

CLERKS



VALUE PROPOSITION

I expect my municipality to provide information and access for my municipal government and meet legislative requirements regarding council operations and access to information in a timely and readily accessible manner.

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



Policy & Practices

Responsiveness to requests and number of routine disclosure policies



Political Climate

Availability of information from elected officials



Privacy Protection

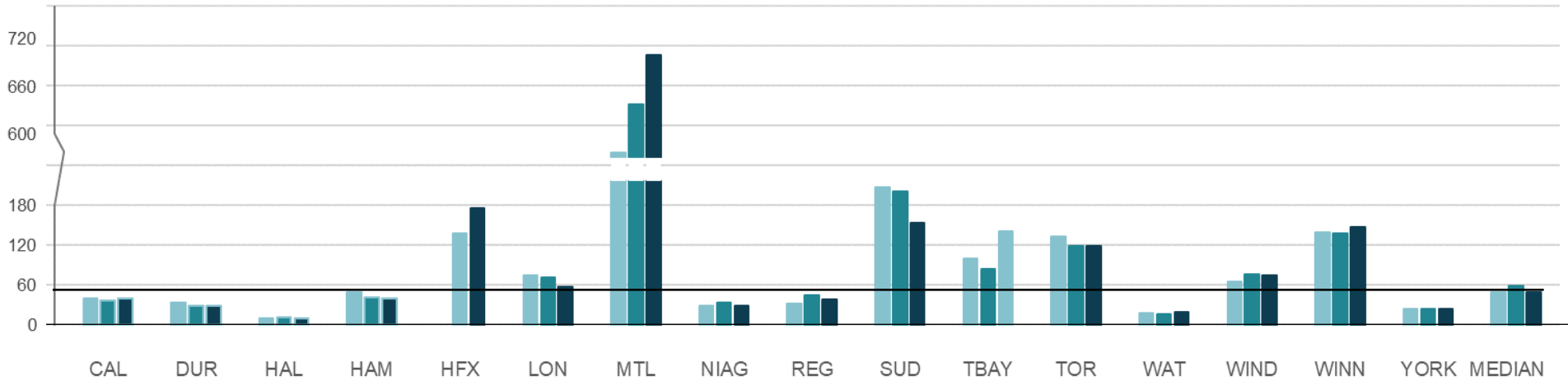
Growing trend to access and address privacy concerns

For a full description of influencing factors, please go to: www.mbncanada.ca

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Figure 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.



2016	32	28	8	41	N/A	61	547	24	26	173	83	110	14	54	116	20	41
2017	30	23	9	34	115	59	608	28	37	167	69	99	13	63	115	19	48
2018	33	24	8	32	146	47	670	23	31	127	117	98	15	62	122	20	40

Source: CLKS270 (Service Level)

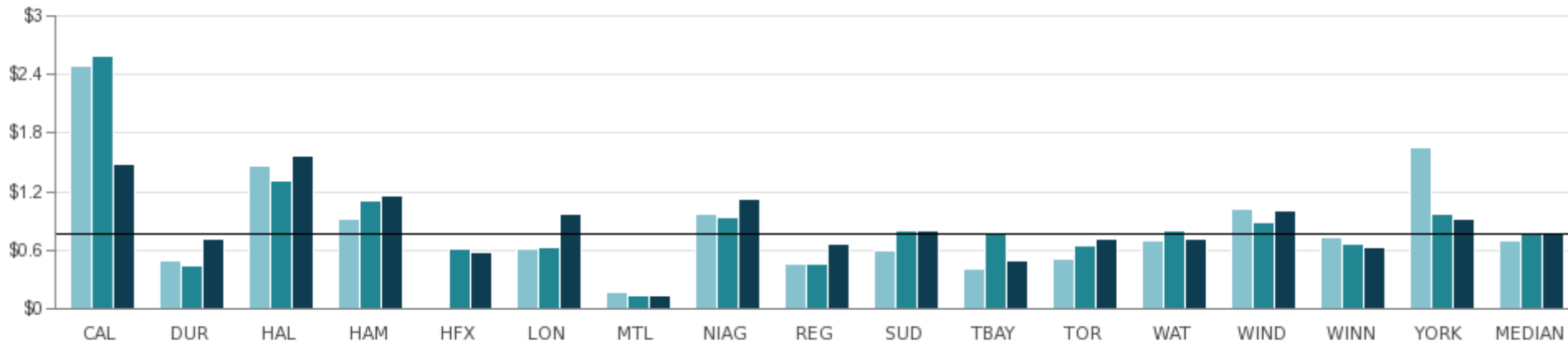
Montreal: Due to a decentralized model, when the City of Montreal receives a proper request, it may be forwarded to one or all of their 19 Boroughs, which significantly increases the number of requests; e.g., a request submitted to the City and sent to 7 of 19 Boroughs would count as 8 requests.

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Figure 5.2 Direct Cost for Freedom of Information Program per Formal Request

This measure reports the cost to respond to freedom of information (FOI) program requests. The variety and complexity of these requests may impact the cost associated with administering the program.

(In Thousands)



2016	\$2,489	\$483	\$1,472	\$925	N/A	\$610	\$157	\$971	\$456	\$588	\$408	\$506	\$698	\$1,015	\$738	\$1,650	\$698
2017	\$2,595	\$442	\$1,305	\$1,111	\$608	\$628	\$132	\$939	\$448	\$791	\$770	\$641	\$799	\$881	\$662	\$965	\$781
2018	\$1,485	\$708	\$1,560	\$1,164	\$569	\$972	\$127	\$1,125	\$665	\$804	\$492	\$717	\$709	\$1,009	\$628	\$914	\$761

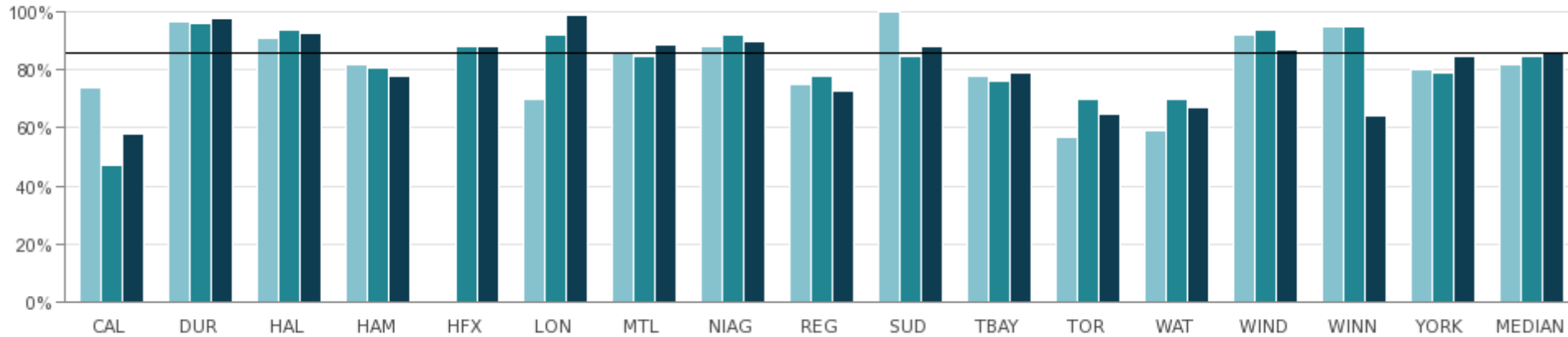
Source: CLKS370 (Efficiency)

Durham: The number of complicated FOI requests increased from 3, in 2017 to 18 in 2018. Complicated requests require significantly more staff time than a standard request. Standard requests were relatively unchanged from 2017.

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Figure 5.3 Percent of 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.



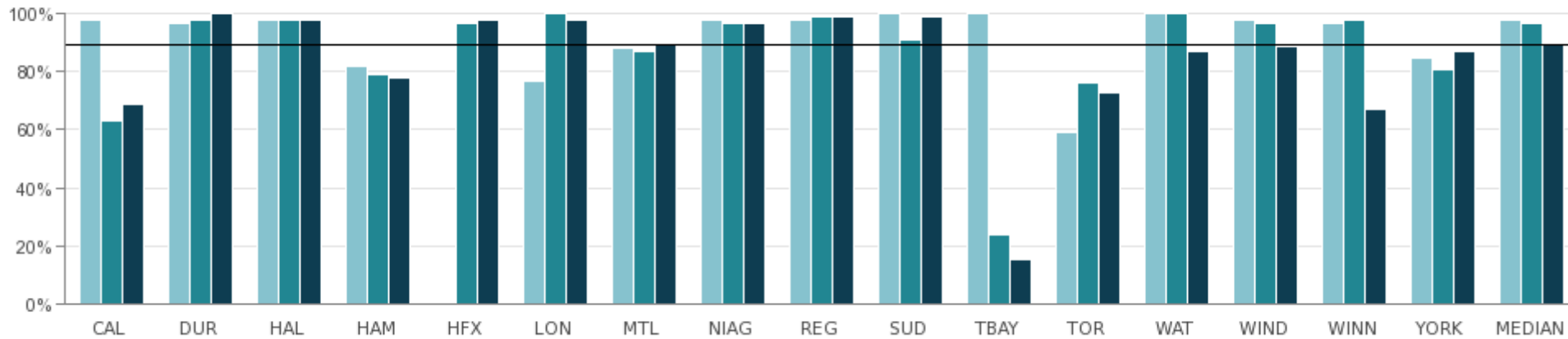
2016	74%	97%	91%	82%	N/A	70%	86%	88%	75%	100%	78%	57%	59%	92%	95%	80%	82%
2017	47%	96%	94%	81%	88%	92%	85%	92%	78%	85%	76%	70%	70%	94%	95%	79%	85%
2018	58%	98%	93%	78%	88%	99%	89%	90%	73%	88%	79%	65%	67%	87%	64%	85%	86%

Source: CLKS470 (Customer Service)

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Figure 5.4 Percent of 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. The variety and complexity of these requests may impact the timelines associated with administering the program.



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%	24%	76%	100%	97%	98%	81%	97%
2018	69%	100%	98%	78%	98%	98%	90%	97%	99%	99%	15%	73%	87%	89%	67%	87%	90%

Source: CLKS475 (Customer Service)

Thunder Bay: Change is due to increased complexity of requests.

