

**Update on Office of the City Clerk Initiatives for 2020-2022**

The tables below provide an update regarding some of the Office of the City Clerk’s key initiatives with respect to resources, importance and impact, and how they relate to Council-approved strategic priorities.

**A. Thriving Communities:** Promote safety, culture, social and physical well-being for our residents

Office of the City Clerk Initiative	Details	Updates
Office of Protocol events	Includes Key to the City presentations and events.	At the time of writing, Protocol events that include three large City-wide events, Key to the City presentations, and the Order of Ottawa have been placed on hold for 2021 due to the COVID-19 pandemic. The ability to host these events will be re-evaluated as restrictions are lifted.
<i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) compliance reporting and City of Ottawa Municipal Accessibility Plan (COMAP) reporting and launch	Compliance reporting to the Ministry for Seniors and Accessibility; close out report on the 2016-2020 COMAP; launch of the 2020-2024 COMAP.	<p>On November 25, 2020, Council received the final update on the 2016-2020 COMAP and, at the same meeting, approved the 2020-2024 COMAP. Council will receive an update on the new Plan in May 2021.</p> <p>In December 2020, the City Clerk provided an update to the Ministry for Seniors and Accessibility on the City’s progress with respect to web accessibility.</p> <p>Though 2020 was not a reporting year to the Province, the Accessibility Office compiled and monitored AODA compliance. The Accessibility Office will prepare and</p>

		<p>distribute the 2021 Compliance Attestation package to departments in the Fall, to prepare for the City's bi-annual compliance report to the Province.</p>
<p>Respond to the Truth and Reconciliation Commission of Canada Report</p>	<p>City Archives will partner with Indigenous communities on multiple initiatives. Examples include an exhibition in the Barbara Ann Scott Gallery that incorporates the ongoing history of the Algonquin peoples, and other activities at the Archives facility.</p>	<p>The City of Ottawa Archives has undertaken various initiatives to partner with Indigenous Peoples:</p> <ul style="list-style-type: none"> <li>• Working with both the Pikwakanagan and Kitigan Zibi on exhibits, including the Traveller's/Postcard exhibit currently at the Barbara Ann Scott Gallery at City Hall.</li> <li>• Hosting a thank you lunch for Chief Kirby Whiteduck and Pikwakanagan Council in the spring of 2019.</li> <li>• The Pikwakanagan, the Algonquin Anishinabeg National Tribal Council, and the Franco-Ontarian flag are now permanently displayed in the Archives lobby.</li> <li>• Working with Association of Canadian Archivists TRC taskforce to develop a guide that assists First Nations in the establishment of Archives.</li> <li>• Establishing formal policies and procedures.</li> <li>• Working collaboratively with the National Centre for Truth and Reconciliation to identify and collect copies of all records relevant to the history and legacy of the residential school system, and to provide these to the National Centre for Truth and Reconciliation.</li> <li>• Incorporating recognition of Algonquin Anishinabe unceded territory into public presentations and events.</li> </ul>

		<ul style="list-style-type: none"> <li>Archives staff have and continue to enroll in a 12-week online course opportunity entitled Indigenous Canada, provided by the University of Alberta.</li> </ul> <p>A request was submitted to the Ottawa Aboriginal Coalition to extend introductions from the City of Ottawa Archives to organizations providing support and community to urban Indigenous Peoples in Ottawa. The City of Ottawa Archives would like to build relationships with the urban Indigenous communities to determine what supports may be wanted and how the Archives may better reflect Indigenous needs. The request was acknowledged but the priorities of the COVID-19 pandemic take precedence.</p>
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**B. Service Excellence Through Innovation:** Deliver quality bilingual services that are innovative and continuously improve to meet the needs of individuals and diverse communities

<b>Office of the City Clerk Initiative</b>	<b>Details</b>	<b>Updates</b>
Renewal of records software: <ul style="list-style-type: none"> <li>Electronic – Business Information Management</li> </ul>	BIMS is the current electronic records application and will be replaced with a SharePoint records add-on software. The project launched in November 2019 and is anticipated to be complete by the end of 2021.	BIMS: BIMS will be replaced in 2021 with SharePoint Online and a recordkeeping add-on application. In anticipation of this transition, and due to the shift to working from home during the pandemic, some staff have already begun to use SharePoint to manage their records. The RFP for the SharePoint add-on was released on November 18, 2020. An evaluation committee is currently reviewing the bids and

<p>System (BIMS); and</p> <ul style="list-style-type: none"> <li>Physical – Records Management System (RMS)</li> </ul>	<p>RMS is the current physical records application and was built in-house by ITS staff. This application has reached end of life and is currently being rebuilt in-house on the O365 platform.</p>	<p>selection of a vendor is expected to occur in Q2 2021. The next phase will be a pilot to test the tool. With a successful pilot, a full contract will be awarded for a three-year term, with the possibility of extending it to five years.</p> <p>RMS: Business requirements were defined, and documentation was completed in 2019. The software is being developed by ITS on the SharePoint platform and uses the Agile methodology. Development work has progressed and regular review and feedback with IM continues. The Quality Assurance (QA) environment was made available to IM staff starting in early December 2020. Development and QA will continue into Q3 2021. Updates to IM training materials is underway as is the planning for delivery of training to IM Branch staff and RMS clients (~650 staff). Anticipate that majority of training interaction will be remote, via Teams. Roll-out to clients is anticipated to occur in Q4 2021.</p>
<p>Ottawa Ward Boundary Review 2020</p>	<p>In June 2019, City Council considered the City of Ottawa Ward Boundary Review (2019-2020) report and directed staff to retain an independent consultant to conduct a comprehensive review of the City of Ottawa’s ward boundaries. The review is expected to result in a final report to Council in Q4 2020.</p>	<p>On January 27, 2021, Ottawa City Council enacted <a href="#">By-law No. 2021-3</a>, titled, “A by-law of the City of Ottawa to establish ward boundaries and Council composition.”</p> <p>As described in a memorandum to Members of Council issued by the City Clerk on March 16, 2021, the City received two notices of appeal during the public notice and appeal process that followed Council’s enactment of the by-law. Pursuant to requirements under the <i>Municipal Act, 2001</i></p>

		<p>(the Act), the City forwarded the notices of appeal to the Local Planning Appeal Tribunal (LPAT).</p> <p>On April 14, 2021, Council approved a <a href="#">motion</a> directing Legal Services to seek specific boundary modifications from the LPAT as a potential settlement to the two ward boundary appeals. Further updates will be provided to Council as the LPAT process proceeds.</p>
2018-2022 Mid-term Governance Review report	The City of Ottawa undertakes governance reviews twice over each Term of Council. The 2018-2022 Mid-term Governance Review report is expected to be brought forward to Council in Q4 2020.	Council considered the <a href="#">2018-2022 Mid-term Governance Review report</a> on December 9, 2020.
Renewal of Translation Services Request for Standing Offer (RFSO)	In 2020, the Translation Services Unit (TSU) in the French Language Services Branch, in collaboration with the Procurement Branch, will release a new RFSO for professional translation services.	The TSU issued a new Request for Standing Offers (RFSO) in 2020 for professional translation services in collaboration with the Procurement Branch. External suppliers were invited to submit proposals for translation, comparative revision, proofreading, transcription and adaptation services in English and French. This formal process, conducted every three years, was posted on MERX <sup>1</sup> . The RFSO is structured to have fixed rates over three years.

<sup>1</sup> MERX is an electronic tendering service for the public and private sector that Canadian suppliers and contractors use to search for new business opportunities.

By-elections	Undertaking any by-elections required during the 2018-2022 term of Council.	<p>The Elections Office has administered two by-elections in accordance with the <i>Municipal Elections Act, 1996</i> this term of Council:</p> <ol style="list-style-type: none"> <li>1. Ward 13 (Rideau-Rockcliffe) By-election which took place on April 15, 2019; and</li> <li>2. Ward 19 (Cumberland) By-election which took place on October 5, 2020.</li> </ol>
e-Agenda replacement project	<p>Replacing the City’s e-Agenda software solution (SIRE), which has reached the end of its lifecycle. The overarching goals of this lifecycle software replacement include supporting the City’s commitment to improving web accessibility in compliance with the <i>Accessibility with Ontarians with Disabilities Act (AODA)</i>, providing access to bilingual content, and enhancing the user experience of Members of Council, residents and staff seeking to access Council and Committee meetings and associated documents.</p>	<p>As described in a memorandum to Members of Council issued by the Manager, Council and Committee Services on March 19, 2021, the Office of the City Clerk has contracted with Canadian firm eSCRIBE for the replacement of SIRE. eSCRIBE is the leading Canadian provider of agenda and management solutions to large municipalities, including Mississauga, Markham, Brampton, Hamilton, London, Peel Region, York Region, Calgary and Edmonton as well as a variety of local boards and agencies. eSCRIBE is also the Association of Municipalities of Ontario’s preferred provider of cloud-based, paperless meeting management and livestreaming software.</p> <p>The Office of the City Clerk is currently working with the vendor, IT Services and ServiceOttawa Web Services to develop the public-facing web page for ottawa.ca, configuring the solution for City Council and its Committees and boards, and training key staff to administer the solution.</p>

		The Office of the City Clerk anticipates providing more information and training to Members of Council to facilitate a phased roll-out of the solution beginning with a “soft launch” at an IT Sub-Committee meeting in Q2 2021 and a full replacement of SIRE prior to the end of the year.
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**C. Thriving Workforce:** Promote bilingual Service Excellence by supporting a workforce that is healthy, diverse, adaptive and engaged

<b>Office of the City Clerk Initiative</b>	<b>Details</b>	<b>Updates</b>
Human Resources and staffing review with respect to Councillors’ Assistants	A review regarding the recruitment and hiring process for Councillors’ Assistants will be reported back to Council. The review is meant to ensure that the process reflects best practices and respects the City’s legal obligations and its commitment to being an employer of choice.	<p>Council considered the report on the <a href="#">Review of Recruitment and Hiring Processes for Councillors Assistants</a> on July 15, 2020. Implementation of the recommendations and associated motions is ongoing.</p> <p>An update on Councillors’ Office matters was provided in the <a href="#">2018-2022 Mid-term Governance Review report</a> considered by Council on December 9, 2020. Council also approved an updated Councillors’ Office Manual.</p> <p>A new Recruitment and Hiring Toolkit was released to the Offices of Members of Council in March of 2021.</p>
Undertaking direction set out in	Finalization of new draft goals for 2020-2021 departmental French-language	Departments have indicated that meeting the approved goals within the current two-year cycle would put undue

<p>Motion No. 25/4 relating to French Language Services, as approved by Council on December 11, 2019, and described in Documents 3 and 4.</p>	<p>operational plans; 2020-2021 progress reports submitted by departments; reporting to Committee and Council through the Office of the City Clerk Annual Report.</p>	<p>pressure on their staff in a time when resources are and will be stretched and redeployed to assist in vaccine distribution and eventual pandemic recovery efforts.</p> <p>As such, staff recommend in this report that Council approve extending the timeline for completion of the current goals for all departments to the end of 2022, when a final report would be produced by each department. A final report on 2020-2022 Operational Plan achievements would be outlined in the Office of the City Clerk 2022 Annual Report that is to be brought forward to Council in 2023. Staff believe this approach would assist in alleviating the current pressures within the organization while continuing to ensure the organization's commitment to the improvement of services provided in French.</p>
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