

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 their local freedom of information legislation; 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: 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.

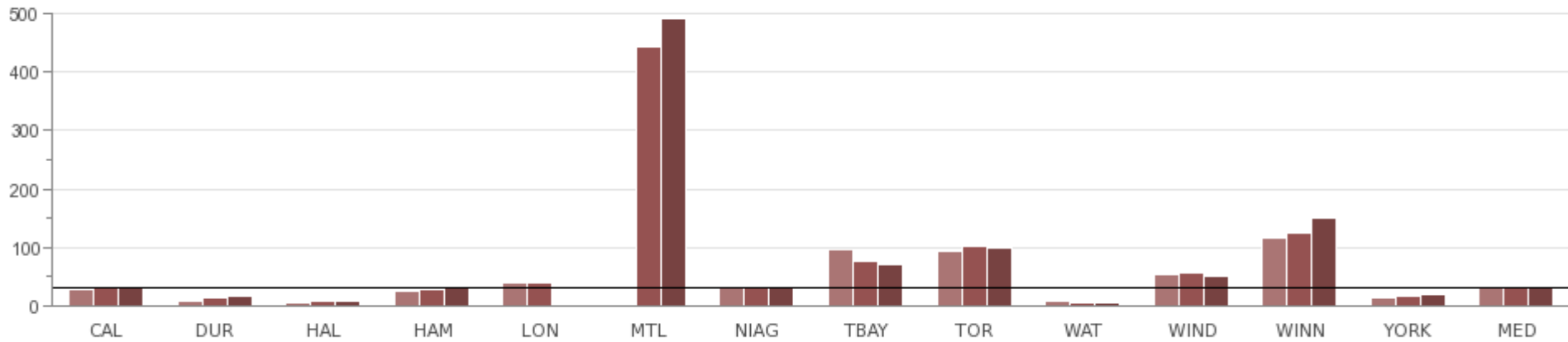
Practices & Policies: Responsiveness of the organization to requests; number of routine disclosure policies.

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 are received between Jan 1 and Dec 31?

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



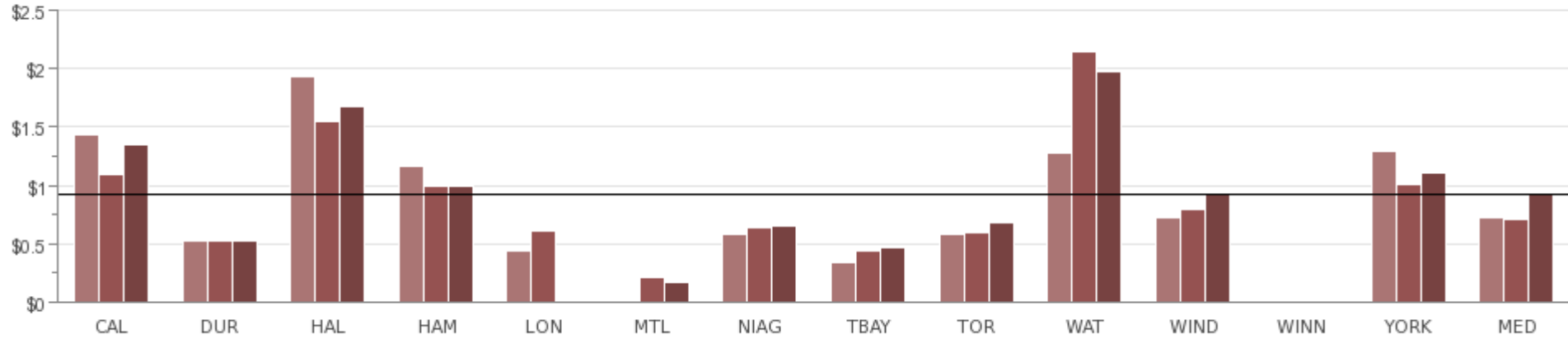
2012	28	7	6	25	39	N/A	32	95	94	8	53	116	13	30
2013	29	12	7	27	39	444	30	75	101	6	57	124	16	30
2014	29	16	7	30	N/A	493	31	71	100	5	50	150	19	31

Source: CLKS270 (Service Level)

What is the cost per formal Freedom of Information request?

Fig 5.2 Access and Privacy Program Operating Cost per Formal Request

(In Thousands)



2012	\$1,431	\$525	\$1,935	\$1,166	\$437	N/A	\$582	\$344	\$581	\$1,283	\$720	N/A	\$1,295	\$720
2013	\$1,094	\$525	\$1,556	\$990	\$612	\$209	\$636	\$444	\$596	\$2,151	\$794	N/A	\$1,005	\$715
2014	\$1,345	\$525	\$1,679	\$990	N/A	\$167	\$654	\$459	\$684	\$1,975	\$915	N/A	\$1,100	\$915

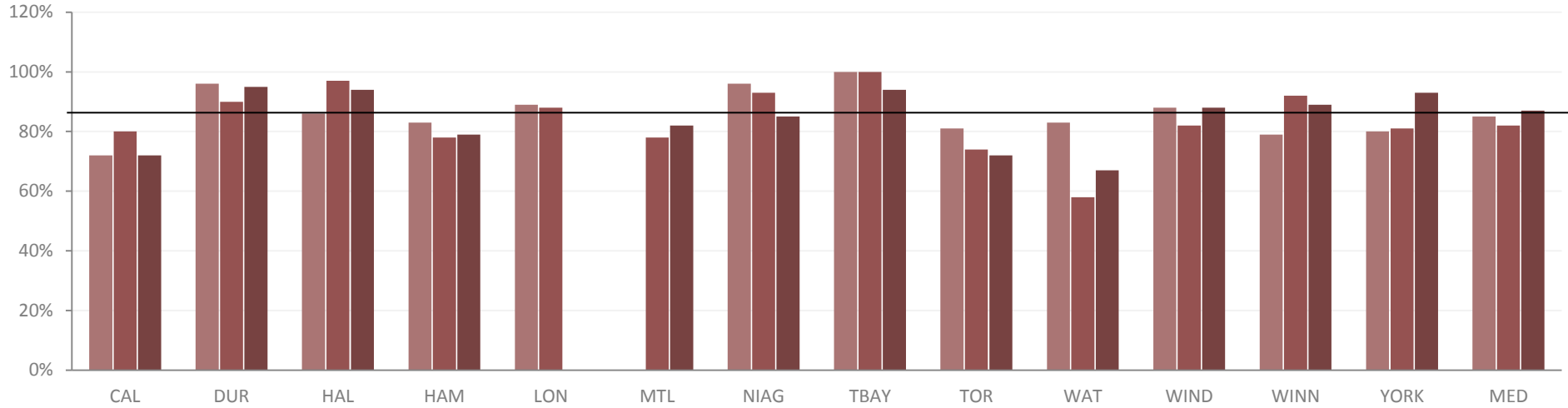
Source: CLKS370 (Efficiency)

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 requests handled within 30 days?

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

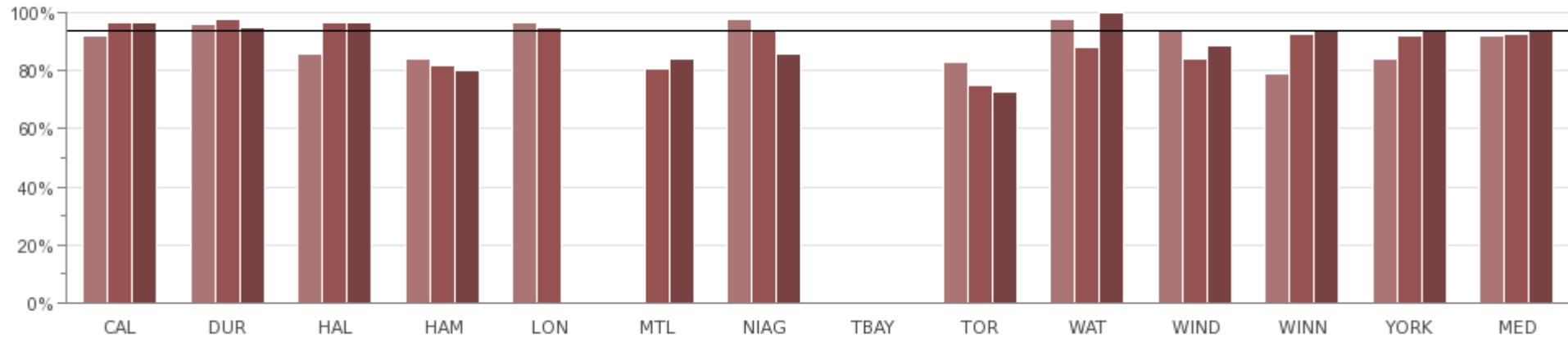


2012	72%	96%	86%	83%	89%	N/A	96%	100%	81%	83%	88%	79%	80%	85%
2013	80%	90%	97%	78%	88%	78%	93%	100%	74%	58%	82%	92%	81%	82%
2014	72%	95%	94%	79%	N/A	82%	85%	94%	72%	67%	88%	89%	93%	87%

Source: CLKS470 (Customer Service)

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%	96%	86%	84%	97%	N/A	98%	N/A	83%	98%	94%	79%	84%	92%
2013	97%	98%	97%	82%	95%	81%	94%	N/A	75%	88%	84%	93%	92%	93%
2014	97%	95%	97%	80%	N/A	84%	86%	N/A	73%	100%	89%	94%	94%	94%

Source: CLKS475 (Customer Service)