

Subject: Office of the City Clerk 2022 Annual Report

File Number: ACS2023-OCC-GEN-0005

Report to Finance and Corporate Services Committee on 2 May 2023

and Council 10 May 2023

Submitted on April 19, 2023 by M. Rick O'Connor, City Clerk

Contact Person: Kiel Anderson, Manager, Policy and Business Operations

613-580-2424 ext. 13430, kiel.anderson@ottawa.ca

Ward: Citywide

Objet : Rapport annuel 2022 du Bureau du greffier municipal

Dossier : ACS2023-OCC-GEN-0005

Rapport au Comité des finances et des services organisationnels

le 2 mai 2023

et au Conseil le 10 mai 2023

Soumis le 19 avril 2023 par M. Rick O'Connor, greffier municipal

**Personne ressource : Kiel Anderson, gestionnaire, Politiques et Activités
opérationnelles**

613-580-2424 ext./poste 13430, kiel.anderson@ottawa.ca

Quartier : À l'échelle de la ville

REPORT RECOMMENDATIONS

That the Finance and Corporate Services Committee recommend that City Council:

- 1. Receive this report;**
- 2. Approve the Departmental French Language Services Operational Plans for the 2022-2026 Term of Council and the annual goals for 2023-2024, as described in this report and set out in Documents 4 and 5;**
- 3. Approve the amendments to Schedule "A" of the *Records Retention and Disposition By-law* as outlined in this report and set out in Documents 7 and 8;**
- 4. Approve two temporary Full-time Equivalent positions (FTEs) for the Information Management Branch, as described in this report and set out in Document 6; and**

5. **Direct staff to review recommendations from the external organizational review of the Committee of Adjustment and related matters, in consultation with the Committee's Secretary-Treasurer, and bring forward any proposed amendments to the Committee of Adjustment's structure, governance and administration as part of the 2022-2026 Mid-term Governance Review process, as described in this report.**

RECOMMANDATIONS DU RAPPORT

Que le Comité des finances et des services organisationnels recommande au Conseil :

1. **de prendre connaissance du présent rapport;**
2. **d'approuver les Plans opérationnels des directions générales sur les services en français pour le mandat du Conseil de 2022-2026 et les objectifs annuels pour 2023-2024, comme décrit dans le présent rapport et indiqué dans les documents 4 et 5;**
3. **d'approuver les modifications apportées à l'annexe A du *Règlement sur la conservation et le déclassé des dossiers*, comme décrit dans le présent rapport et indiqué dans les documents 7 et 8;**
4. **d'approuver deux postes équivalents temps plein (ETP) temporaires pour la Direction de la gestion de l'information, comme décrit dans le présent rapport et indiqué dans le document 6; et**
5. **de demander au personnel d'examiner les recommandations formulées lors de l'examen organisationnel externe du Comité de dérogation et les questions connexes, en consultation avec le secrétaire-trésorier du Comité et de présenter toute modification proposée à la structure, à la gouvernance et à l'administration du Comité de dérogation dans le cadre du processus d'examen de mi-mandat de la structure de gestion publique de 2022-2026, comme décrit dans le présent rapport.**

EXECUTIVE SUMMARY

The City Clerk is a mandatory statutory officer appointed by City Council under the *Municipal Act, 2001*. At the City of Ottawa, in addition to fulfilling legislative requirements under the Act, the City Clerk leads the Office of the City Clerk and ensures that all statutory obligations are administered to fully comply with provincial legislation, particularly as it relates to matters such as elections, access to information and privacy, information management, accessibility, intergovernmental affairs, French language services, archives, Council and Committee meetings, the Council-approved Accountability Framework and municipal governance.

The Office of the City Clerk 2022 Annual Report provides an update regarding activities and initiatives of the office during the past year, and fulfills reporting requirements under the [Delegation of Powers Policy](#) as well as certain mandatory reporting requirements set out in the [Delegation of Authority By-law](#), as described in the background section of this report.

The report includes the following annual reports and associated recommendations regarding Office of the City Clerk service areas and functions:

1. 2022 Report on the Archives (Document 1)
2. 2022 Report on the Elections Office (English version – Document 2; French version – Document 3)
3. 2022 Report on French Language Services (French version – Document 4; English version – Document 5), including a recommendation that Council approve the Departmental French Language Services Operational Plans for the 2022-2026 Term of Council and the annual goals for 2023-2024
4. 2022 Report on Information Management (Document 6), including proposed amendments to Schedule “A” of the *Records Retention and Disposition By-law* (Documents 7 and 8), and a recommendation that Council approve two temporary Full-time Equivalent positions (FTEs) for the Information Management Branch to support departments and respond to increasing information management needs, including process improvements identified through the City’s work to respond to the Ottawa Light Rail Public Inquiry
5. 2022 Report on MFIPPA (Document 9)
6. Report on the City Clerk’s exercise of delegated authority in 2022 as “Head” of the municipality for the purposes of the *Ombudsman Act*

In addition, this report provides information and updates regarding various matters that the Office of the City Clerk is undertaking, as follows:

1. Matters related to an external organizational review of the Committee of Adjustment by KPMG, including a recommendation that Council direct staff to review the KPMG recommendations and related matters (including a recent Planning and Housing Committee motion), in consultation with the Committee of Adjustment’s Secretary-Treasurer, and bring forward any proposed amendments to the Committee of Adjustment’s structure, governance and administration as part of the 2022-2026 Mid-term Governance Review
2. Developing a proposed Elected Officials’ Records Management Policy
3. Monitoring matters that may be relevant to the Council-Staff Relations Policy
4. Updating Council and Committee report writing guidance

RÉSUMÉ

Le greffier municipal est un titulaire d'une charge créée par une loi nommé par le Conseil municipal en vertu de la *Loi de 2001 sur les municipalités*. À la Ville d'Ottawa, non seulement il remplit les exigences législatives prévues dans la Loi, mais dirige aussi le Bureau du greffier municipal et voit au respect des obligations juridiques conformément à la législation provinciale, particulièrement en ce qui concerne les élections, l'accès à l'information et la protection de la vie privée, la gestion de l'information, l'accessibilité, les affaires intergouvernementales, les services en français, les archives, les réunions du Conseil et des comités, le Cadre de responsabilisation approuvé par le Conseil et la gouvernance municipale.

Le rapport annuel 2022 du Bureau du greffier municipal présente une mise à jour sur les activités et les initiatives du Bureau au cours de la dernière année et satisfait aux exigences en matière de rapports de la [Politique sur la délégation de pouvoirs](#) ainsi que certaines exigences obligatoires en matière de rapports établies dans le [Règlement sur la délégation de pouvoirs](#), comme décrit dans la section Contexte du présent rapport.

Le rapport comprend les rapports annuels suivants et les recommandations connexes concernant les secteurs d'activité et les fonctions du Bureau du greffier municipal :

1. Le rapport de 2022 sur les archives (document 1);
2. Le rapport de 2022 sur le Bureau des élections (version anglaise – document 2; version française – document 3);
3. Le rapport de 2022 sur les Services en français (version française – document 4; version anglaise – document 5), y compris une recommandation au Conseil d'approuver les Plans opérationnels des directions générales sur les services en français pour le mandat du Conseil de 2022-2026 et les objectifs annuels pour 2023-2024;
4. Le rapport de 2022 sur la Gestion de l'information (document 6), y compris les modifications proposées à l'annexe A du *Règlement sur la conservation et le déclassé des dossiers* (documents 7 et 8), et une recommandation au Conseil d'approuver deux postes équivalents temps plein (ETP) temporaires pour la Direction de la gestion de l'information afin de soutenir les directions générales et de répondre aux besoins croissants en matière de gestion de l'information, notamment les améliorations de processus cernées par le travail de la Ville dans le cadre de sa réponse à l'enquête publique sur le réseau de train léger sur rail d'Ottawa;
5. Le rapport de 2022 sur la LAIMPVP (document 9);
6. Le rapport sur l'exercice des pouvoirs délégués du greffier municipal à titre de

« chef » de la municipalité aux fins de la *Loi sur l'ombudsman*.

De plus, le présent rapport fournit des renseignements et des mises à jour sur diverses questions que le Bureau du greffier municipal traite, comme suit :

1. Questions relatives à un examen organisationnel externe du Comité de dérogation par KPMG, y compris une recommandation au Conseil de demander au personnel de passer en revue les recommandations de KPMG et les questions connexes (notamment une motion récente du Comité de la planification et du logement), en consultation avec le secrétaire-trésorier du Comité, et de présenter toute modification proposée à la structure, à la gouvernance et à l'administration du Comité dans le cadre de l'examen de mi-mandat de la structure de gestion publique de 2022-2026;
2. Élaboration d'une proposition de politique de gestion des dossiers des élus;
3. Suivi des questions pouvant être pertinentes à la Politique sur les relations entre le Conseil et le personnel;
4. Mise à jour des directives sur la rédaction des rapports du Conseil et des comités

BACKGROUND

The City Clerk is a mandatory statutory officer appointed by City Council under Section 228 of the *Municipal Act, 2001* (the Act). The Act sets out the Clerk's duties as follows:

- (a) to record, without note or comment, all resolutions, decisions and other proceedings of the council;
- (b) if required by any member present at a vote, to record the name and vote of every member voting on any matter or question;
- (c) to keep the originals or copies of all by-laws and of all minutes of the proceedings of the council;
- (d) to perform the other duties required under this Act or under any other Act; and
- (e) to perform such other duties as are assigned by the municipality.

At the City of Ottawa, in addition to fulfilling the legislative requirements under the Act, the City Clerk leads the Office of the City Clerk and ensures that all statutory obligations are administered to fully comply with provincial legislation, particularly as it relates to matters such as elections, access to information and privacy, information management, accessibility, intergovernmental affairs, French language services, archives, Council and Committee meetings, the Council-approved Accountability Framework and municipal governance.

Specifically, the Office of the City Clerk includes the following programs and services:

- Council and Committee Services [includes the Mayor Support Services Branch and the Council Support Services Branch];
- Legislative Services [includes the Archives Branch, the Corporate Accessibility Branch and the Information Management (IM) Branch];
- Municipal Elections and French Language Services;
- Office of Protocol and Intergovernmental Affairs; and
- Policy and Business Operations Services [includes the Access to Information and Privacy (ATIP) Branch, the Policy Branch and the Print, Mail and Operations Branch].

DISCUSSION

This annual report fulfills reporting requirements of the [Delegation of Powers Policy](#) and [Delegation of Authority By-law](#) by providing the following annual reports and associated recommendations regarding Office of the City Clerk service areas and functions:

1. 2022 Report on the Archives (Document 1)
2. 2022 Report on the Elections Office (English version – Document 2; French version – Document 3)
3. 2022 Report on French Language Services (French version – Document 4; English version – Document 5), including a recommendation that Council approve the Departmental French Language Services Operational Plans for the 2022-2026 Term of Council and the annual goals for 2023-2024
4. 2022 Report on Information Management (Document 6), including proposed amendments to Schedule “A” of the *Records Retention and Disposition By-law* (Documents 7 and 8), and a recommendation that Council approve two temporary Full-time Equivalent positions (FTEs) for the Information Management Branch to support departments and respond to increasing information management needs, including process improvements identified through the City’s work to respond to the Ottawa Light Rail Public Inquiry
5. 2022 Report on MFIPPA (Document 9)
6. Report on the City Clerk’s exercise of delegated authority in 2022 as “Head” of the municipality for the purposes of the *Ombudsman Act*

In addition, this report provides information and updates regarding various matters that the Office of the City Clerk is undertaking, as follows:

1. Matters related to an external organizational review of the Committee of Adjustment by KPMG, including a recommendation that Council direct staff to review the KPMG recommendations and related matters (including a recent Planning and Housing Committee motion), in consultation with the Committee of Adjustment's Secretary-Treasurer, and bring forward any proposed amendments to the Committee of Adjustment's structure, governance and administration as part of the 2022-2026 Mid-term Governance Review
2. Developing a proposed Elected Officials' Records Management Policy
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ANNUAL REPORTS – OFFICE OF THE CITY CLERK SERVICE AREAS AND FUNCTIONS

1. 2022 Report on the Archives (Document 1)

The Archives Branch's key functions are to determine which civic records have archival value and authorize their transfer to the Archives, to assist in assigning records retention periods, and to authorize the destruction of records with no archival value.

To fulfill these legislated responsibilities, Archives staff work across the following functions/programs: Continuous Disposition Authorities (used for determining archival value in post-amalgamation civic records); Preservation (secure storage); Pre-amalgamation discovery (identifying and indexing pre-amalgamation archived records); Reference Services (focuses on access to archival records); and Exhibits and Outreach (to connect with residents and promote the City's archival holdings). As well, to fulfill its secondary mandate, the Archives manages a Community Records program that selectively acquires archival material from Ottawa's residents and organizations and seeks to build relationships with the city's diverse communities.

In 2022, the Archives' activities included:

- Creating several virtual exhibits and digital content, developing upcoming exhibits, and installing displays at the Central Archives and City Hall, including, "Enduring Bonds, The Story of the Dutch Royal Family," "Key to the City: The Ottawa Citizen Anniversary," and "LGBTQ+ portraits."
- Moving the tapestry project forward in partnership with the Friends of the City of Ottawa Archives and the Tapestry Advisory Panel. The project is designed

to expand the diversity of the Archives' holdings and offer support for the development of community archives. The Archives worked with diverse communities, including racialized, Indigenous, immigrant and ethnic communities, and 2SLGBTQ+ communities.

With respect to annual reporting requirements for the Archives, Subsection 9(2) of [Schedule "C"](#) within the *Delegation of Authority By-law* requires that a report be made to the appropriate Standing Committee regarding agreements for the long-term deposit of library and archival materials. Document 1 includes information regarding the exercise of this delegated authority.

The Archives is committed to supporting the City's obligations with respect to recordkeeping and the municipality's "duty to document" obligation as noted in the Records Management Policy. As a result, the Archives Branch annual report also identifies a number of risks associated with staffing levels and how they are expected to impact operations, statutory compliance, and/or strategic initiatives.

2. 2022 Report on the Elections Office (Documents 2 and 3)

As described in Documents 2 and 3, the Elections Office prepares for and administers municipal elections, by-elections, and appointment processes to fill City Council vacancies that occur during a Term of Council in accordance with the responsibilities, requirements, and principles set out in the [Municipal Act, 2001](#) and the [Municipal Elections Act, 1996](#) (the MEA).

2022 Municipal Elections

The 2022 Municipal Elections to elect one Mayor, 24 City Councillors, and 37 School Board Trustees took place on Monday, October 24, 2022, and were conducted in accordance with the MEA and the report approved by City Council on March 23, 2022, titled, "[Update on the 2022 Municipal Elections and Amendments to Election-related By-laws and Policies](#)." Electors had the opportunity to vote at one of seven in-person voting opportunities, vote by proxy, or, for the first time on a city-wide scale, vote by special mail-in ballot. In total, 316,254 eligible electors in the City of Ottawa cast their ballot, for a voter turnout of 43.79 per cent.

The Elections Office will continue to execute the remaining deliverables required to close out the 2022 Municipal Elections including accepting financial statements for candidates or third party advertisers that file during the 30-day grace period and/or that have extended their campaigns, providing support to the Election Compliance Audit

Committee, completing the City Clerk's review of contributions as required by the MEA, and administering the Contribution Rebate Program.

Changes to provincial legislation impacting municipal elections

In addition to preparing for and administering municipal elections, by-elections, and appointment processes, the Elections Office is also responsible for conducting election-related legislative reviews on behalf of the City Clerk, and implementing any changes required for future elections.

In recent years, the Province has passed various amendments to the *Municipal Act, 2001*, and the MEA, which have an effect on future municipal elections and by-elections, as further described in Documents 2 and 3. In addition, the Province routinely reviews election-related legislation after each regular municipal election and makes amendments as required. Staff will monitor any legislative reviews that take place and will report back to City Council on these matters as required.

Preparations for future municipal elections and by-elections

As part of the planning process for the 2026 Municipal Elections, staff will address the upcoming expiry of the contract with the City's current vote tabulation system, as further described in Documents 2 and 3. As noted in the report to City Council titled, "[Update on the 2022 Municipal Elections and Amendments to Election-related By-laws and Policies](#)," the existing contract is in place for any by-elections that may occur during the 2022-2026 Term of Council; however, the contract expires in advance of the next general municipal election which is scheduled to take place on Monday, October 26, 2026.

As such, the Elections Office will work with the City's Procurement branch to source a vote tabulation system for future municipal elections. This process will include a review of voting methods that are available, feedback from other municipalities and jurisdictions, as well as a public consultation process on voting methods.

Staff will report back to City Council on the outcome of the procurement process and review in advance of the 2026 Municipal Elections.

3. 2022 Report on French Language Services (Documents 4 and 5), and the recommended Departmental French Language Services Operational Plans for the 2022-2026 Term of Council and annual goals for 2023-2024

As outlined in Documents 4 and 5, in 2022, the French Language Services (FLS) Branch continued to play an important role in supporting City departments in providing quality municipal services in French to its residents and staff, bearing mutual respect and recognition of both official languages in accordance with the City's [Bilingualism By-law No. 2001-170](#) and [Bilingualism Policy](#).

The Bilingualism Policy identifies a number of priorities for action by the FLS Branch including translation services, complaint resolution, coordination and supporting the development of annual departmental operational plans, interpretation services for Committees and City Council, and the promotion and active offer of French-language services.

In addition, the Bilingualism Policy contains provisions governing several aspects of the City's responsibility to provide bilingual municipal services. This includes communications, the proactive delivery of services in both languages to residents and staff, organization requirements including the designation of bilingual positions, language training, and cultural program management.

Departmental French Language Services Operational Plans

As noted above, FLS assists each City department to complete a Departmental French Language Services Operational Plan, as approved by City Council. The Bilingualism Policy requires each City department to complete a Departmental French Language Services Operational Plan, as approved by City Council. The plans describe goals and standards in order to improve services provided in French, and City departments are required to submit their plans to City Council annually. To meet this requirement, each department submits their plan annually to the FLS Branch by December 31. FLS then reports annually to City Council on the department's progress and completion by way of the Office of the City Clerk's Annual Report.

All departments have now reported back to FLS and indicated that the goals in their respective goals outlined in the 2020-2022 Departmental French Language Services Operational Plans have been completed as further outlined in Documents 4 and 5.

Recommended approach for the 2022-2026 Departmental French Language Services Operational Plans

The recommended Departmental French Language Services Operational Plans for the 2022-2026 Term of Council have been designed to enable departments to assess the quality and availability of the City's French language services and programs with the objective of continuous improvement. To this end, the departmental operational plans are developed to assist all City departments in:

- Improving compliance with the Bilingualism Policy,

- Assessing the quality and quantity of French language services on an ongoing basis to align with the Term of Council and its strategic priorities,
- Reducing French language related complaints, and
- Encouraging staff to adopt a bilingual lens in their daily work.

As such, and in accordance with Section R.1.6 of the Bilingualism Policy, staff is recommending that City Council approve the following four action areas for the 2022-2026 Term of Council and the annual goals that align with the Bilingualism Policy for the 2023-2024 Departmental French Language Services Operational Plans, as set out in the table below:

Action area for the 2022-2026 Term of Council	Goal for the 2023-2024 French Language Services Departmental Operational Plans
Planning	Department actively promotes its services in both official languages.
Timeliness	Timely availability of services in both official languages ensured by thoughtful distribution of bilingual human resources.
Communication	All documents published by the City of Ottawa or its agencies and intended for the public (internal and external) be published in both official languages.
Department specific	Effective operation of the department through improved language capacity in its work units.

For reference, the 2023-2024 Departmental French Language Services Operational Plan template is attached to this report as Appendix A of Documents 4 and 5.

Should City Council approve the approach for the departmental operational plans as described in this report, FLS will recommend new goals specific to the four action areas annually to enhance departments' compliance with the Bilingualism Policy and help create a culture of bilingualism that is embedded in all City operations. These annual goals will be recommended for City Council's approval each year through the Office of the City Clerk's Annual Report throughout the 2022-2026 Term of Council.

As has been past practice, FLS will also report back to City Council on the 2023-2024 departmental operational plans in the Office of the City Clerk's 2023 Annual Report in Q2 of 2024.

Information and statistics related to designated bilingual positions and second language training, complaints, and translation services

As further outlined in Documents 4 and 5, in 2022, the FLS Branch continued to support Human Resources Services which is the lead department in the designation of bilingual positions and second language training. Advice provided by FLS allows managers to make informed decisions about the designation of bilingual positions in their units. Sixteen per cent of the City's positions were designated bilingual in 2022. This number is consistent with the last five years.

The FLS Branch is also responsible for managing, investigating, and responding to all concerns relating to the provision of French-language services for the City. The City adheres to strict service standards in the handling of all complaints received through the Corporate Complaints mechanism and the FLS Branch reports publicly on these complaints on an annual basis through this report.

The number of French-language complaints received in 2022 was 18. This represents a decrease of 42 complaints from the 60 complaints received in 2021 and is below the 2018-2022 five-year average of 37 complaints per year. Staff note that the majority relate to signage and the display of information at City facilities as well as interactions in an individual's official language of choice. All issues in the complaints have been resolved.

FLS relies on a collaborative approach to help all relevant stakeholders create conditions that ensure progress with the objective of continuous improvement in the provision of services in French at the City. Additional information regarding the types of complaints received in 2022, as well as the corrective measures that were taken to ensure residents could be served in their official language of choice, is provided in Documents 4 and 5.

The Translation Services Unit (TSU) within the FLS Branch is responsible for the coordination and translation of City documents and simultaneous interpretation services for all City departments, including comparative revision, proofreading, terminology, and simultaneous interpretation services. This unit oversees the coordination of more than 30 external translation service providers to meet the City's translation demand.

In 2022, the TSU assisted all departments with the translation and revision of timely communications required for the seamless delivery of City services, projects, programs, and activities. The TSU translated 9,851,035 words, which represents a 15 per cent decrease compared to the 11,361,799 words translated in 2021. The TSU received 30,611 requests for services, which is comparable to the 30,825 requests processed in 2021, as further described in Documents 4 and 5.

French Language Services Advisory Committee

The FLS Branch supports the French Language Services Advisory Committee (FLSAC). At the end of its 2018-2022 term, the FLSAC accomplished many of the goals which were aligned with the 2019-2022 Term of Council Priorities and the FLSAC's work plan, as approved by City Council on April 8, 2020. In collaboration with FLS, members of the FLSAC worked towards the goals identified in their 2020-2022 work plan as further described in Documents 4 and 5.

At the writing of this report, City Council has not yet established the 2022-2026 FLSAC. As approved at its meeting on December 7, 2022, through the staff report titled, "[2022-2026 Council Governance Review](#)," City Council directed the Office of the City Clerk to bring forward a report and recommendations regarding advisory bodies, including the FLSAC, to the Finance and Corporate Services Committee and City Council in Q2 of 2023.

Once City Council approves the establishment of a FLSAC for the 2022-2026 Term of Council, FLS will continue to work collaboratively with the committee members, the Council Liaison, and other City departments to ensure that recommendations regarding the implementation of the Bilingualism Policy and its application to City services, programs, policies, and initiatives complement and align with City Council's strategic priorities.

2022 French-language service highlights

In 2022, FLS continued to fulfil their role in supporting City departments in providing quality municipal services in French, while actively engaging with the Francophone community both internal and external to the City in accordance with the Bilingualism Policy and By-law. FLS continued to strengthen important relationships with its external partners and stakeholders by supporting the Association des communautés francophones d'Ottawa (ACFO), coordinating activities to celebrate the Francophonie Month in March 2022, celebrating Franco-Ontarian Day and the 47th Anniversary of the Franco-Ontarian Flag at the Festival Franco Ontarien, continuing collaboration with the Regroupement des gens d'affaires (RGA) de la capitale nationale, through the Economic Development Unit, and participating as a member of the Board of Directors of the Association française des municipalités de l'Ontario (AFMO).

In addition, the FLS Branch continued its efforts to encourage service excellence through its activities conducted in French and to promote awareness of the Bilingualism Policy for staff through several internal initiatives including internal publications, new learning modules, assisting City departments with best practices for delivering bilingual services, supporting the 2022 Municipal Elections, and coordinating a staff-led Francophone affinity group.

FLS works in close partnership with all City departments to ensure quality bilingual services through implementation of an active offer. An active offer ensures that City services in French are evident, readily available, easily accessible and of comparable quality to services offered in English. Additional highlights of City-wide service delivery in both official languages are set out in Documents 4 and 5.

French-language initiatives in 2023

The FLS Branch is dedicated to continuing to support City departments in the successful delivery of quality services to residents and visitors alike in both English and French and the implementation of the 2023-2024 Departmental French Language Services Operational Plans should they be approved by City Council. This will be achieved by working collaboratively with departments and by providing expert advice and relevant tools to support best practices for service delivery in French.

At the time of the writing of this report, there are many initiatives planned and underway for 2023 such as the continuation and promotion of new interactive training for staff, the continuation of the staff-led Francophone affinity group, the coordination of Francophone Month in March, and continuing collaboration and support to external stakeholders as further described in Documents 4 and 5.

In addition, FLS will continue to find creative ways to maintain and enhance its service levels in order to provide timely and accurate information to residents and staff in French and English in 2023. FLS will also continue to provide quality Translation Services and coordination of all City-wide translation and simultaneous interpretation services.

Further, at the core of FLS' priorities lies the ongoing commitment to resolving City-wide complaints pertaining to French-language services, assisting departments in their communications strategies to reach the Francophone community, and engaging and liaising with the Francophone community and key stakeholders.

As such, FLS will continue to assist City staff in meeting the requirements of the Bilingualism By-law and Policy and in achieving the City's commitment to continuous improvement in the delivery of bilingual municipal services. In addition, upon City Council's establishment of the 2022-2026 FLSAC, FLS will continue to support the committee in carrying out its mandate.

4. 2022 Report on Information Management (Document 6), recommended amendments to Schedule "A" of the *Records Retention and Disposition By-law* (Documents 7 and 8), and the recommended addition of two temporary Full-time Equivalent positions (FTEs)

In 2022, the Information Management (IM) Branch continued to support and assist all City staff with their recordkeeping obligations. Work included:

- Providing IM expertise and guidance on the Information Architecture of client SharePoint sites to assist with record compliance, information organization, search, reporting and usability;
- Supporting the increased demands of digital recordkeeping as many staff continue to work from home and many business areas continue to move from physical to digital records; and
- Assessing information-related operational impacts and staff resource requirements stemming from the report considered by Council on November 9, 2022, titled, "[Update on the Ottawa Light Rail Transit Public Inquiry and Recommended Next Steps](#)." The report contained recommendations related to statutory obligations for recordkeeping and the municipality's "duty to document," as described below.

As discussed in Document 6, the City currently uses three recordkeeping systems. Two of the applications, Records Management System (RMS) for physical records and Business Information Management System (BIMS) for electronic records, are being replaced simultaneously, with this work continuing in 2023. The IM Annual Report also identifies a number of resourcing risks, discusses how these risks have been documented, and details how they are expected to impact operations, statutory compliance and strategic initiatives.

Recommended amendments to the Records Retention and Disposition By-law (By-law No. 2021-183), as amended

Section 255 of the *Municipal Act, 2001* provides that a municipality may establish retention periods during which the records of the municipality must be retained and preserved. In general, a record of the municipality may be destroyed if a retention period for the record has been established and the retention period has expired. The records retention and disposition component of the City's *Records Retention and Disposition By-law* (By-law No. 2021-183), "Schedule "A", is revised on a regular basis.

Schedule "A" includes a timetable that plans the life of a record from the time of its creation, through its maintenance stages as an active record (stored either on-site or electronically), to an inactive record (stored either off-site or electronically), to its final disposition through destruction or permanent retention. The records retention and disposition schedule is aligned with the Corporate Records Classification Scheme (CRCS). City departments are required to classify their official business records according to the CRCS.

Both the schedule and the classification scheme require ongoing review and modification to accommodate changes in legislation, user needs and program changes. As a result of such routine business developments, modifications to the records retention and disposition schedule are identified by the Office of the City Clerk in the course of the IM service delivery with clients and are brought forward to Council on a regular basis for approval. This process ensures that the City's records management framework reflects the organization and the types of official business records the City creates and needs to retain.

Staff recommend that Council approve the amendments to Schedule "A" of the *Records Retention and Disposition By-law* as outlined in this report and set out in Documents 7 and 8.

Progress update on responding to Council direction regarding information management further to the Ottawa Light Rail Transit Public Inquiry

On November 9, 2022, Council considered the report titled, "[Update on the Ottawa Light Rail Transit Public Inquiry and Recommended Next Steps](#)," and approved the following recommendations related to City recordkeeping practices:

- 2. Direct the City Clerk to undertake the following with respect to amending the Records Management Policy and associated policies, procedures and practices, and provide updates in the 2022-2026 Governance Review report on the approach the Clerk will take to:**
 - a. Establish a process to develop measures to ensure that Information Management and routine and active disclosure are considered at the start of, during and at the close of all major City projects through measures such as project-specific document management architecture, staff training, clear obligations and accountabilities for recordkeeping and public disclosure when external contractors are used, and having access to a dedicated Information Management resource, as described in this report; and**
 - b. Consult with the Information and Privacy Commissioner of Ontario and work with Information Technology Services as part of a process to establish clear guidelines and processes with respect to temporary records, including transitory records created on instant messaging and social media platforms related to City business, for both staff and elected officials and on both personal and corporate devices and accounts, as described in**

this report

The [2022-2026 Council Governance Review](#) report considered by Council on December 7, 2022, advised that, “the City Clerk **intends to provide a progress update on addressing the above-noted direction by way of the Office of the City Clerk’s Annual Report**, which is traditionally considered by the Finance and Economic Development Committee and City Council in Q2 of each year. **The update will also identify any resource requirements necessary to address Council’s direction**” [emphasis added].

As such, the City Clerk can provide the following updates regarding work undertaken to address Council’s direction further to the approved recommendations set out above:

- **Regarding Recommendation 2(a):** As noted in Document 6, the IM Branch is working to further incorporate recordkeeping processes into policies and processes across the City. This work includes as follows:
 - Recordkeeping requirements were formally included in the Corporate Administrative Policy Framework. This framework establishes processes to ensure that corporate policies and procedures are developed and documented in a consistent manner within City operations.
 - SharePoint site templates have been developed to improve recordkeeping practices.
 - Staff developed an action plan to review, assess and implement specific matters raised for consideration in the public inquiry staff report.
 - Staff have completed an environmental scan on best practices for developing online IM training in the Canadian municipalities, universities, school boards and hospitals sector.

It is anticipated that a number of measures to ensure that information management and routine and active disclosure are considered throughout major City projects will be implemented through an ongoing review of the City’s Business Case and Project Management Policy, and Project Management Framework. This review is led by the Finance and Corporate Services Department, which has established a working group for the review. Staff from the IM Branch and ATIP Office are among members of the working group, and will ensure that information management practices and routine disclosure and active dissemination are embedded in the project planning and management process. It is anticipated that the review of the Business Case and Project Management Policy and Framework will be completed by Q4 2023. On December 14, 2022, Council considered Motion No. 2022 – 04/19, which among other things directed the Acting Chief Financial Officer to bring the proposed amendments to the

Business Case and Project Management Policy and Project Management Framework to the Finance and Economic Development Committee (now the Finance and Corporate Services Committee) and Council for consideration and approval.

- **Regarding Recommendation 2(b):** On January 20, 2023, the City Clerk issued a letter to the Information and Privacy Commissioner of Ontario (IPC), Patricia Kosseim. The letter sought guidance with respect to transitory records created on instant messaging and social media platforms related to City of Ottawa business, including those created by City staff and elected officials. On March 15, 2023, a Policy Analyst with the IPC responded with a letter that provided a number of publicly available resources and orders issued by the IPC.

While a preliminary review of materials provided by the IPC suggests that the information provided is consistent with previous IPC guidance and messaging already incorporated in existing City practices, staff will assess opportunities to enhance training, policies and procedures with respect to temporary records, working with Information Technology Services as required. For example, it is anticipated that matters relating to temporary and transitory records will be addressed in the proposed new Elected Officials' Records Management Policy described later in this report.

A working group on instant messaging applications, composed of ITS Technology Security, ITS Technology Solutions, Legal Services, ATIP and Information Management, was struck in Q1 2023. This team will develop a coordinated approach that will be risk-informed and follow IPC best practice. Updates regarding the implementation of any new measures will be provided to Council in the Office of the City Clerk 2023 Annual Report.

Recommended addition of two temporary Full-time Equivalent positions (FTEs) to support departments and respond to increasing information management needs

As noted in previous annual reports, new applications and technology are constantly appearing across the organization. While these new tools may assist with business requirements and provide an opportunity to improve governance and findability, they also create additional challenges for staff who must ensure the City continues to meet its statutory and legal obligations to keep records. The increased reliance on technology and the resulting challenges result in a growing need for the IM Branch to support City staff and departments in matters such as:

- Providing ongoing reviews, recommendations and guidance regarding appropriate information management processes;

- Identifying and mitigating information governance risks associated with new applications and technology;
- Addressing “duty to document” requirements and access to information obligations, particularly with more staff working from home in a virtual environment; and
- Properly managing electronic records stored in multiple systems.

As noted above, Council has also directed staff to develop additional measures to improve information management and routine disclosure on major City projects, further to gaps and potential for process improvements identified through the process of responding to the Ottawa Light Rail Public Inquiry.

To address the ongoing challenges and other work required to meet recordkeeping requirements, staff recommend Council approve the addition of two temporary Full-time Equivalent positions (FTEs) for the IM Branch. The additional FTEs (Solutions Analysts or similar positions) would support the City’s ongoing legislative obligations to maintain records, along with the organization’s growing demand for diverse recordkeeping support, including proper management of electronic records stored in multiple systems. If this recommendation is approved, the temporary resources required to respond to increased information management needs in 2023 would be funded from savings within the existing budget. Staff anticipate including a pressure as part of the 2024 Budget that would make these two positions permanent.

5. 2022 Report on MFIPPA (Document 9)

The ATIP Office completed 775 statutory access to information requests in 2022, up from 625 requests in 2021 and 511 requests in 2020. This includes as follows:

- 765 requests under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA); and
- 10 requests for personal health information under the *Personal Health Information Protection Act, 2004* (PHIPA), which establishes rules for the collection, use and disclosure of personal health information for Health Information Custodians (e.g. Ottawa Public Health, Paramedic Services, and Long Term Care) operating within the Province of Ontario. It should also be noted that the Ottawa Paramedic Service processed 650 requests for personal health information in 2022, while Long Term Care processed 11 requests for personal health information.

A summary of the ATIP Office statistics is provided in Document 9. It is based on data included in the City of Ottawa's 2022 annual statistical reporting to the IPC, which was submitted on February 22, 2023, in accordance with statutory provisions. Document 9 also includes information relating to personal health information privacy breaches that must also be submitted in an annual report to the IPC.

2022 operational summary

Following Council's approval of the Office of the City Clerk 2020 Annual Report, the ATIP Office established two temporary Privacy Analyst positions to advance the safeguarding of residents' privacy by protecting the sensitive personal information in the City's care.

As part of the 2022 Budget, one of those temporary positions was made permanent through a corresponding reduction in the Office of the City Clerk's non-compensation budget, such that there was no financial pressure to the City's overall budget.

As such, there is now one FTE dedicated to supporting the City of Ottawa's legislative obligations related to privacy, including investigating privacy breaches and complaints regarding the misuse of personal information; reviewing and making recommendations regarding the privacy impact of new and existing City services, programs, systems and technologies; and providing training and guidance to City staff.

The Office of the City Clerk recognizes the need for additional, permanent privacy positions to support the City's statutory obligation to handle personal information according to the responsibilities and requirements set out under MFIPPA and PHIPA. In particular, there has been a noticeable increase in privacy complaints and a growing demand for Privacy Impact Assessments, as departments continue to modernize services and introduce new technologies that use, disclose and/or retain personal information. The Office of the City Clerk will continue to monitor this growing area and will consider making a recommendation for additional permanent FTEs to support the City's privacy obligations.

6. Report on the City Clerk's exercise of delegated authority in 2022 as the "Head" of the municipality under the *Ombudsman Act*

In January 2016, the Ontario Ombudsman received a mandate to investigate decisions made by municipalities and to make recommendations to assist municipalities in improving their processes based on the findings.

The *Ombudsman Act* provides for a municipality to designate a “head of a public sector body that is a municipality,” for the purposes of the Act. Under the legislation, this “Head” largely acts in an administrative role as a point of contact between the Ontario Ombudsman’s Office and the municipality.

On November 9, 2016, Council considered the [2014-2018 Mid-term Governance Review](#) report and approved delegating to the City Clerk and Solicitor the powers and duties as “head of a public sector body that is a municipality” for the purposes of the *Ombudsman Act*. This delegated authority remains with the City Clerk following the division of the former Office of the City Clerk and Solicitor. Under [Schedule “C”](#) of the *Delegation of Authority By-law*, the City Clerk is required to report on the exercise of the delegated authority to the appropriate Standing Committee at least once in each calendar year.

In 2022, the City Clerk had regular contact with the Ontario Ombudsman’s Office in the largely administrative capacity as “Head.” Most of this contact occurred, and continues to occur, as described in previous annual reports to Council. Specifically, the Ombudsman’s Office contacts the City Clerk upon receiving a complaint and requests details regarding steps that were taken by the City to provide service and/or address an issue through the City’s internal complaint process before the matter reached the Ombudsman. Accordingly, the Clerk provides background and documentation relating to the matter or directs the Ombudsman’s Office to the appropriate City staff contact who has the relevant information. This approach has been successful in assisting the Ombudsman’s Office with its inquiries and ensuring the Ombudsman is aware of the City’s service delivery, responsiveness and attempts to address any issues at the local level through the complaint process.

The City of Ottawa is the largest municipality under the Ontario Ombudsman’s mandate. The Ombudsman does not investigate complaints about matters within the jurisdiction of the City of Toronto’s Ombudsman. The Ontario Ombudsman’s [2021-2022 Annual Report](#) notes that the Ombudsman’s Office received 157 “cases,” or complaints related to the City of Ottawa in 2021-2022¹. None of these cases resulted in a formal investigation by the Ombudsman’s Office.

The City has not been subject to a formal investigation by the Ombudsman’s Office since the Office received its mandate to oversee municipalities in 2016.

¹ The five Ontario municipalities with the highest case volume were Toronto (307 cases – however, the Ontario Ombudsman does not investigate complaints about matters within the mandate of the Toronto Ombudsman), Ottawa (157 cases), Hamilton (82 cases), Peel Region (75 cases) and Port Colborne (66 cases).

OTHER INFORMATION AND UPDATES

1. Recommendation to address matters related to an organizational review of the Committee of Adjustment

Subsection 44(1) of the *Planning Act* provides for Council to “constitute and appoint a committee of adjustment for the municipality composed of such persons, not fewer than three, as the council considers advisable.” Subsection 45(1) of the *Planning Act* provides that the powers of the committee include as follows [emphasis added]:

“The committee of adjustment, upon the application of the owner of any land, building or structure affected by any by-law that is passed under section 34 [zoning by-laws] or 38 [interim control by-law], or a predecessor of such sections, or any person authorized in writing by the owner, **may, despite any other Act, authorize such minor variance from the provisions of the by-law, in respect of the land, building or structure or the use thereof**, as in its opinion is desirable for the appropriate development or use of the land, building or structure, if in the opinion of the committee the general intent and purpose of the by-law and of the official plan, if any, are maintained.”

A Committee of Adjustment is subject to various provisions under the *Planning Act* relating to matters such as the appointment of a Secretary-Treasurer, the engagement of employees and consultants, and rules of procedure.

On September 12, 2001, City Council considered the report titled, [“Committee of Adjustment – Structure and Organization – Implementation Plan,”](#) and approved a 15-member Committee of Adjustment for the amalgamated City of Ottawa. As noted in subsequent Governance Review reports, the Committee of Adjustment is considered to be a “local board” of the City under provisions of the *Municipal Act, 2001*.

On January 30, 2023, the Committee of Adjustment issued an email to Members of Council that provided a report regarding an [organizational review](#) of the Committee conducted by KPMG LLP. Members were also provided with a transmittal letter sent on behalf of the Committee’s Chair. The transmittal letter noted that the KPMG report was, “The first comprehensive review of the Committee of Adjustment by outside experts since its creation more than two decades ago,” and that the Committee “is eager to follow-up on the review’s recommendations and will work with City officials and other partners on their implementation.”

The report contains 17 recommendations “to improve the organizational resilience” of the Committee of Adjustment. The recommendations fall under the broad categories of “services and processes,” “organization and governance,” “people and culture,” “public hearings,” and “information and technology.”

As described below, the City Clerk recommends that staff be directed to review the KPMG recommendations and related matters, in consultation with the Committee of Adjustment's Secretary-Treasurer, and bring forward any proposed changes to the Committee of Adjustment's structure, governance and administration as part of the 2022-2026 Mid-term Governance Review process.

In addition, staff have taken preliminary steps towards addressing part of one of KPMG's recommendations that directly involves the Office of the City Clerk, as noted below.

Formalizing the relationship between the City Clerk and the Committee of Adjustment's Secretary-Treasurer

With respect to the Committee of Adjustment's administration, Subsection 44(8) of the *Planning Act* requires the Committee to appoint a Secretary-Treasurer who has various statutory responsibilities. On December 9, 2020, Council considered the [2018-2022 Mid-term Governance Review report](#) and approved that the Committee's Secretary-Treasurer will report to the City Clerk for administrative matters (i.e., transactional and human resources matters, such as vacation leave and mileage claims). This is considered to be a "dotted-line" relationship through which matters are addressed in accordance with the terms and conditions of employment as determined between the Committee and the Secretary-Treasurer.

The KPMG report noted that the above-noted "dotted-line" relationship and other key reporting relationships "work well" and recommended that the relationships "should be formalized/documented in publicly available terms of reference." As a preliminary step toward addressing this recommendation, the Office of the City Clerk, in consultation with operational staff, developed a Roles and Responsibilities document that formalizes the City Clerk's role with respect to the human resources and financial matters associated with the Secretary-Treasurer. Some or all of the Roles and Responsibilities document may be incorporated in formal terms of reference for the Committee that would also address other key reporting relationships, as recommended by KPMG, should Council direct staff to address the organizational review through the 2022-2026 Mid-term Governance Review process.

Next steps to address KPMG recommendations and related matters

The City's biennial formal governance review process is the traditional opportunity for Council to approve any significant changes to the governance of a local board. As such, staff recommend Council provide direction for the KPMG report and related matters to be addressed through the 2022-2026 Mid-term Governance Review process. During the governance review's regular consultation process, Members of Council would have an opportunity to provide input regarding the Committee of Adjustment before any

recommendations are brought forward to the Finance and Corporate Services Committee and Council.

It is further recommended that Council direct staff to include other matters relating to the Committee of Adjustment in the governance review process. This would include any relevant legislative matters as well as a recent motion approved by the Planning and Housing Committee. Specifically, on February 15, 2023, the Planning and Housing Committee approved Motion No. 2023-3/2, as follows:

WHEREAS a significant portion of the City of Ottawa’s goals regarding growth is to be achieved through intensification;

WHEREAS the City’s Committee of Adjustment is an important venue to accommodate intensification, through its role in dealing with applications for minor variances, severances and consents;

WHEREAS it is important to ensure that the Committee of Adjustment process is transparent and comprehensible to all participants;

WHEREAS community associations have raised concerns about the transparency of the Committee of Adjustment process and the role of City Planning staff in support of the Committee of Adjustment process;

WHEREAS the Federation of Citizens Associations (FCA) has engaged with the Committee of Adjustment through participating in the recent KPMG operational review and through workshops on best practices at the Committee of Adjustment;

WHEREAS the FCA has developed recommendations to improve the Committee of Adjustment process;

THEREFORE BE IT RESOLVED that Planning & Housing Committee:

- 1. Refer the FCA document “Guidance for the City’s Committee of Adjustment” to the Committee of Adjustment and to the City’s Planning, Real Estate & Economic Development Department for their review and comment;**
- 2. Direct the Planning, Real Estate and Economic Development Department to report back to the Planning and Housing Committee with a summary by the end of Q3 2023.**

Staff believe including the referral and direction set out in Motion No. 2023-3/2 in the forthcoming Mid-term Governance Review process, along with the proposed review of the KPMG recommendations, would provide Council with an opportunity to consider a comprehensive range of matters relating to the Committee of Adjustment’s governance framework. It should be noted that some matters and processes raised in the KPMG

report may fall under the Committee of Adjustment's mandate to address as an independent statutory local board.

2. Developing a proposed Elected Officials' Records Management Policy

During the recent transition between terms of Council, staff developed guidance documents for retaining or disposing of records held by outgoing Members of Council. Staff also provided incoming Members with orientation that set out the application of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) on Members of Council. In an effort to formalize this guidance and establish clear recordkeeping obligations for Members and their staff, the Office of the City Clerk is developing a proposed Elected Officials' Records Management Policy, as noted in the [2022-2026 Council Governance Review](#) report.

Staff anticipate the proposed Elected Officials' Records Management Policy will address the application of MFIPPA to Members' records, the management of records during the term of Council and at the end of a term/time in office (including privacy and confidentiality considerations), and Members' access to City records in accordance with MFIPPA. Given that Councillors' records are not generally in the custody or under the control of the City, it is anticipated that there would be no expectation for Councillors to maintain their records as Official Business Records (e.g., saving emails in BIMS/SharePoint). That said, Members are expected to maintain records in a manner that provides for the appropriate response to any access to information requests under MFIPPA, legal matters, or other statutory requirements.

Staff anticipate bringing forward the policy for Committee and Council consideration through the 2022-2026 Mid-term Governance Review report, which would allow for any policy provisions relating to recordkeeping at the end of a Council term to be in place for 2026. The governance review consultation process will provide an opportunity for Members to give input and feedback regarding the proposed policy.

3. Monitoring matters that may be relevant to the Council-Staff Relations Policy

Section 270 of the *Municipal Act, 2001*, as amended by Bill 68, the *Modernizing Ontario's Municipal Legislation Act, 2017*, requires municipal Councils to adopt and maintain a policy with respect to, "The relationship between members of council and the officers and employees of the municipality."

On November 22, 2017, Council approved the Council-Staff Relations Policy as part of the implementation activities associated with Bill 68. The policy draws out the relevant elements of existing codes of conduct, workplace violence and harassment policies and

procedures, and the *Procedure By-law* (which provides an established protocol for Council-staff relations during Council and Committee meetings), in order to satisfy the requirement under Section 270.

On March 22, 2023, the City of Toronto's Integrity Commissioner issued a [report](#) relating to a Member of Council's "Tweets Criticizing City Staff." Toronto City Council considered the report at its meeting of March 29, 2023. Staff will review this report and any relevant matters that may arise. In consultation with the City of Ottawa's Integrity Commissioner, staff may bring forward any recommended updates to the Council-Staff Relations Policy as part of the 2022-2026 Mid-term Governance Review process.

4. Updating Council and Committee report writing guidance

On January 30, 2023, the City of Edmonton's Office of the City Auditor issued an [audit](#) of Council and Committee reports. The audit report recommendations included:

1. Strengthen Council and Committee report writing instructions to clarify the process and set clear writing standards for reports (e.g., reduce jargon and use an executive summary and attachments effectively).
2. Improve readability and fully support information in reports to Council and Council committees (e.g., use plain language, provide accurate information that can be validated, etc.).

The audit report noted that clear instructions for report writers "would have enhanced the quality of reports the Administration produces." In addition, the report stated that increased accuracy and readability of reports will provide Councillors and members of the public "with more understandable information for making decisions." The report was considered by the City of Edmonton's Audit Committee on February 13, 2023, and was received for information.

At the City of Ottawa, the Office of the City Clerk currently maintains a SharePoint site that provides information and guidance to report writers. Staff is also aware of an internal report writing manual that has not been updated since May of 2003. As demonstrated by the Edmonton audit, clear report writing instructions benefit Members of Council, members of the public and the City administration. Therefore, staff in the Office of the City Clerk will work with the City Manager's Office and Public Information and Media Relations to refresh the report writing manual and enhance information on the existing SharePoint page.

FINANCIAL IMPLICATIONS

The temporary resources required to respond to increased information management needs in 2023 will be funded from savings within the existing budget.

LEGAL IMPLICATIONS

There are no legal impediments to implementing the recommendations in this report.

COMMENTS BY THE WARD COUNCILLOR(S)

This is a citywide report.

CONSULTATION

As this is largely an administrative report that provides a summary of the actions and initiatives that occurred in the previous year, no consultation was undertaken. As noted in this report, any matters to be addressed through the 2022-2026 Mid-term Governance Review process will be subject to consultation with all Members of Council.

ACCESSIBILITY IMPACTS

Throughout the pandemic and several emergency events, the City has remained committed to meeting its obligations under the Ontario Human Rights Code and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The Corporate Accessibility Office monitors compliance and the City Clerk submits the Corporate AODA Compliance Report to the Province on a bi-annual basis. This includes 87 legislatively mandated Integrated Accessibility Standards Regulation (IASR) clauses of the AODA that apply to the City of Ottawa, 43 additional clauses for which the City follows the spirit and intent, and Council-approved accessibility direction.

The Corporate Accessibility Office provides advice on and monitors matters of accessibility and disability. The Office leads the corporate-wide commitment to providing equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, facilities and information. This commitment extends to residents, visitors and employees with visible or non-visible disabilities.

In 2022, the Corporate Accessibility Office delivered on important projects, including those in the City of Ottawa Municipal Accessibility Plan (COMAP), which establishes the City's accessibility priorities until 2025. The Office continues to support the Office of Emergency Management and Ottawa Public Health in responding to emergency-related situations, which includes the provision of sign language interpretation for all emergency-related media availabilities. The Accessibility Office continued its work in leading accessibility across the corporation, including but not limited to partnership development at the municipal, provincial and federal levels; continued consultation with disability stakeholders; supported accessibility in City programs, projects and services; promoted accessibility in the 2022 Municipal Elections; and delivered AODA training at the staff and management level.

Additionally, the Office of the City Clerk coordinates the City's Accessibility Advisory Committee (AAC), which continued to meet virtually in 2022. The City of Ottawa was one of the first municipalities in Ontario to arrange for accessible virtual meetings of its AAC. The Committee has requested that meetings include American Sign Language interpretation as a standard offering, which continues to be arranged by staff to increase accessibility. Other disability accommodations are actively offered and made available upon request.

More information on the activities of the Corporate Accessibility Office and accessibility initiatives across the Corporation will be found in the forthcoming City of Ottawa Municipal Accessibility Plan – Annual Update (2023).

DELEGATION OF AUTHORITY IMPLICATIONS

The Office of the City Clerk's delegated authority is set out in Schedule "C" of the *Delegation of Authority By-law* and includes certain mandatory reporting requirements as referenced in this report. This report fulfills reporting requirements under the by-law. This report is also in keeping with requirements under the Council-approved Delegation of Powers Policy, which provides guidance regarding the scope of powers and duties that Council may delegate under its legislative and administrative authority and establishes principles governing such delegation.

SUPPORTING DOCUMENTATION

Document 1 – 2022 Report on the Archives

Document 2 – 2022 Report on the Elections Office – English version

Document 3 – 2022 Report on the Elections Office – French version

Document 4 – 2022 Report on French Language Services – French version

Document 5 – 2022 Report on French Language Services – English version

Document 6 – 2022 Report on Information Management

Document 7 – Draft revised Schedule "A" of the *Records Retention and Disposition By-law*

Document 8 – Changes made to Schedule "A" of the *Records Retention and Disposition By-law*

Document 9 – 2022 Report on MFIPPA

DISPOSITION

Staff will undertake planned initiatives as set out in this report and pursuant to any Council direction.