf

Essentially, we have 20 calendar days to respond to your request. However, this delay may be extended, especially when your request is for information relating to a third party².

It should also be noted that, access to certain documents could be refused or limited, due to the obligations conferred to the municipality by Law, in particular with respect to the municipality's obligation to protect the citizens' personal information.

REQUESTS AND COMPLAINTS

As mentioned, we will contact you within two (2) working days to receive all the necessary information so that we may handle your request.

As much as possible, and depending on the urgency and the nature of your request, we will try to intervene within a maximum period of ten (10) working days.

DELIVERY OF BINS (GARBAGE/RECYCLABLE MATERIALS)

We are committed to delivering your bin (garbage/recycling) to your home, within ten (10) working days of receiving payment.



COLLECTION OF RESIDUAL MATERIALS

The collection is done between 7 am and 8 pm, Monday through Thursday, on the basis of a regular schedule. During the weeks involving a statutory holiday, the collection is delayed by one day during that particular week.

Recyclable materials and garbage must be set out on the side of the street, in the 360-litre bins provided for this purpose, as stipulated in bylaw #10-16. Please consult the Municipality's Website to find out what the restrictions are pertaining to the contents of your garbage (hazardous materials, cumbersome objects, etc.).

BREAKAGE OF A WATER MAIN

The Municipality aims to carry out repairs to a broken water main within a maximum period of two (2) working days, from the moment the breakage is reported.

² For more details : <http://www.cai.gouv.qc.ca/citoyens/acces-aux-documents-des-organismes-publics/acceder-aux-documents-des-organismes-publics/>

SNOW CLEARING

Delays in snow clearing and spreading snow-melting agents and abrasives onto the roads and sidewalks vary according to weather conditions. However, the Municipality is continuously working to ensure that the service providers act as quickly as possible. Moreover, the contracts awarded are subject to service evaluation grids. At the limit, a service provider could be dismissed if the service does not meet the municipal administration's expectations. On the other hand, penalties are provided for when the snow clearing criteria stipulated in the contract is not being met.



ECOCENTRE

The Municipality's ecocentre is accessible by appointment between 8:30 am and 4 pm, Monday through Friday. To deposit your sorted garbage, you must make an appointment by contacting Mrs. Valérie Normandin: (normandin.valerie@municipalitepontiac.ca or 819-455-2401, ext. 163).

It is possible to have an appointment within two (2) working days. The Municipality also allows access to the ecocentre on the 2nd Tuesday of each month, between noon and 4 pm.

Note that fees are applicable (\$140/tonne, minimum \$25). Please consult the Municipality's Website to find out which materials are accepted and which are refused.

STREET LIGHTS

If repairs involve simply replacing a light bulb, the Municipality aims at doing this repair within a maximum period of ten (10) working days of the problem being reported.

If the problem involves a major repair, requiring the replacement of part of, or the entire street light, and considering that this type of equipment is not kept in stock, delays may take up to fifteen (15) working days. Moreover, the Municipality's response time depends on the availability of contractors qualified in the field.

URBAN PLANNING-ISSUING PERMITS

Delays for issuing permits vary according to the complexity of the case and the seasonal fluctuation in the applications for permits. As provided for in municipal regulations, we are committed to rendering a decision, at the latest two (2) months following reception of the complete file.

Note however that on average, the delay is much less, which all depends on the complexity of the case and the availability of documents and pertinent information.



TO SERVE YOU BETTER- CITIZENS' RESPONSIBILITY

The delivery of quality and effective services is based on mutual respect. We are counting on your collaboration:

- To ensure your interventions with municipal departments are well prepared by supplying all pertinent information and specifying the documents required, to ensure that your request is processed properly;
- To give us your comments and recommendations on how we can improve our services to the public;
- To deal with our staff in a courteous and respectful fashion. Any hostile or harassing behaviour towards the municipal staff will not be tolerated. As an employer, the Municipality has the duty to protect its employees against psychological harassment. The administration reserves the right to refuse to serve a citizen if there is reason to believe that one of its staff member's dignity or their psychological or mental integrity could be compromised.

RECOURSE

- If you feel that the services you received, or that the time for processing your request were unsatisfactory, please inform the Municipality's Director General in writing kuhn.benedikt@municipalitepontiac.ca. Mr. Kuhn is notably responsible for ensuring your satisfaction.
- It is important to note that the mayor and councillors are responsible for overseeing the Municipality's main guidelines. They make sure that management ensures accountability. They are not involved in the everyday decision-making. Thus, it is always preferable to first address your requests and complaints to the public administration, since a computer tracking system is in place, and considering the fact that it is usually the municipal staff who have the most effective means for responding to you or for directing your enquiry appropriately. If your request has not been entered in our system, it is difficult for us to follow up.

TO CONTACT US

Municipality of Pontiac

2024, route 148
Pontiac (Québec)
J0X 2G0

Business hours: Monday to Friday, from 8:30 am 'til 4 pm.

Telephone 819-455-2401

Toll free 1-888-455-2401

Fax 819-455-9756

E-mail info@municipalitepontiac.ca

Website www.municipalitepontiac.com

 facebook

www.facebook.com/pontiacmun

 twitter

twitter.com/MuniPontiac

In the event of an urgent situation with respect to public works after business hours, please contact the Head of Division in the Public Works Department at **819-664-1446**.