

February 26, 2025

Chair Patricia Ross
Fraser Valley Regional District
1 – 45950 Cheam Avenue
Chilliwack, BC V2P 1N6

Dear Chair Ross:

Re: 2024 Resolution Referred to UBCM Executive

Four resolutions sponsored by your community were included in the 2024 Resolutions Book for consideration at the annual UBCM Convention.

Due to a lack of time at the Convention, delegates did not have an opportunity to consider one of your resolutions. UBCM Policies provide that all resolutions not considered at Convention are referred automatically to the UBCM Executive for their consideration and action.

At the recent February Executive meeting, the Executive considered the resolutions referred to them from the 2024 Convention, including your resolution. The Executive were provided with the Resolutions Committee comments and recommendations, as outlined within the Resolutions Book, to assist them in their deliberations.

Upon review, the Executive chose to endorse resolution 2024-NR99 Provincial Service Level Expectations to Prioritize Customer Service. As such, this resolution will be conveyed to the appropriate order of government or organization.

Should you have any questions, please contact Jamee Justason, Resolutions and Policy Analyst, at 604-270-8226 Ext. 100 or jjustason@ubcm.ca

Sincerely,



Councillor Trish Mandewo
UBCM President

Enclosure

**2024 NR99 Provincial Service Level Expectations to
Prioritize Customer Service**

Fraser Valley RD

Whereas the Province of British Columbia does not have reliable modernized call for service systems or channels for the Ministry of Environment (Report All Poacher and Polluters (RAPP) Line), the Ministry of Agriculture and Food, the Agricultural Land Commission, or the Ministry of Transportation and Infrastructure;

And whereas the lack of a reliable call for service system or channels creates public confusion, frustration, and safety concerns over service level expectations due to a lack of communication regarding queue status, outcome of reporting feedback, or additional follow-up:

Therefore be it resolved that UBCM ask the provincial government to modernize call for service systems by implementing a variety of contact channels, including digital interfaces, and establish service level expectations amongst the Ministry of Environment, the Ministry of Agriculture, the Agricultural Land Commission, and the Ministry of Transportation and Infrastructure to support customer service.

CONVENTION DECISION: REFERRED TO UBCM EXECUTIVE

EXECUTIVE DECISION: ENDORSED