# Office of the City Clerk Branch Action Plan 2019-2022

## Message from the Branch Manager

The Office of the City Clerk works to ensure the integrity of democratic functions and adherence to fair rules of procedure. The Office provides opportunities for the public to participate in local government, as well as access to information and privacy rights. Reporting to the City Manager, the City Clerk leads the branch and serves as the designated Clerk of the quasi-judicial Tribunals, FOIP Head and Returning Officer for municipal elections.

The Office of the City Clerk is comprised of five sections representing six of the City's 73 municipal services. The FOIP & Records Management section manages the City's Corporate Access and Privacy program and supports a city-wide framework for the management of FOIP and recorded information. Councillors' Office Liaison Team provides a broad range of administrative and operational support to Elected Officials. The Elections and Census section is responsible for conducting Edmonton's civic election every four years and a city-wide census as per City Policy (pending changes), in addition to supporting work which includes ward boundary reviews and petitions. Governance and Legislative Services manages all aspects of City Council and Committee meetings, and assists the corporation and City Council in complying with legislation in the decision-making process, which also applies to the extended governance model for civic agencies, boards, and commissions. The Tribunals section manages the three quasi-judicial boards where citizens can appeal decisions made by City Administration; the Assessment Review Board, the Subdivision and Development Appeal Board, and the Community Standards and Licence Appeal Committee.

## Branch Services

| Service | Definition |
|---|---|
| **1001 Archive Service** | A public service providing the rules for records management and the hosting, archiving, storage and retrieval of municipal archives. |
| **1021 Records Access** | A public service supporting the lawful access of the public and Corporation to municipal records. |
| **1029 Census Service** | A public service that conducts the municipal census. |
| **1030 Election Service** | A public service that coordinates and hosts elections for the appointment of elected officials to hold office. |
| **1031 Municipal Administrative Tribunals** | A public service provided to citizens affected by a decision of the City of Edmonton by appointed board members. |
| **1032 Municipal Governance Service** | A public service offering resources to support the activities of the elected and appointed officials to ensure lawful meetings and the ability of the public to contribute to civic decision making. |

## Branch Structure

| Sections | Functions | | | |
|---|---|---|---|---|
| **Councilors' Office Liaison Team** | Council Registry Services | Management of Elected Officials' Offices | Facilitate Council Integrity Services | Public Disclosures |
| **Elections & Census** | Elections | Census | Ward Boundaries | Petitions |
| **FOIP & Records Management** | Corporate Records & Information Management | Corporate Information Governance | Corporate Access & Privacy | Corporate and Public Information Services |
| **Governance and Legislative Services** | Civic Agencies Governance | Council and Committee Meeting Management | Council Governance | Support to Council |
| **Quasi-Judicial Tribunals** | Assessment Review Board | Subdivision & Development Appeal Board | Community Standards & Licence Appeal Board | |

## Top Five Branch Risks

| Risk Category | Risk Description | Likelihood | Impact | Score | Mitigations |
|---|---|---|---|---|---|
| **Legal and/or Regulatory** | Changes in legislation immediately prior to a project or in project threaten compliance and budget. | 3 | 5 | 15 | Ensure project procedures are adaptable and can be adjusted if needed. Maintain positive relationships with Municipal Affairs and provide clear recommendations when engaged. |
| **Information and Public Perception** | Breach of data results in damage to citizens and liability to the City. | 4 | 3 | 12 | Privacy Impact Assessments (PIA), legislative training, technology safeguards in place and tested to ensure personal data is protected. |
| **Security** | Public disturbance at Councillors' offices and/or OCC locations results in disruption. | 4 | 3 | 12 | Security procedures and training in place, Corporate Security resources, regular inspections and audits. |
| **Corporate Governance** | Lack of integration in Information Management results in inefficiencies. | 4 | 3 | 12 | Increase awareness about Information Management and FOIP liabilities, and report on significant issues. |
| **Corporate Governance** | Increase in workload without matching resources results in reduced employee morale, customer frustration and media coverage, and increased turnover. | 4 | 3 | 12 | Process redesign, reviewing policies and procedures for efficiencies. |

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*Photography by Amanda Hobbs*

## Branch Priorities

### SERVICE OBJECTIVE: DELIVER EXCELLENT SERVICES TO OUR COMMUNITY

| Service Initiative | Description of Work | Implementation Year(s) | Public Program | Service | Program Outcome |
|---|---|---|---|---|---|
| **Accountable Government** | **Lobbyist Registry:** Develop and implement a system to register those who lobby Members of Council and their staff to achieve transparency, as well as a lobbyist code of conduct. | 2019 to 2020 | Civic Services | Municipal Governance Service | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| | **Independent Council Compensation Review:** The OCC will coordinate an independent committee to review and make recommendations on remuneration provided to Members of Council. | 2020 | Civic Services | Municipal Governance Service | |
| **Fair and Democratic Elections** | **Changes to Third Party Advertising:** A program to register and make public third party advertisers must be in place prior to January 1, 2021 as per the updated *Local Authorities Election Act*. | 2019 to 2021 | Civic Services | Election Service | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| | **Election 2021:** Municipal elections must be planned and implemented according to provincial and municipal legislation. The election is a complex project that involves technology, outreach, communications, candidate forums, as well as work with the school boards to conduct their elections. | 2019 - 2021 | Civic Services | Election Service | |
| **Protection of Privacy** | **Privacy Guidelines:** Develop a repository of guidelines for staff on topics related to privacy as per the *Freedom of Information and Protection of Privacy Act*. | 2020 to 2022 | Civic Services | Records Access | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| | **Privacy Training:** Develop and deliver to all City staff to increase awareness of corporate and individual responsibilities under the *Freedom of Information and Protection of Privacy Act*. | 2019 to 2020 | Civic Services | Records Access | |
| **Resident Representation** | **Ward Boundary Commission:** In November 2018 Council passed a motion to establish a Ward Boundary Commission to consider revisions to all ward boundaries within the city and provide recommendations to Council. The Commission will be established by bylaw as a Committee of Council comprised of public members and the Returning Officer. | 2019 to 2020 | Civic Services | Election Service | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| **Strengthen Democratic Functions** | **Delegation of Authority, Freedom of Information and Protection of Privacy Act:** Amend the delegation order to include centralized access and privacy services and better delineate roles and responsibilities. | 2020 | Civic Services | Records Access | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| | **Delegation to Agencies, Boards, Committees and Commissions:** Review existing bylaws and modify as necessary to provide for consistent procedures. | 2019 - 2021 | Civic Services | Municipal Governance Service | |
| | **Implement Recommendations of the Program and Service Review of the Municipal Tribunals Service:** This work will include changes to increase efficiency and consistency between the Boards. | 2020-2021 | Civic Services | Municipal Administrative Tribunals | |
| | **Increased Diversity**, in support of Council, on the Subdivision and Development Appeal Board, Assessment Review Board, and the City's Agencies, | 2019 to 2022 | Civic Services | Municipal Administrative Tribunals, | |

| | | | | | |
|---|---|---|---|---|---|
| | Boards, Committees and Commissions. | | | Municipal Governance Service | |
| **Technological Innovation to Improve Government Service** | **Meeting Management Technology Initiative**: Replacement of existing software with an improved meeting management solution with increased functionality and improved usability. | 2020 | Civic Services | Municipal Governance Service | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| **Transparency and Access to Government** | **Bylaws Online:** Continue project to make bylaws available to the public, media, and other City staff through the City Archives system. There are 18000 bylaws total; target for 2022 is 7000 online. | 2019 to 2022 | Civic Services | Records Access | Edmontonians contribute to civic society and are engaged in promoting the quality of the community. |
| | **Searchability of Council's Records:** Improve access and searching of Council minutes and agendas by using the same method of cataloging and indexing records as has been developed for cataloging and indexing bylaws. | 2021 to 2022 | Civic Services | Records Access | |
| | **Implement Recommendations of the Program and Service Review for Records Access and Archives Service:** The Review will produce recommendations in approximately Q3 which may be endorsed for implementation by ELT. | 2020 to 2021 | Civic Services | Municipal Administrative Tribunals | |

## CORPORATE OBJECTIVE: MANAGE THE CORPORATION FOR OUR COMMUNITY (Internal Services)

| Service Initiative | Description of Work | Implementation Year(s) | Corporate Program | Service | Program Outcome |
|---|---|---|---|---|---|
| **Resident Representation** | **Census Policy Review:** Review the current policy and recommend improvements. | 2020 to 2021 | Strategy and Business | Census Service | The City of Edmonton's corporate processes are robust and helpful for integrated service delivery. |
| | **Census Project(s) and Long Term Plan:** An ongoing plan for the City's census must be created to reflect legislative changes and budget constraints. This plan may include projects intended to make data collection more efficient and cost effective as well as census frequency. | 2020 | Strategy and Business | Census Service | |

## CORPORATE OBJECTIVE: MANAGE THE CORPORATION FOR OUR COMMUNITY (Corporate Performance Enablers)

| Category | Branch Focus | Implementation Year(s) | Initiatives |
|---|---|---|---|
| Employee Experience and Safety | **Employee Experience** | 2020 to 2022 and onward | <ul><li>**Meaningful work**</li><li>**Growth opportunities**</li><li>**Supportive environment**</li><li>**Wellness**</li><li>**Trust in leadership**</li><li>**Empowered employees**</li></ul> |
| Strategy & Business | **Continuous improvement** | 2020-2021 | **Partnerships Federal Government** (Statistics Canada) for census deployment. |
| Technology and Data | **Management of Corporate Information** | 2019 to 2022 | **Corporate Records Management:** Continue roll-out of the records management schedule to City employees. |
| | | 2020 to 2021 | **Network Drive Transitory Cleanup:** A corporate campaign to cleanup transitory electronic records. |
| | | 2020 to 2022 | **Reconciling inventories at the Corporate Records Centre and in OmniRim:** Physical records at the Corporate Records Centre and those included in the City's existing records database need to be reconciled to ensure accurate classification of records. |

## CHANGE LOG 2020

| No | Plan Section | Change Type | Modification Description and Reason | Status |
|---|---|---|---|---|
| Inst | Choose: [1] Introduction [2] Strategy [3] Corporate [4] Performance [5] Service Performance [6] Organizational Chart | Choose: [1] Add [2] Remove [3] Edit | Provide a brief description of the change and choose: [1] New - Project / Initiative / Information is new [2] Closure - Project / Initiative is fully completed [3] Change - Details of project / initiative / information has changed and updated | Choose: [1] Requested [2] Pending Approval [3] Approved |
| 1 | 1 | 3 | Message and photograph changed to reflect the new Branch Manager. | A. Giesbrecht |
| 2 | 1 | 3 | Top 5 branch risks have been updated to reflect updated risk register. | A. Giesbrecht |
| | | | These initiatives have been removed because they are complete, although for many the work is ongoing: | |
| 3 | 3 | 2 | • Corporate Access and Privacy, Roles and Structure | A. Giesbrecht |
| 4 | 3 | 2 | • Delegation to Agencies, Boards, Committees and Commissions (ABCs) | A. Giesbrecht |

| | | | | |
|---|---|---|---|---|
| 5 | 3 | 2 | • Access to Government, Tribunals Decisions on the Canadian Legal Information Institute (CanLII) | A. Giesbrecht |
| 6 | 3 | 2 | • Strengthening Local Democracy, Office of the Integrity Commissioner | A. Giesbrecht |
| 7 | 3 | 2 | • Strengthening Local Democracy, Policy Implementation | A. Giesbrecht |
| 8 | 3 | 2 | • Resident Representation, Census of Homeless Edmontonians | A. Giesbrecht |
| 9 | 3 | 2 | • Fair and Democratic Elections, Liaise with Provincial Elections Commissioner | A. Giesbrecht |
| 10 | 3 | 2 | • Access to Government, Enhanced Public Outreach and Engagement regarding the Subdivision and Development Appeal Board and the Assessment Review Board | A. Giesbrecht |
| 11 | 3 | 2 | • Resident Representation, Census 2019 | A. Giesbrecht |
| 12 | 3 | 2 | Protection of Privacy, Privacy and Ethics initiative has been removed because it is not within the scope of the Branch. | A. Giesbrecht |
| 13 | 3 | 2 | Resident Representation, Census 2020 has been cancelled due to legislative changes. | A. Giesbrecht |
| 14 | 3 | 2 | More Efficient and Effective Service, New Census Technology has been removed in conjunction with cancelling Census 2020 due to legislative changes. | A. Giesbrecht |
| 15 | 3 | 2 | Management of Corporate Information, Email Management has been removed because procurement of the required product was not approved. | A. Giesbrecht |
| | | | These initiatives will continue into 2020: | |
| 16 | 3 | 3 | • Strengthening Local Democracy, Standardized Code of Conduct for the City's Agencies, Boards, Committees and Commissions | A. Giesbrecht |
| 17 | 3 | 3 | • Technological Innovation to Improve Government Service, Meeting Management Technology Initiative | A. Giesbrecht |
| 18 | 3 | 3 | • Strengthen Democratic Functions, Delegation of Authority, *Freedom of Information and Protection of Privacy* (FOIP) *Act* | A. Giesbrecht |
| 19 | 3 | 3 | • Protection of Privacy, Privacy Training | A. Giesbrecht |
| 20 | 3 | 3 | Management of Corporate Information, Google Taxonomy has been changed; COE Drive has been removed because this tool is no longer operational. | A. Giesbrecht |
| | | | These new initiatives have been added: | |
| 21 | 3 | 1 | • Protection of Privacy, FOIP Guidelines | A. Giesbrecht |
| 22 | 3 | 1 | • Strengthen Democratic Functions, Delegation to Agencies, Boards, Committees and Commissions | A. Giesbrecht |
| 23 | 3 | 1 | • Resident Representation, Census Project(s) and Long Term Plan | A. Giesbrecht |
| 24 | 3 | 1 | • Management of Corporate Information, Network Drive Transitory Cleanup | A. Giesbrecht |
| 25 | 3 | 1 | • Management of Corporate Information, Reconciling inventories at the Corporate Records Centre and in OmniRim | A. Giesbrecht |
| 26 | 3 | 1 | • Implement Recommendations of the Program and Service Review for Records Access and Archives Service | A. Giesbrecht |
| 27 | 3 | 1 | • Implement Recommendations of the Program and Service Review of the Municipal Tribunals Service | A. Giesbrecht |
| 28 | 3 | 3 | Employee Experience and Safety, Branch Cultural Commitment initiatives and Employee Engagement and Diversity Survey results initiatives have been replaced by Employee Experience. | A. Giesbrecht |