

In your customer service policy, you identify 3 main types of "unreasonable" customers. They are very subjective. Who is going to be the judge of "verbally" aggressive, does that mean loud and persistent or are you just talking about the obvious, swearing, yelling at the top of one's lungs etc. Who decides what is "unreasonable" demands on the workload and resources of the Municipality? The people that are requesting documents or answers to questions may not think their request is unreasonable based on how they see the actions of the Council and Administration affecting their community. The last is just plain judgmental, **those whose aim is to annoy, harass, humiliate and irritate**. When I asked questions in Question Period, my aim is not to annoy, harass, humiliate and irritate, it is to obtain information that is not forthcoming from our elected representatives who campaigned on a platform of transparency and fairness. If certain on Council see that as a deliberate act to annoy or harass or humiliate them, that is not my intent but who is going to be the judge of my intent? I personally feel the demeanor of those on Council feeling that way is what directs observers to view them in certain unflattering ways. I think it is admirable to come up with policies by which everyone can abide but the last section of your Customer Service Policy "Requests that are Unreasonable or Abusive" call for a judgment of a person's motivation and frankly, I think should be removed from the policy. If you want to restrict access to records, I know there is I believe a charge for paper reproductions and that can serve as somewhat of a deterrent but I don't feel substantial and unreasonable behaviour can be defined. That is subjective. I see behaviour at the Council table that I find unreasonable and at many levels irritating, annoying, humiliating and downright harassing but that is in my opinion alone. I cannot IMPOSE my opinion on others, they have a right to their own.