

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.	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. 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>The City Clerk submitted the organization’s accessibility compliance report in December 2021, in accordance with the statutory requirement.</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"> • 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. • Hosting a thank you lunch for Chief Kirby Whiteduck and Pikwakanagan Council in the spring of 2019. • The Pikwakanagan, the Algonquin Anishinabeg National Tribal Council, and the Franco-Ontarian flag are now permanently displayed in the Archives lobby. • Working with Association of Canadian Archivists TRC taskforce to develop a guide that assists First Nations in the establishment of Archives. • Establishing formal policies and procedures. • 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. • Incorporating recognition of Algonquin Anishinabe unceded territory into public presentations and events.

		<ul style="list-style-type: none"> Archives staff have and continue to enroll in a 12-week online course opportunity entitled Indigenous Canada, provided by the University of Alberta. <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> <p>The City of Ottawa Archives received approval for funding a four-month Internship position for recent graduates. The funding supports the development of a database documenting the representation of indigenous peoples in the Ottawa Journal Newspaper over the course of 95 years. The Archives received the full requested amount of \$12,503.40.</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

Office of the City Clerk Initiative	Details	Updates
<p>Renewal of records software:</p> <ul style="list-style-type: none"> • Electronic – Business Information Management System (BIMS); and • Physical – Records Management System (RMS) 	<p>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 was anticipated to be complete by the end of 2021.</p> <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 M365 platform.</p>	<p>BIMS: BIMS was planned to 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 and a contract has been awarded to RecordPoint with implementation expected to begin mid-2022.</p> <p>RMS: Business requirements were defined and documented in 2019. The software is being developed by ITS on the SharePoint platform and uses the Agile methodology. Development work has progressed and review and feedback with IM continues. The Quality Assurance (QA) environment was made available to IM staff starting in early December 2020.</p> <p>Since the last update, the new RMS application is expected to launch late-2022. Features will continue to be built by ITS and then approved by IM. Once the application reaches its final form, formal testing will be done, as well as user acceptance testing with key client groups. Updates to IM training materials will occur along with planning for delivery of training to clients (~650 staff). It is anticipated that the majority of training interaction will be remote, via MS Teams.</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 was conducted in 2020.</p>	<p>On October 13, 2021, City Council considered the report titled, “Ottawa Ward Boundary Review 2020 - Implementation Report,” regarding the implementation of the new ward boundary structure established through the Ottawa Ward Boundary Review 2020 and subsequent order from the Ontario Land Tribunal. With the new 24-ward structure set to take effect for the 2022 Municipal Elections, Council approved renaming six existing wards to reflect geographical areas and community names. Council also established a name and number for the new ward (Ward 24 – Barrhaven East). All of the City’s current wards will keep the same ward numbers for the 2022 Municipal Elections.</p>
<p>2018-2022 Mid-term Governance Review report</p>	<p>The City of Ottawa undertakes governance reviews twice over each Term of Council. The 2018-2022 Mid-term Governance Review report was brought forward to Council in Q4 2020.</p>	<p>Council considered the 2018-2022 Mid-term Governance Review report on December 9, 2020.</p>
<p>Election Signs By-laws Review</p>	<p>As directed in the 2018-2022 Mid-term Governance Review report, the Elections Office undertook a review of the City’s signs by-laws as they relate to election signs.</p>	<p>Council considered the report titled “Election Signs By-laws Review” on October 13, 2022, and approved the recommended amendments to the City’s Signs on City Roads and Temporary Signs on Private Property by-laws.</p> <p>The amending by-laws were enacted at the City Council meeting of December 8, 2021, and came into effect on January 1, 2022.</p>

New Request for Standing Offer (RFSO)	In 2022, the Translation Services Unit (TSU) in the French Language Services Branch, in collaboration with the Procurement Branch, will release a new RFSO for professional interpretation services.	The TSU will issue a new RFSO in 2022 for professional interpretation services in collaboration with the Procurement Branch. External suppliers will be invited to submit proposals for interpretation services in English and French. This formal process, conducted every three years, will be posted on MERX ¹ . The RFSO is structured to have fixed rates over three years.
By-elections and appointment processes	Administering any by-elections and appointment processes 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"> 1. Ward 13 (Rideau-Rockcliffe) By-election which took place on April 15, 2019; and 2. Ward 19 (Cumberland) By-election which took place on October 5, 2020. <p>The Elections Office also conducted one appointment process, as described in the report titled "Appointment Process to Fill the Ward 4 (Kanata North) Vacancy", and Cathy Curry was appointed at the Special City Council meeting on November 10, 2021.</p>
e-Agenda replacement project	Replacing the City's e-Agenda software solution (SIRE), which has reached the end of its lifecycle. The overarching	The Office of the City Clerk is replacing the City's existing Electronic Agenda and Meeting Management software with a new solution provided by eSCRIBE. eSCRIBE is a leading

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

	<p>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, 2005</i> (AODA), 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>provider of agenda and management solutions to large municipalities, including but not limited to Mississauga, Markham, Brampton, Hamilton, London, Peel Region, York Region, Calgary and Edmonton as well as a variety of local boards and agencies.</p> <p>The first phase of the implementation is focused on replacing the existing functionality provided through SIRE including the creation and web publishing of Agendas, Minutes and associated documents for City Council, Committees, fully integrated with the meeting video stream. Configuration of the new solution and creation of meeting templates was ongoing in 2021 and, the solution was “soft launched” with the IT Sub-Committee at its meetings in 2021.</p> <p>Timelines for full implementation have been delayed from original projections for a number of reasons, including additional time the vendor has taken to fully address the City’s requirements (including web accessibility, bilingual web streaming, and enhanced IT security requirements for applications), and the limited capacity to redeploy existing Council and Committee Services resources to the project given the competing demands of managing virtual meetings during the busiest legislative period in the Term of Council.</p> <p>Council and Committee Services is currently working with the vendor, IT Services and ServiceOttawa Web Services to</p>
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		<p>finish configuring and testing the solution for City Council and its Committees and boards, validate web accessibility, train key staff to administer the solution, and complete finalize public-facing web page for ottawa.ca.</p> <p>The Office of the City Clerk anticipates providing more information and training to Members of Council targeted to begin by Q2 2022 to facilitate the phased roll out of the solution.</p>
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C. Thriving Workforce: Promote bilingual Service Excellence by supporting a workforce that is healthy, diverse, adaptive and engaged

Office of the City Clerk Initiative	Details	Updates
Human Resources and staffing review with respect to Councillors' Assistants	A review regarding the recruitment and hiring process for Councillors' Assistants was reported back to Council. The review was 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.	Council considered the report on the Review of Recruitment and Hiring Processes for Councillors' Assistants on July 15, 2020, and a majority of the recommendations have been implemented. Mandatory hiring protocols have been implemented, and the new recruitment toolkit was provided to Members of Council in 2021, which included prevention messaging information for Councillors' Assistant applicants on where to seek support and redress before, during and after the interview process. As part of the updated Violence and Harassment in the Workplace Policy, a guide was

		<p>developed for Councillors' Assistants to report concerns under the policy and codes of conduct.</p> <p>Actions ongoing in 2022 include the delivery by Human Resources of new training for Members of Council and staff to supplement the updated mandatory Respectful Workplace, Violence and Harassment online training. Mandatory hiring and recruitment training will also be provided for incoming Members-elect as part of Council orientation in 2022.</p> <p>An update on Councillors' Office matters was provided in the 2018-2022 Mid-term Governance Review report considered by Council on December 9, 2020, and Council approved an updated Councillors' Office Manual. These matters will continue to be reviewed and reported on as part of each governance review.</p>
<p>Undertaking direction set out in Motion No. 25/4 relating to French Language Services, as approved by Council on December 11, 2019,</p>	<p>Progress on goals for 2020-2022 departmental French-language operational plans; 2020-2022 progress reports submitted by departments; reporting to Committee and Council through the Office of the City Clerk Annual Report.</p>	<p>Departments indicated at the end of 2020 that meeting the approved goals within the current two-year cycle would put undue 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 recommended in the 2020 City Clerk Annual Report considered at the Finance and Economic Development Committee meeting of May 18, 2021, that Council approve extending the timeline for completion of the</p>

<p>and described in Documents 3 and 4.</p>		<p>current goals for all departments to the end of 2022, when a final report will be produced by each department. Council approved this direction on May 26, 2021. A final report on 2020-2022 Operational Plan achievements will 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 will 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> <p>Staff will continue to support departments in 2022 to ensure progress is being achieved on their objectives with the goal of completion by end of 2022.</p>
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