

# CLERKS

## SNAPSHOT MEDIANS FOR 2015



35 FOI  
REQUESTS  
RECEIVED

fig. CLKS270 (SERVICE LEVEL)

COST PER  
FOI request

fig. CLKS370 (EFFICIENCY)



84% of formal FOI requests are  
handled within 30 days

fig. CLKS470 (CUSTOMER SERVICE)

FOI = FREEDOM OF INFORMATION

### KEEP IN MIND:

## Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



### Citizen Engagement

*State of interaction with citizens*



### Complexity

*Type and number of Freedom of Information (FOI) requests*



### Contentious Issues

*Prevailing major issues in the municipality*



### Nature of Requests

*Media, special interest groups, individuals and businesses*



### Organizational

*Centralized vs. decentralized functions, organizational culture and the training of staff*



### Political Climate

*Availability of information from elected officials*



### Policy & Practices

*Responsiveness to requests and number of routine disclosure policies*



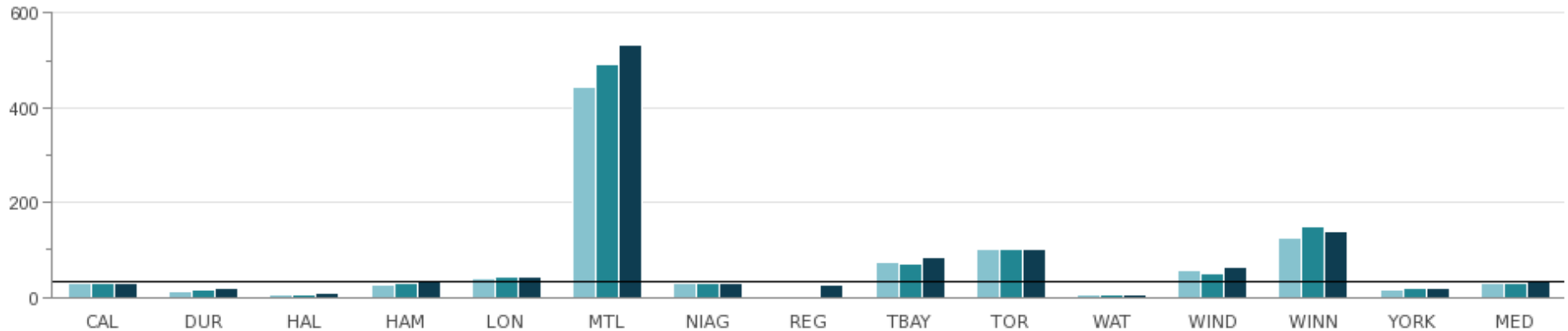
### Privacy Protection

*Growing trend to address and assess privacy concerns*

For a full description of influencing factors, please go to: [www.mbncanada.ca](http://www.mbncanada.ca)

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

This measure identifies the number of legislated freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process in the reporting year.



2013	29	12	7	27	39	444	30	N/A	75	101	6	57	124	16	30
2014	29	16	7	30	42	493	31	N/A	71	100	5	50	150	19	31
2015	31	20	8	38	42	534	29	25	83	101	7	64	138	20	35

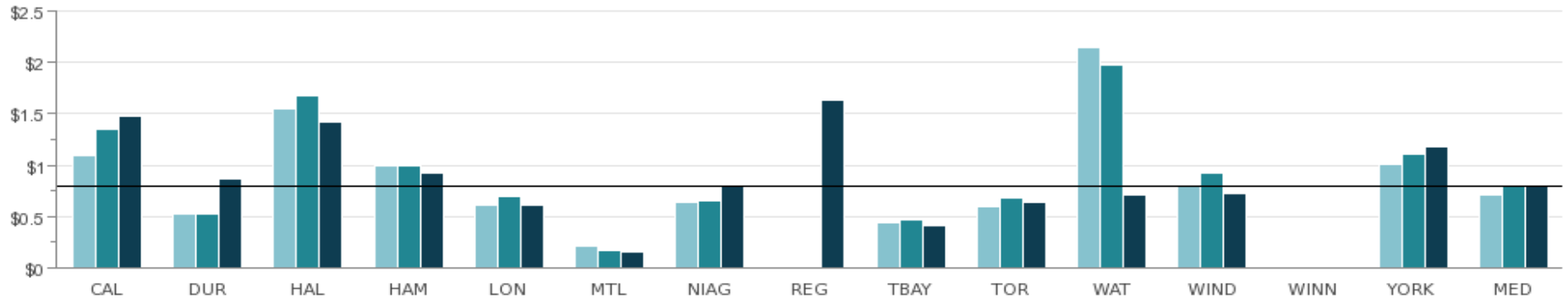
Source: CLKS270 (Service Level)

Comment: The City of Montreal reports on 19 boroughs, which significantly increases the number of requests.

**Fig. 5.2 Operating Cost for Freedom of Information Program per Formal Request**

The complexity and number of requests varies from municipality to municipality.

(In Thousands)



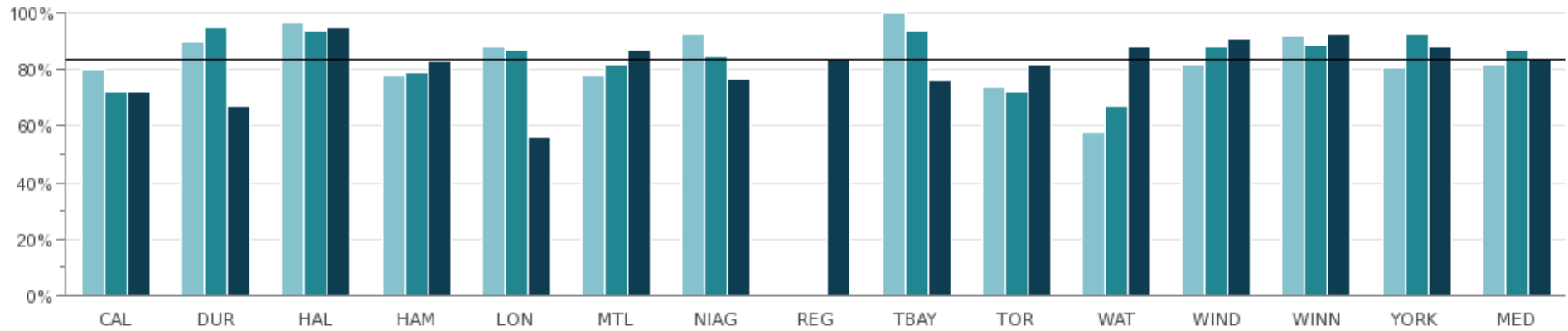
2013	\$1,094	\$525	\$1,556	\$990	\$612	\$209	\$636	N/A	\$444	\$596	\$2,151	\$794	N/A	\$1,005	\$715
2014	\$1,345	\$525	\$1,679	\$990	\$687	\$167	\$654	N/A	\$459	\$684	\$1,975	\$915	N/A	\$1,100	\$801
2015	\$1,474	\$862	\$1,426	\$922	\$607	\$156	\$798	\$1,629	\$408	\$639	\$713	\$728	N/A	\$1,173	\$798

Source: CLKS370 (Efficiency)

Comment: The City of Winnipeg does not report on this measure because it uses a decentralized model where departments manage their respective FIPPA Requests.

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

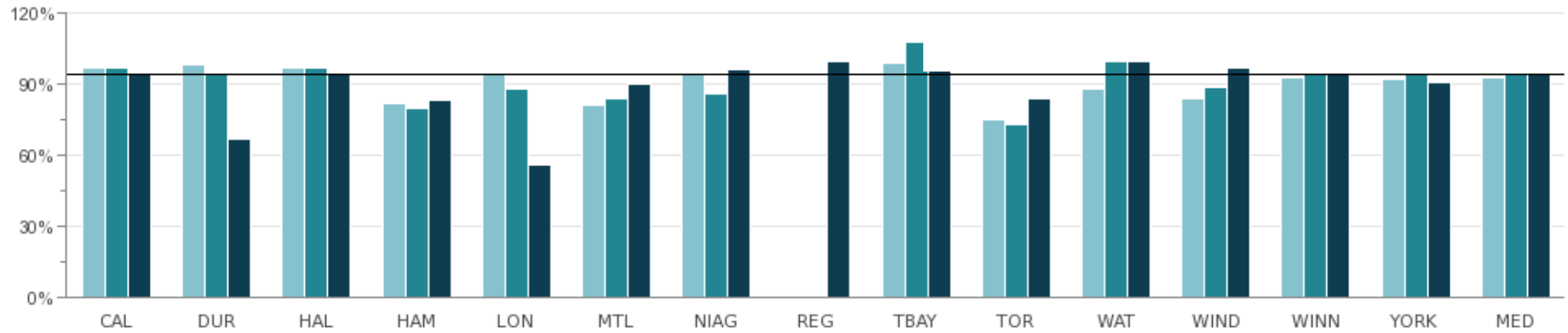
The measure speaks to the number of formal freedom of information requests, including Councillor requests, that have gone through the FOI process, and were handled within 30 days.



2013	80%	90%	97%	78%	88%	78%	93%	N/A	100%	74%	58%	82%	92%	81%	82%
2014	72%	95%	94%	79%	87%	82%	85%	N/A	94%	72%	67%	88%	89%	93%	87%
2015	72%	67%	95%	83%	56%	87%	77%	84%	76%	82%	88%	91%	93%	88%	84%

Source: CLKS470 (Customer Service)

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



2013	97%	98%	97%	82%	95%	81%	94%	N/A	99%	75%	88%	84%	93%	92%	93%
2014	97%	95%	97%	80%	88%	84%	86%	N/A	100%	73%	100%	89%	94%	94%	94%
2015	94%	67%	95%	83%	56%	90%	96%	100%	100%	84%	100%	97%	94%	91%	94%

Source: CLKS475 (Service Level)

