

5 Clerks



What is the Service?

The Office of the Clerk is responsible for a variety of corporate, administrative and legislative functions and coordination of all requests received under the Municipal Freedom of Information and Protection of Privacy Act

Municipalities are subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) (FIPPA) and municipalities that have Health Information Custodians or act as agents on behalf of Health Information Custodians are subject to the Personal Health Information Protection Act (PHIPA).

Specific services include:

- Legislative support to Councils, Standing Committees, sub-committee and volunteer committees
- Processing of official correspondence to and from Councils
- Coordination of all requests received under the Municipal Freedom of Information and Protection of Privacy Act
- Registration of Births and Deaths
- Issuance of marriage licenses
- Coordination of municipal elections (every four years)
- Serves as a general information office with respect to a broad range of inquiries from the public

Influencing Factors:

Citizen Engagement: State of interaction with citizens and the amount of citizen trust/distrust of the organization.

Complexity: Types and number of requests including files, email correspondence, text messages, etc.; amount of time required, issue, number of departments impacted, number of pages to be reviewed, number of 3rd parties involved, litigation involvement, requests for politicians records and files.

Contentious Issues: Whether there are prevailing major issues in the municipality, e.g. major construction projects, road widening, bids for international events, etc.

Nature of Requests: Media/special interest groups/individuals/businesses.

Organizational: The size, administrative structure (centralized vs. decentralized) and culture of the organization; and amount of training provided to Municipal staff who handle requests.

Political Climate: Related to availability of information from elected officials such as meeting calendars.

Practices & Policies: Responsiveness of the organization to requests; number of routine disclosure policies.

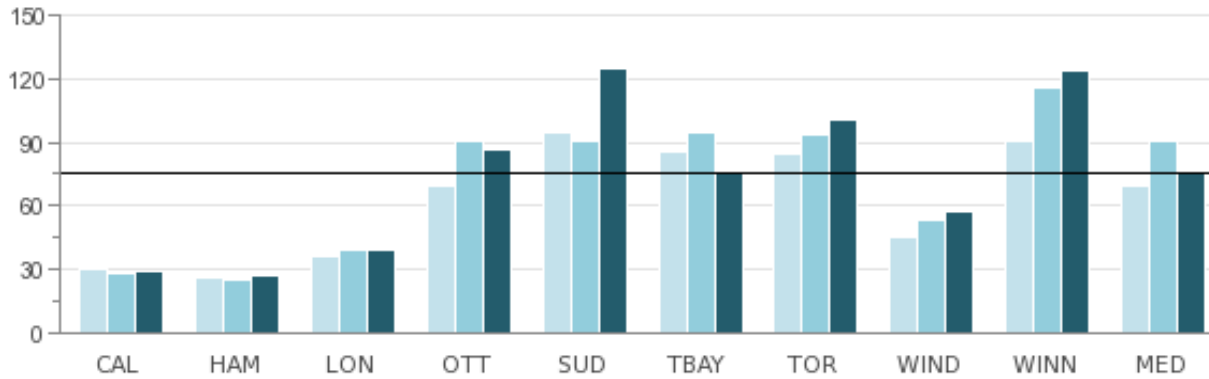
Privacy Protection: Growing trend to spend time assessing privacy concerns, e.g. software agreements, privacy breaches, increased focus on privacy being brought forward by PIC (Privacy and Information Commissioner).

Clerks

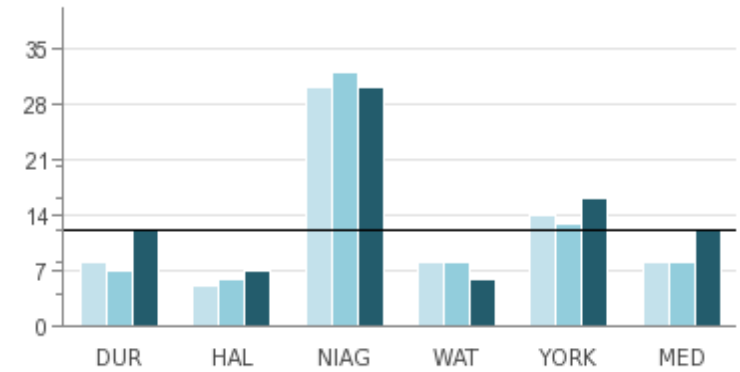
How many formal Freedom of Information requests (MFIPPA) were received between Jan 1 and Dec 31?

Fig 5.1 Number of Formal Freedom of Information (MFIPPA) Requests per 100,000 Population

Single-Tier



Upper-Tier

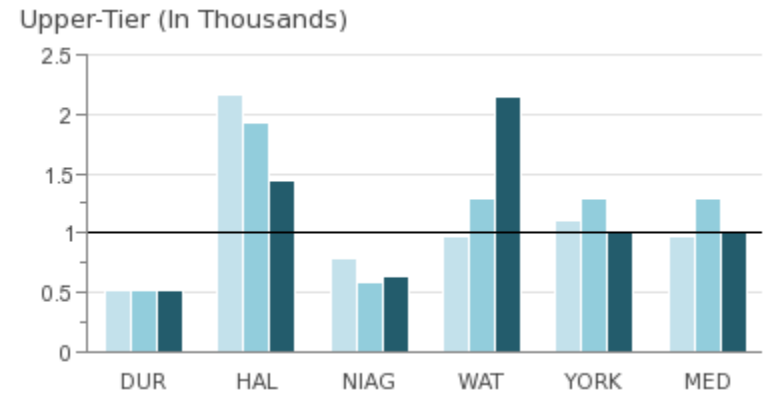
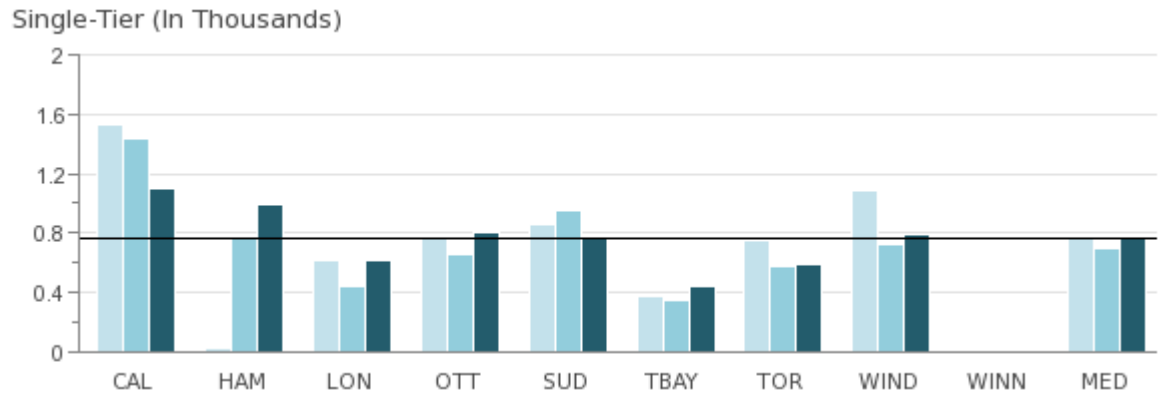


2011	30	26	36	69	95	85	84	45	91	69	8	5	30	8	14	8
2012	28	25	39	91	91	95	94	53	116	91	7	6	32	8	13	8
2013	29	27	39	86	125	75	101	57	124	75	12	7	30	6	16	12

Source: CLKS270 (Service Level)

What is the cost per formal Freedom of Information (MFIPPA) request?

Fig 5.2 Access and Privacy (MFIPPA) Operating Cost per Formal Request



2011	1,533	31	612	773	863	374	754	1,081	764	520	2,165	795	967	1,101	967
2012	1,431	767	437	663	946	344	581	720	692	525	1,935	582	1,283	1,295	1,283
2013	1,094	990	612	809	769	444	596	794	782	525	1,436	636	2,151	1,005	1,005

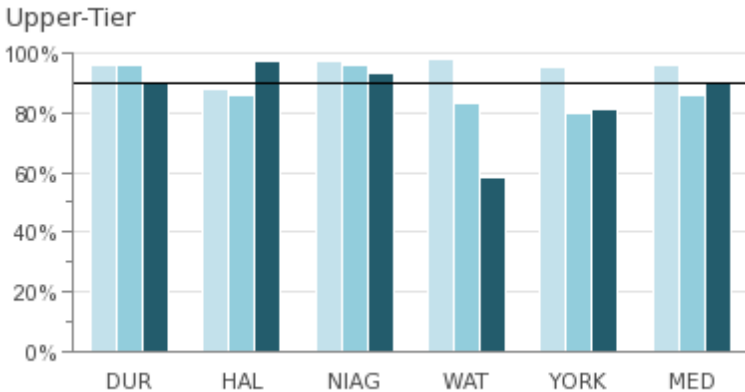
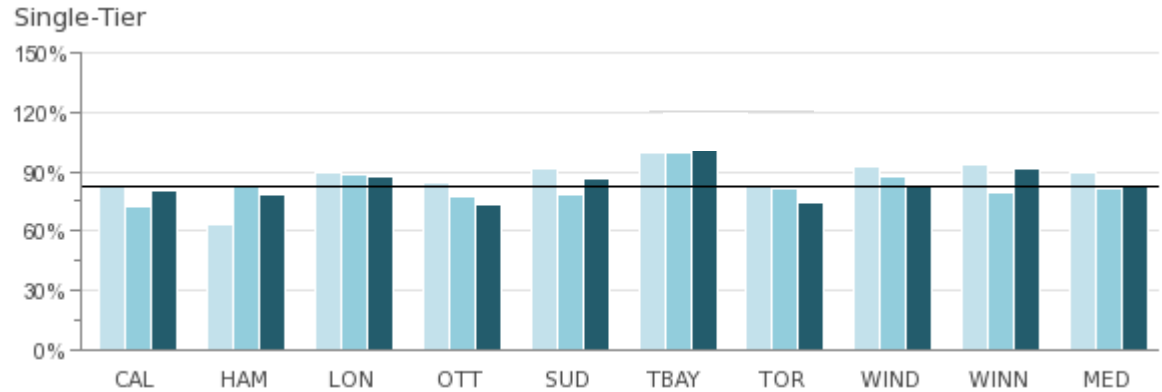
Source: CLKS370 (Efficiency)

Note: Complexity of requests varies from municipality to municipality in addition to the number of requests.

Comment: Winnipeg uses a decentralized model where departments manage respective FIPPA Requests, therefore Winnipeg cannot report on this measure.

What is the percent of formal Freedom of Information (MFIPPA) requests handled within 30 days?

Fig 5.3 Percent of Regular Formal Freedom of Information Requests Handled within 30 Days



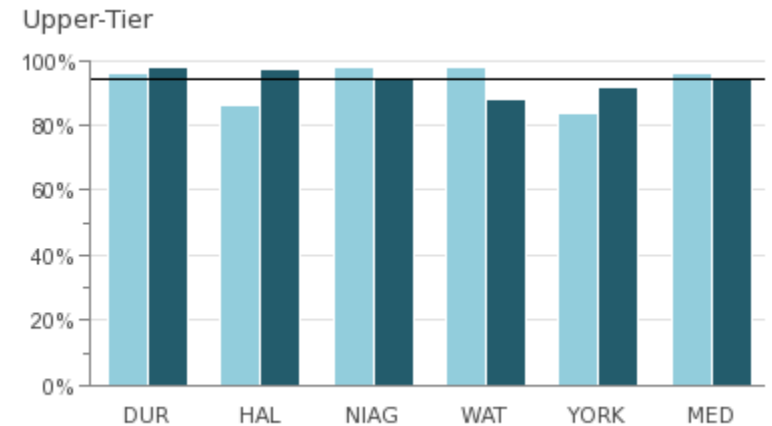
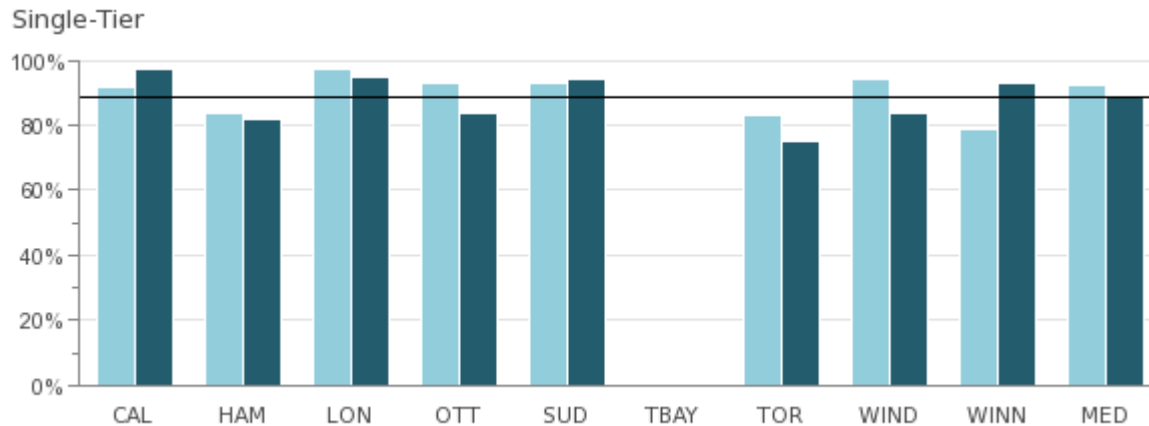
2011	82%	63%	90%	84%	92%	100%	83%	93%	94%	90%		96%	88%	97%	98%	95%	96%
2012	72%	83%	89%	77%	78%	100%	81%	88%	79%	81%		96%	86%	96%	83%	80%	86%
2013	80%	78%	88%	73%	86%	100%	74%	82%	92%	82%		90%	97%	93%	58%	81%	90%

Source: CLK470 (Customer Service)

Note: Legislation does allow for requests to be addressed outside of the 30 day window.

What percent of Freedom of Information requests, extensions and 3rd party notices are handled within legislated timelines?

Fig 5.4 Percent of Regular Formal Freedom of Information Requests, Extensions and 3rd Party Notices Handled within Legislated Timelines



2012	92%	84%	97%	93%	93%		83%	94%	79%	93%		96%	86%	98%	98%	84%	96%
2013	97%	82%	95%	84%	94%		75%	84%	93%	89%		98%	97%	94%	88%	92%	94%

Source: CLKS475 (Customer Service)

