

# CLERKS

## SNAPSHOT MEDIANS FOR 2017



**37 FOI**  
REQUESTS  
RECEIVED  
per 100,000 population

CLKS270 (SERVICE LEVEL)

**COST PER  
FOI request**

CLKS370 (EFFICIENCY)



**85%** of formal FOI requests are  
completed within 30 days

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 Form

*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*



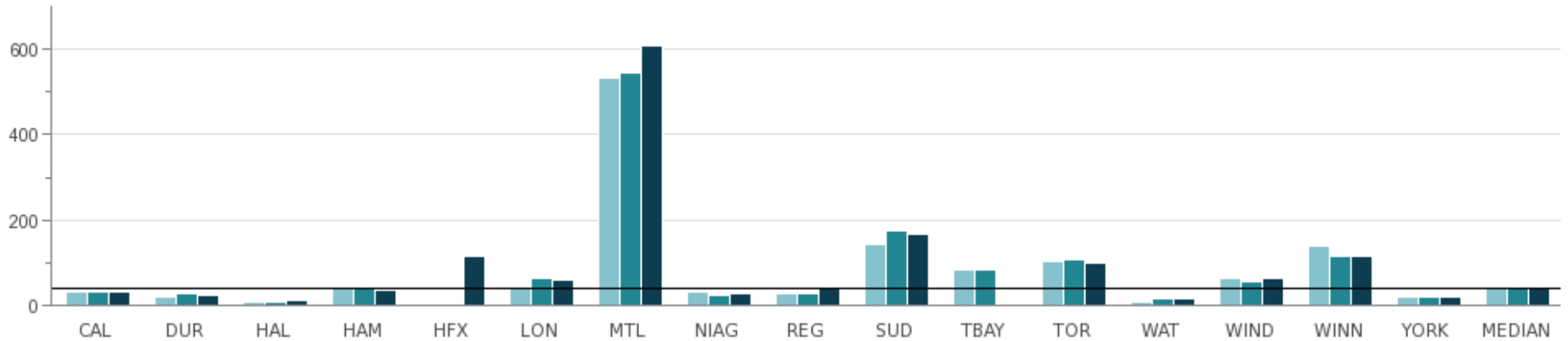
### Privacy Protection

*Growing trend to access and address 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.



2015	31	20	8	38	N/A	42	534	29	25	143	83	101	7	64	138	20	38
2016	32	28	8	41	N/A	61	547	24	26	173	83	108	14	54	116	19	41
2017	30	23	9	34	115	59	608	28	37	167	N/A	98	13	63	115	18	37

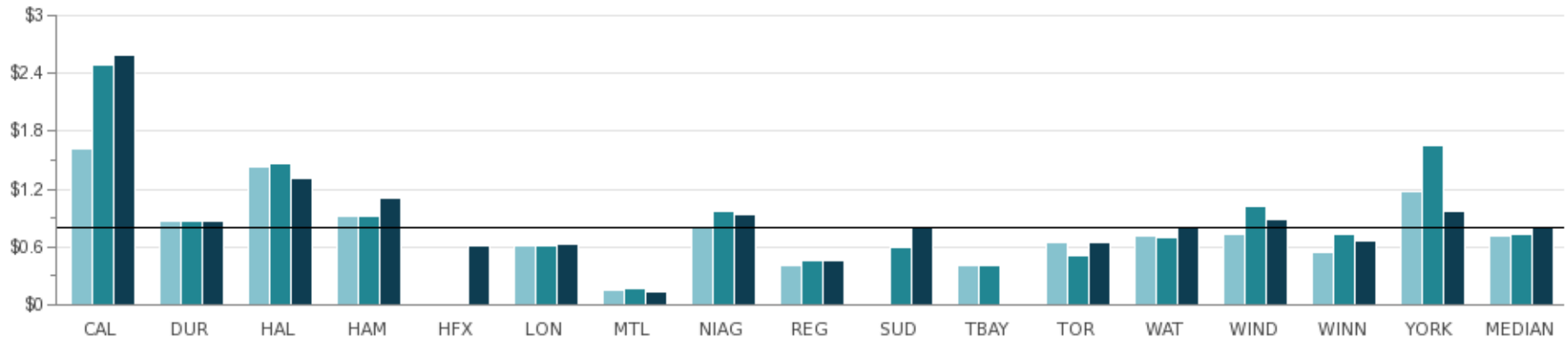
Source: CLKS270 (Service Level)

Montreal: Due to a decentralized model, when the City of Montreal receives a proper request, it may be forwarded to one or all of the 19 boroughs, which significantly increase the number of requests, e.g. a request submitted to the City and sent to 7 of 19 boroughs, would count as 8 requests.

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

This measure reports the operating cost to respond to Freedom of Information program requests. The variety and complexity of these requests may impact the cost associated with administering the program.

(In Thousands)

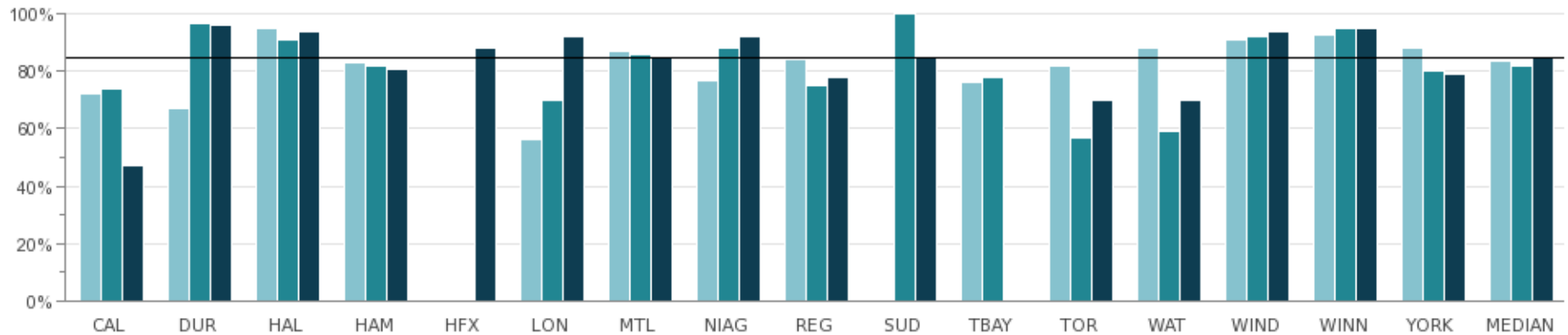


2015	\$1,627	\$862	\$1,426	\$922	N/A	\$607	\$156	\$798	\$409	N/A	\$408	\$639	\$713	\$728	\$542	\$1,173	\$721
2016	\$2,489	\$859	\$1,472	\$925	N/A	\$610	\$157	\$971	\$456	\$588	\$408	\$506	\$698	\$1,015	\$738	\$1,650	\$738
2017	\$2,595	\$859	\$1,305	\$1,111	\$608	\$628	\$132	\$939	\$448	\$791	N/A	\$641	\$799	\$881	\$662	\$965	\$799

Source: CLKS370 (Efficiency)

**Fig. 5.3 Percent of Regular Formal Freedom of Information Requests Completed Within 30 Days**

The measure identifies the number of formal freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process, that were completed within 30 days. The variety and complexity of these requests may impact the timelines associated with administering the program.

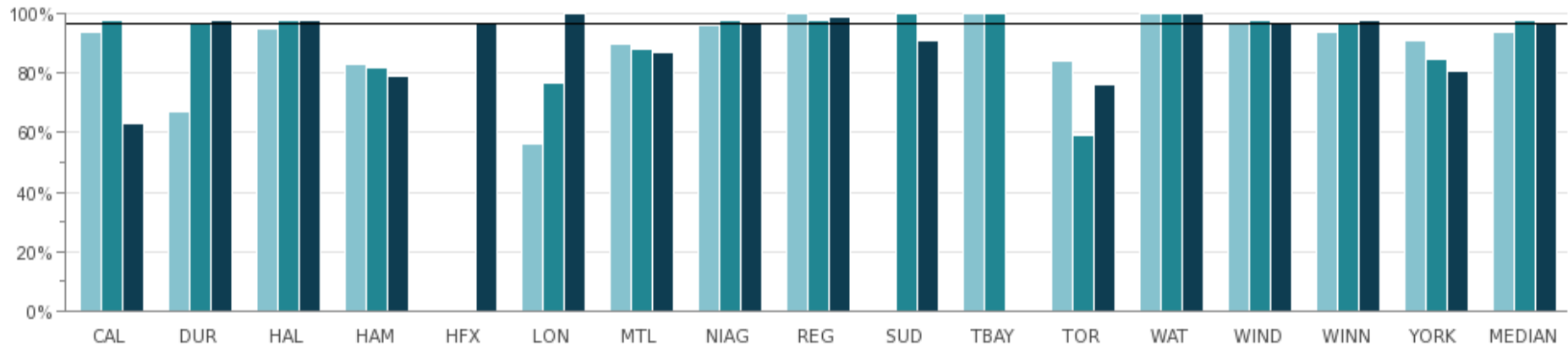


2015	72%	67%	95%	83%	N/A	56%	87%	77%	84%	N/A	76%	82%	88%	91%	93%	88%	84%
2016	74%	97%	91%	82%	N/A	70%	86%	88%	75%	100%	78%	57%	59%	92%	95%	80%	82%
2017	47%	96%	94%	81%	88%	92%	85%	92%	78%	85%	N/A	70%	70%	94%	95%	79%	85%

Source: CLKS470 (Customer Service)

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

The number of formal freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process, and handled within the legislated timelines applicable to the municipality.



2015	94%	67%	95%	83%	N/A	56%	90%	96%	100%	N/A	100%	84%	100%	97%	94%	91%	94%
2016	98%	97%	98%	82%	N/A	77%	88%	98%	98%	100%	100%	59%	100%	98%	97%	85%	98%
2017	63%	98%	98%	79%	97%	100%	87%	97%	99%	91%	N/A	76%	100%	97%	98%	81%	97%

Source: CLKS475 (Service Level)

