

Subject: Office of the City Clerk 2025 Annual Report

File Number: ACS2026-OCC-GEN-0003

Report to Finance and Corporate Services Committee on 7 April 2026

and Council 22 April 2026

Submitted on March 24, 2026 by Caitlin Salter MacDonald, City Clerk

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Ward: Citywide

Objet : Rapport annuel 2025 du Bureau du greffe municipal

Numéro de dossier : ACS2026-OCC-GEN-0003

Rapport présenté au Comité des finances et des services organisationnels

Rapport soumis le 7 avril 2026

et au Conseil le 22 avril 2026

Soumis le 2026-03-24 par Caitlin Salter MacDonald, greffière municipale

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REPORT RECOMMENDATION(S)

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

- 1. Receive this report;**
- 2. Approve amendments to the Archives' user fees and charges as described
in this report and in Document 2;**

3. Approve amendments to By-law No. 2003-21 respecting the use of languages in notices, forms, and other information provided for municipal elections in accordance with sections 9 and 9.1 of the *Municipal Elections Act, 1996*, to permit the use of additional languages other than English and French, as described in this report and in Document 3; and
4. Approve amendments to Schedule “A” of the *Records Retention and Disposition By-law* as described in this report and in Documents 5 and 6.

RECOMMANDATION(S) DU RAPPORT

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

1. de prendre connaissance du présent rapport;
2. d’approuver les modifications apportées aux droits et redevances d’utilisation des Archives comme cela est décrit dans le présent rapport et le document 2;
3. d’approuver des modifications du Règlement no 2003-21 concernant l’usage des langues dans les avis, les formules et les autres renseignements prévus pour les élections municipales conformément aux articles 9 et 9.1 de la *Loi de 1996 sur les élections municipales*, afin de permettre l’usage d’autres langues en plus de l’anglais et du français, comme il est décrit dans le présent rapport et dans le document 3;
4. d’approuver les modifications apportées à l’annexe « A » du *Règlement sur la conservation et le déclassé des dossiers* comme cela est décrit dans le présent rapport, ainsi que les documents 5 et 6.

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 access to information and privacy, accessibility, the Council-approved Accountability Framework, archives, Council and Committee meetings, elections, French language services, information management and municipal governance.

The Office of the City Clerk 2025 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](#).

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

- 2025 Report on the Archives (Document 1), including “housekeeping” amendments to Archives’ user fees and charges to address minor gaps in the current user fee and charge structure (Document 2)
- 2025 Report on Council and Committee Services
- 2025 Report on the Elections Office (Document 3), including proposed amendments to By-law No. 2003-21 respecting the use of languages in notices, forms, and other information provided for municipal elections, in accordance with legislative requirements, to permit the use of additional languages other than English and French
- 2025 Report on the Information Management Branch (Document 4), including proposed routine amendments to Schedule “A” of the *Records Retention and Disposition By-law* (Documents 5 and 6)
- 2025 Report on MFIPPA (Document 7)
- Report on the City Clerk’s exercise of delegated authority in 2025 as “head” of the municipality for the purposes of the *Ombudsman Act*

It should be noted that the Office of the City Clerk’s 2025 Report on French Language Services will also be considered at the Finance and Corporate Services Committee meeting of April 7, 2026.

RÉSUMÉ

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

Le rapport annuel 2025 du Bureau du greffe 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](#).

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

- Le rapport de 2025 sur les Archives (document 1), y compris des modifications « d'ordre administratif » des droits et redevances d'utilisation des Archives afin de combler des lacunes mineures dans le barème actuel des droits et redevances d'utilisation des Archives (document 2)
- Le rapport de 2025 sur les Services au Conseil municipal et aux comités
- Le rapport de 2025 sur le Bureau des élections (document 3), y compris les modifications proposées du Règlement n° 2003-21 concernant l'usage des langues dans les avis, les formules et autres renseignements prévus pour les élections municipales conformément aux exigences législatives, afin de permettre l'usage d'autres langues en plus de l'anglais et du français
- Le rapport de 2025 sur la Direction de la gestion de l'information (document 4), y compris les modifications de routine proposées à l'annexe « A » du *Règlement sur la conservation et le déclassé des dossiers* (documents 5 et 6)
- Le rapport de 2025 sur la LAIMPVP (document 7)
- Le rapport sur l'exercice des pouvoirs délégués de la greffière municipale en 2025 à titre de « cheffe » de la municipalité aux fins de la *Loi sur l'ombudsman*

Il est à noter que le rapport de 2025 du Bureau du greffe municipal sur les Services en français sera également examiné à la réunion du Comité des finances et des services organisationnels le 7 avril 2026.

BACKGROUND

The City Clerk is a mandatory statutory officer appointed by City Council under Section 228 of the *Municipal Act, 2001*. The legislation 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 *Municipal Act, 2001*, 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 access to information and privacy, accessibility, the Council-approved Accountability Framework, archives, Council and committee meetings, elections, French language services, information management and municipal governance.

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

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

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. 2025 Report on the Archives (Document 1), including proposed amendments to the Archives' user fees and charges (Document 2)
2. 2025 Report on Council and Committee Services
3. 2025 Report on the Elections Office, including proposed amendments to By-law No. 2003-21 respecting the use of languages in notices, forms, and other information provided for municipal elections in accordance with sections 9 and 9.1 of the *Municipal Elections Act, 1996*, to permit the use of languages other than English and French (Document 3)
4. 2025 Report on the Information Management Branch (Document 4), including proposed amendments to Schedule "A" of the *Records Retention and Disposition By-law* (Documents 5 and 6)
5. 2025 Report on MFIPPA (Document 7)

6. Report on the City Clerk's exercise of delegated authority in 2025 as "head" of the municipality for the purposes of the *Ombudsman Act*

Additional information regarding each report and any relevant recommendation is below. It should be noted that the Office of the City Clerk's 2025 Report on French Language Services will also be considered at the Finance and Corporate Services Committee meeting of April 7, 2026.

- 1. 2025 Report on the Archives (Document 1) and recommended amendments to the Archives' user fees and charges (Document 2)**

The Archives Branch receives its mandate and authority from City Council to oversee the City's responsibilities under sections 253 and 254 of the *Municipal Act, 2001* to preserve and provide access to its records. The Archives also collaborates with the Information Management Branch in delivering the City's requirements under Section 255 of the *Municipal Act, 2001* with respect to the retention periods and the destruction of records without archival value. Archives staff assist Council and City staff in all departments by locating and making available documents necessary for informed decision making.

In addition, the Archives fulfills its secondary mandate to document the lives of the city of Ottawa's residents, the activities of businesses and other organizations, and their contributions to the community. It also supports Ottawa's diverse communities in managing their own archival records. In this capacity, Archives staff provide professional guidance on archival matters to historical societies, cultural groups, families and individuals. This work also involves selectively acquiring community records to ensure the survival of such documentation, which increases the awareness of the city's rich heritage through research, interpretation and promotion.

In 2025, the Archives' activities included as follows, as further described in Document 1:

- Completing the procurement of a replacement Collections Management System used to catalogue the City's community archival collections as well as certain City records that were transferred directly, repatriated or recovered by the Archives Branch. The replacement will enable the branch to continue to efficiently manage this inventory of archival records and make the catalogue available to City staff and public researchers. The new fully accessible system will provide a modern search interface for improved discoverability of archival records in the branch's custody. It is expected to go live by mid-2026.
- Renovating the vault at the Rideau Archives in North Gower to replace and modernize original shelving that had reached end of life. With professional conservation-grade shelving in place, the facility's life has been extended, allowing for the continued long-term preservation of the area's archival records.

- Developing several thematic research guides and tools to enhance access to collections and local history resources. The Archives also undertook descriptive work to improve the existing arrangement of collections within the archival database and enhance accuracy, consistency and discoverability.
- Exhibit and outreach displays such as Cultivating Community (Barbara Ann Scott Gallery) and Made to Last (Rideau Archives). The Archives Exhibit and Outreach Program also presented The City Through a Modern Lens Exhibit by Merivale High School (Gallery 112), Our Story of Origin by the City for All Women Initiative (Gallery 112) and featured archival displays including the Franco-Ontarian Journey in Ottawa photo display, Gabriela Dabrowski Key to the City display and the Black History Month display. These exhibits reflect a commitment to inclusive representation through collaborations with Indigenous partners, women, youth, and Ottawa's diverse cultural communities.

The Archives also received the Archives Association of Ontario's Institutional Award for its work on the Tapestry initiative to engage with and build meaningful relationships with diverse communities in Ottawa.

Annual reporting requirements

Subsection 10(2) of [Schedule "C"](#) within the *Delegation of Authority By-law* requires that a report be made to the appropriate standing committee regarding agreements related to the long-term deposit of library and archival materials in the City Archives. Document 1 includes information regarding the exercise of this delegated authority.

Proposed amendments to the Archives' user fees and charges

The City of Ottawa's User Fees and Charges Policy provides that the City collects user fees to recover full or partial costs when it is determined that a service provides a direct benefit to specific individuals, groups of individuals or organizations, beyond the benefit provided to the general public. The policy includes steps departments must take to obtain approval for new user fees or for adjustments to current fees, including a requirement for certain proposed changes to be submitted in a report to the relevant committee for approval by Council, followed by an update to the corresponding user fee by-law.

In accordance with the policy, staff recommend four "housekeeping" amendments to Archives' user fees and charges that would address some minor gaps in the current user fee and charge structure, as set out in Document 2. This includes deleting the fee for an unused service; clarifying that File Transfer Protocol service is free; adding a new discount for high volume digital scan requests; and including a "market rate" fee for audio-visual conversion. If Council approves the report recommendation, staff will undertake the required steps to update the user fees.

2. 2025 Report on Council and Committee Services

Council and Committee Services supports the legislative function, including meeting coordination for City Council, standing committees and advisory committees. The team prepares all meeting agendas and minutes, provides support to the Chair and committee members, and ensures meetings are accessible.

Council and Committee Services supported the following meeting-related activities in 2025:

- More than 81 hours of Council meetings, which included a total of 455 items.
- 324 hours of standing committee meetings, which included 588 delegations.
- Approximately 25 hours of advisory committee meetings, which included 56 items.
- The Election Compliance Audit Committee met twice and the City of Ottawa Superannuation Fund board met four times.
- A total of seven joint standing committees occurred on matters of shared jurisdiction and significance, with a total of 114 delegations.

In addition, Council and Committee Services assisted in the formulation of mid-term updates of Council work plans for the French Language Services Advisory Committee and Accessibility Advisory Committee. The mid-term public member recruitment drive began in Q4 2024 and concluded in Q1 2025.

Committee updates and related matters

Through consideration of the [2022-2026 Mid-term Governance Review](#) report on January 29, 2025, Council approved the standing committee structure for the remainder of the term, including the renaming of the Public Works and Infrastructure Committee (former Transportation Committee) and Transit Committee (former Transit Commission), and updating the Transit Committee's mandate to incorporate that of the former Light-Rail Sub-Committee.

As directed through Council's approval of report recommendations, certain committee terms of reference were updated. Revisions were submitted in draft form to the [Agriculture and Rural Affairs Committee](#) (ARAC) and [Finance and Corporate Services Committee](#) (FCSC) for recommendation to Council, as follows:

- Amendments to ARAC's mandate were intended to address commitments arising out of the Rural Summit and provide added clarity to elected officials, staff and the public on matters within ARAC's mandate. Council approved the revised ARAC terms of reference on July 23, 2025. During consideration of the revised Terms of Reference at the ARAC meeting of July 3, 2025, staff received direction, "That resources and ongoing training be provided to departments to

support staff in identifying reports and matters that have significant or distinct rural implications that should be considered by the Agriculture and Rural Affairs Committee.” Implementation continues in 2026.

- On June 3, 2025, FCSC considered amendments to its terms of reference that reflected the committee’s responsibility to review and make recommendations to Council on all matters and reports associated with all current and future Long Range Financial Plans; responsibility to review and approve finance-related reports from other City departments; and FCSC’s formalized role with respect to cybersecurity. Council approved the revised FCSC terms of reference on June 11, 2025.

Under Part 5, Recommendation 4 of the Mid-term Governance Review report, Council delegated to the City Clerk authority to implement changes to all related processes, procedures, policies and terms of reference, and to bring forward by-laws as required to implement Council’s decisions further to the approval of the report and to reflect the current organizational alignment. Further to this recommendation and the authority conferred to the City Clerk under Subsection 1(2) of [Schedule “C”](#) within the *Delegation of Authority By-law* (By-law No. 2025-69), the revised terms of reference reflecting changes approved by Council through the mid-term governance review, as well as other minor and associated changes, were finalized and posted to ottawa.ca, as noted in the City Clerk’s [memorandum to Council of October 27, 2025](#). Terms of reference were updated for the following committees:

- Community Services Committee
- Environment and Climate Change Committee
- Planning and Housing Committee
- Public Works and Infrastructure Committee
- Transit Committee
- Community Safety and Well-Being Advisory Committee
- Planning Advisory Committee

Procedures relating to registration and communication with delegations

During consideration of the 2022-2026 Mid-term Governance Review report, the City Clerk received direction to:

1. review procedures around the registration and communication with delegations to make public delegation as predictable as possible and better facilitate and support equitable access to members of the public who wish to be heard by their representatives at committee; and

2. review as part of the next governance review process any amendments to the *Procedure By-law* that would be beneficial to improve this process.

Further to this direction, Council and Committee Services reviewed procedures around registration and communication with delegations and piloted a new approach for items that garnered significant delegation registrations. Examples include:

- Joint meeting of the Emergency Preparedness and Protective Services Committee and Public Works and Infrastructure Committee – [Feasibility Assessment – Vulnerable Social Infrastructure By-law](#) – May 15-16, 2025 (40 delegations)
- Agriculture and Rural Affairs Committee – [Municipal Support Resolution for the South March BESS Project](#) – June 5, 2025 (63 delegations)
- Public Works and Infrastructure Committee – [Transportation Master Plan – Part 2](#) – June 26, 2025 (10 delegations)
- Finance and Corporate Services Committee – [2025 Lansdowne Annual Report](#) – October 29, 2025 (54 delegations)

The new practice was successfully piloted and will continue for items garnering significant delegate interest. The practice includes as follows:

- Committee Coordinator receives delegation requests up to one hour prior to the meeting and sends an acknowledgment confirming the item for which the delegate registered.
- Chairs and Vice-Chairs receive a preliminary speakers list, generally the day prior to the meeting. A draft and final delegate list is provided to Council and staff in advance via SharePoint.
- All delegates receive an email with the entire final public speakers list approximately 45 minutes prior to the meeting, confirming their position on the list. This email also includes information on accessing the meeting room and Zoom participation details and login information for those wishing to present remotely.
- At the time of registration, delegations will also be reminded of the ability to delegate or submit comments in both official languages and how to request simultaneous interpretation.

In keeping with the second part of the above-noted direction, a review will occur as part of the 2026-2030 Governance Review on any necessary amendments to the *Procedure By-law*.

Council meeting open data project update

Through consideration of the [2022-2026 Council Governance Review](#) report, City Council approved a recommendation “that City Council meeting and voting records shall be made available through the City of Ottawa open data catalogue, as described in this report” (Part I, Recommendation 21).

The Office of the City Clerk has worked with Information Technology Services with the aim of providing Council meeting attendance and voting records as open data. In December 2025, attendance data for City Council meetings was made available on Open Ottawa. Staff anticipate the release of open data voting records on Open Ottawa will begin in the next term of Council.

3. 2025 Report on the Elections Office (Document 3), including recommended amendments to By-law No. 2003-21

As described in Document 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* (MEA). This includes executing associated deliverables as required throughout the four-year election cycle (before, during, and after voting events) in accordance with the MEA.

In 2025, the Elections Office administered the 2025 Osgoode By-election, closed out remaining deliverables from the 2022 Municipal Elections, and continued preparations and planning for the 2026 Municipal Elections, as described below.

2025 Osgoode By-election

On February 27, 2025, former Councillor George Darouze was elected as Member of Provincial Parliament for the riding of Carleton. On March 14, 2025, George Darouze provided the City Clerk with written notice of his resignation as City Councillor of Ward 20 (Osgoode), effective end of day March 14, 2025, pursuant to Subsection 260(1) of the [Municipal Act, 2001](#).

On March 26, 2025, City Council considered the report titled, “[Ward 20 \(Osgoode\) Vacancy Options](#),” which outlined City Council’s obligations under the MEA and the manners by which the vacancy could be filled. Following consideration of the report, Council declared the Ward 20 (Osgoode) Office vacant and enacted a by-law requiring a by-election.

The 2025 Osgoode By-election took place on June 16, 2025. Document 3 includes detailed information regarding the by-election.

Following the certification of [results](#) by the City Clerk on June 17, 2025, Candidate Isabelle Skalski was elected to the Office of City Councillor, Ward 20 (Osgoode) for the remainder of the 2022-2026 Term of Council.

In the 2025 Osgoode By-election, 6,223 of 25,742 eligible electors cast their ballot for a turn out of 24.17 per cent.

Contribution Rebate Program

Section 88.11 of the MEA provides that a municipality may pass a by-law to allow for the payment of rebates to individuals who contribute to candidates for the Office of Mayor or City Councillor and may establish conditions under which such a rebate is paid.

Six candidates registered to participate in the Contribution Rebate Program for the 2025 Osgoode By-election. Following the financial statement filing deadline on September 2, 2025, three candidates were in compliance with the *Contribution Rebate Program By-law* ([By-law No. 2022-76](#)). Three candidates did not meet the requirements of the by-law as they filed a financial statement without an auditor's report and/or auditor's statement attached as is required by the by-law.

Contributors are required to submit their contribution rebate applications by May 4, 2026. It is anticipated that rebates related to the 2025 Osgoode By-election will be issued to eligible contributors by July 2026.

Cost of the 2025 Osgoode By-election

At the writing of this report, the cost of the 2025 Osgoode By-election is approximately \$406,191. Pending the issuance of contribution rebates, the total cost is not anticipated to exceed \$410,000, as described in Document 3 of this report. Funding for municipal elections comes from the Tax Stabilization Reserve, which is the primary fund for elections.

Close out of remaining deliverables from the 2022 Municipal Elections

All matters relating to the 2022 Municipal Elections were closed out in 2025, namely outstanding matters relating to election compliance audits and the Contribution Rebate Program, as described in Document 3. All rebates to eligible contributors from the 2022 Municipal Elections have now been issued.

Preparations for the 2026 Municipal Elections

In 2025, the Elections Office continued preparations and planning for the 2026 Municipal Elections that will take place on October 26, 2026.

As further described in staff's report to City Council on March 11, 2026, titled "[Update on the 2026 Municipal Elections and amendments to election-related by-laws](#)," preparations included but were not limited to procuring a vote tabulation system; reviewing voting methods for the 2026 Municipal Elections; revising the election worker training model; and developing communication and outreach strategies for the upcoming election.

In addition, and as described in the above-noted report, following Council's approval of the City's [Anti-Racism Strategy](#), the Elections Office reviewed the feasibility and cost of offering multilingual election-related communication materials and voting tools, and will pilot the use of the following multilingual products for the 2026 Municipal Elections in Arabic, Spanish, and Simplified Chinese, in addition to English and French:

- Multilingual "Municipal Elections Guide."
- Multilingual voting instructions at voting places.
- Signs at the entrance to all voting places that indicates that service is available in English and French, and that multilingual tools are offered upon request (including voting instructions and interpretation service offered via telephone through the City of Ottawa in over 170 languages).
- Multilingual advertisements on social media.

The above-noted languages were identified as the most commonly used languages in Ottawa based on the most recent census data available from 2021, in consultation with Public Information and Media Relations.

Sections 9 and 9.1 of the MEA requires that notices, forms, and other information provided under the MEA be provided in English, and in some instances, English and French, only, unless City Council enacts a by-law authorizing the use of other languages.

By-law No. 2003-21 currently permits the use of English and French in notices, forms, and other information related to municipal elections. To implement the above-noted multilingual products and to allow for consideration of multilingual communications in future municipal elections, it is recommended that City Council approve amendments to By-law No. 2003-21 to permit the use of additional languages other than English and French as described in Document 3. Should Council approve Recommendation 3, the amended by-law would be listed for enactment on an upcoming Council agenda.

4. 2025 Report on the Information Management Branch (Document 4) and recommended amendments to Schedule "A" of the *Records Retention and Disposition By-law* (Documents 5 and 6)

In 2025, the Information Management Branch (IM) continued to support and assist all City staff with their recordkeeping obligations. As set out in Document 4, key projects included the following:

- Starting a technology renewal project to replace the Records Management System (RMS), which is a key business tool used to manage physical records.
- Continuing work to replace the Business Information Management System (BIMS), which is used to manage electronic records and is being replaced with

SharePoint and an additional recordkeeping add-on called Records365 (R365). This technology renewal project requires the remediation of SharePoint information architecture to make sites 'records ready,' which includes improving usability, search functionality, and assigning retention and disposition rules. SharePoint sites are currently being brought under records management compliance by R365, one site at a time.

- Continuing to identify and communicate the value of recordkeeping by embedding recordkeeping in City foundational documents and business processes, further to recommendations from the staff report titled, "[Update on the Ottawa Light Rail Transit Public Inquiry and Recommended Next Steps](#)," which Council considered on November 9, 2022. Various policies and procedures were updated through this work.
- Implementing mandatory IM training for identified employees to enhance risk management, accountability, transparency and documentation protocols across the City.

Recommended amendments to the Records Retention and Disposition By-law

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, as amended), "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. City departments are required to classify their official business records according to the Corporate Records Classification Scheme.

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 Document 5 (which provides the revised Schedule “A”) and Document 6 (which explains the proposed changes). The amending by-law will be listed on the Council agenda for enactment at the Council meeting of April 22, 2026, should Council approve this recommendation.

5. 2025 Report on MFIPPA (Document 7)

The ATIP Office completed 1,202 statutory access to information requests under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) in 2025, up from 1,162 requests in 2024 and 989 requests in 2023. This represents a three per cent increase over 2024 totals and a 22 per cent increase over 2023 totals.

A summary of the ATIP Office statistics is provided in Document 7. It is based on data included in the City of Ottawa’s 2025 annual statistical reporting to the Information and Privacy Commissioner of Ontario, which was submitted on February 26, 2026, in accordance with statutory provisions. Document 7 also includes information relating to personal health information privacy breaches that must also be submitted in an annual report to the Information and Privacy Commissioner.

To support the access to information process, the ATIP Office worked with departments to update Routine Disclosure and Active Dissemination Plans, introducing new processes for obtaining records without the need for a formal access to information request, including fire incident reports and traffic camera footage.

In addition to fulfilling statutory obligations related to access to information, the ATIP Office updated the City’s Privacy Policy to support departments and staff in the handling of personal information in a manner that respects the privacy rights of individuals and is consistent with the City’s statutory obligations. The policy applies to all personal information collected, used, retained and disclosed by the City.

Additions to the policy include:

- A section on the use of artificial intelligence (AI) in the collection, access/processing, retention or disclosure of personal information, per the *Enhancing Digital Security and Trust Act, 2024* and a Notice of Collection template identifying the use of AI;
- A requirement for an individual’s identity to be verified and/or for written authorization to be provided by a representative of an individual, prior to accessing and updating their personal information; and
- New “De-identification Guidelines: Protecting Privacy in City Data Reporting,” were developed to complement the policy, along with Survey and Data Minimization Guidelines.

In accordance with Subsection 34(1) of MFIPPA, the ATIP Office updated the City's Personal Information Bank Index to assist the public in identifying and locating where their personal information is being kept, the legal authority for the collection, what is being collected and what it is being used for.

6. Report on the City Clerk's exercise of delegated authority in 2025 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 Section 12 of [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 2025, 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.
- 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 [2024-2025 Annual Report](#) notes that the Ombudsman’s Office received 172 “cases,” or complaints related to the City of Ottawa in 2024-2025¹. None of these cases resulted in a formal investigation by the Ombudsman’s Office.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report at this time. With respect to Recommendation 2, two new user fees are being introduced and two existing user fees are being amended. As the anticipated volume of services is currently unknown, no additional resources are being requested. The work required to execute and monitor the services will be managed within existing resources at this time. Volumes will be reviewed annually, and fees will be adjusted through future budget processes, if required.

LEGAL IMPLICATIONS

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

ACCESSIBILITY IMPACTS

The City is committed to meeting its obligations under all accessibility legislation, including the Ontario Human Rights Code, the provincially regulated *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and the federally regulated *Accessible Canada Act*.

Under the AODA, the Corporate Accessibility Office monitors compliance for the Corporation. Under delegated authority, the City Clerk submits the AODA Compliance Report to the Province every two years. This includes the 87 legislatively mandated *Integrated Accessibility Standards Regulation* clauses of the AODA that apply to the City of Ottawa.

Additionally, the Corporate Accessibility Office monitors compliance for the legislatively-mandated clauses under the *Accessible Canada Act* that apply specifically to OC Transpo, under the Transit Services Department. This includes the responsibility for reporting on the OC Transpo Accessibility Plan, as well as other Council-approved accessibility direction.

The Corporate Accessibility Office also advises and monitors matters relating to accessibility and disability in general. The office leads the corporate-wide commitment to providing equal treatment to people with disabilities regarding the use and benefit of City services, programs, goods, facilities and information. This commitment extends to

¹ The five Ontario municipalities with the highest case volume were Toronto (429 cases – however, the Ontario Ombudsman does not investigate complaints about matters within the mandate of the Toronto Ombudsman), Ottawa (172 cases), Peel Region (130 cases), Hamilton (120 cases) and London (107).

residents, visitors and employees with visible or non-visible disabilities, as per the Corporate Accessibility Policy.

In 2025, the Corporate Accessibility Office prepared for the consultations in the development of the new 2026-2029 OC Transpo Accessibility Plan, which took place in early 2026. The office also continued other work including, but not limited to, partnership development at the municipal, provincial and federal levels; continued consultation with disability community collaborators; and AODA training at both the staff and management levels.

Additionally, the Office of the City Clerk coordinates the City's Accessibility Advisory Committee, which is required under the AODA. Throughout 2025, the OCC supported both staff and Accessibility Advisory Committee members on numerous projects, including the accessibility features in parks project, the Older Adult Plan 2025-2030, and the Urban Design Guidelines for mid-rise buildings.

More information on the activities of the Corporate Accessibility Office and accessibility initiatives across the department and Corporation, as well as the specifics of the new OC Transpo Accessibility Plan, will be provided in the 2026 City of Ottawa Municipal Accessibility Plan (COMAP) Update and the 2026-2029 OC Transpo Accessibility Plan report.

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 – 2025 Report on the Archives

Document 2 – Proposed amendments to the Archives' user fees and charges

Document 3 – 2025 Report on the Elections Office

Document 4 – 2025 Report on the Information Management Branch

Document 5 – Draft revised Schedule "A" of the *Records Retention and Disposition Bylaw*

Document 6 – Proposed changes to Schedule "A" of the *Records Retention and Disposition By-law*

Document 7 – 2025 Report on MFIPPA

DISPOSITION

Staff will undertake planned initiatives as set out in this report and pursuant to any Council direction. As described in this report, staff will undertake the required steps to update the Archives' user fees if Council approves Recommendation 2 of this report. Should Council approve Recommendation 3 and/or Recommendation 4 of this report, the amending by-law(s) will be listed on the agenda of the Council meeting of April 22, 2026, for enactment.