Agenda – Executive Policy Committee – November 18, 2020

REPORTS

Item No. 8 Open Government Policy Annual Review

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

That this report be received as information.

DECISION MAKING HISTORY:

COUNCIL DECISION:

On October 29, 2020, Council concurred in the October 20, 2020, recommendation of the Executive Policy Committee and adopted the following:

1. That an extension of time of 30 days be granted for the Winnipeg Public Service to report back on Open Government Policy implementation at the City of Winnipeg.

On September 30, 2020, Council concurred in the September 21, 2020 recommendation of the Executive Policy Committee and adopted the following:

1. That an extension of time of 30 days be granted for the Winnipeg Public Service to report back on Open Government Policy implementation at the City of Winnipeg.

On February 22, 2017, Council concurred in the February 15, 2017 recommendation of the Executive Policy Committee, which included the following recommendation

1. That the City of Winnipeg Open Government Policy (Appendix A) be approved, and the Public Service be directed to report back annually on Open Government Policy implementation at the City of Winnipeg.

Administrative Report

Title: Open Government Annual Review

Critical Path: Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
F. Wiltshire	F. Wiltshire	N/A	M. Ruta, Interim CAO

EXECUTIVE SUMMARY

On February 15, 2017, Council approved the City of Winnipeg Open Government Policy, which provides a framework for the Public Service to continue to move towards being more open, transparent, and accountable.

The Open Government Annual Review aims to provide a summary of the work that has been done to date on Open Government in the City of Winnipeg, and to outline work that is ongoing and planned for the future.

Key achievements over the past year include:

- Winnipeg being ranked as the second most open Canadian city on the Open Cities Index for 2019.
- Publishing details of applications received for access to records under Part 2 of *Freedom of Information and Protection of Privacy Act*, with all responses to the applications being posted on the City's Open Data portal, unless the application was for personal information, or was abandoned, withdrawn, or transferred.
- Council approval of the Engage Winnipeg Policy which guides public engagement processes for the City of Winnipeg.
- The launch of the Engage Winnipeg online platform which hosts all public engagement project information with a full suite of tools to engage residents in a variety of ways.
- The launch of virtual public engagement sessions as a way of safely engaging with the public when traditional in-person engagement sessions were no longer an option.
- The launch of 12 new data sets on the City's Open Data Portal.
- The installation of free wifi in all City facilities to help expand public access to technology.
- The launch of a redeveloped winnipeg.ca homepage and 311 self-service website in the fall 2020, using a data-driven process to offer a better user experience, with a focus on delivering the information and services residents need most.
- The Access and Privacy Office offering corporate training for employees on their role in providing access to information and in protecting privacy under the *Freedom of Information and Protection of Privacy Act* and *Personal Health Information Act*.

The objectives set out in the Policy are not intended to be static, but rather they are anticipated to be organic in nature as they will continue to be shaped by dialogue with both citizens and City departments. The principles and action items which are set out in the Policy are non-exhaustive, as new ideas and outcomes will continue develop over time

RECOMMENDATIONS

That this report be received as information.

REASON FOR THE REPORT

On February 15, 2017 Council adopted the following recommendation:

"That Council approves the City of Winnipeg Open Government Policy (Appendix A) and direct the Public Service to report back annually on Open Government Policy implementation at the City of Winnipeg"

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications of the recommendations.

HISTORY / DISCUSSION

Over the past decade citizens have been passionate about informing themselves on local community issues and engaging in government policy. Direct access to information and openness and transparency at all levels of government is being demanded in order to empower citizens.

The City of Winnipeg has components of an open government framework but does not have an all-encompassing standardized policy that is implemented City-wide.

On March 20, 2013, Council adopted an Open Data Initiative which endorsed the principles of providing Open and Accessible Data that could be shared with citizens, businesses and other jurisdictions the greatest amount of data possible while respecting privacy and security concerns.

On June 25, 2014, Council adopted the "Open Government Initiative - Improvements to the Freedom of Information and Protection of Privacy Act Process" which directed the Winnipeg Public Service to implement a new process for Freedom of Information and Protection of Privacy Act (FIPPA) requests. This process would focus on the concepts of openness and transparency in providing government data, while ensuring privacy and security of data for citizens and businesses, in keeping with the Open Data Initiatives adopted by Council.

On September 16, 2015, Executive Policy Committee requested that the Public Service conduct a review of all city data sharing and identify opportunities to apply machine readable format along with a review of security and privacy considerations and report back within 90 days.

On October 26, 2015 the City Clerk's office prepared a report outlining leading open government initiatives in other jurisdictions and broad recommendations on next steps for the City of Winnipeg in implementing open government.

On November 18, 2015 the Chief Administrative Officer was directed to implement an open government policy across all Departments in the City of Winnipeg, and to develop an Action Plan for Council's endorsement within 6 months.

On July 13, 2016, Council approved the Open Government Action Plan, and directed the Winnipeg Public Service to report back on an Open Government Policy by February 2017.

On February 15, 2017, Council approved the City of Winnipeg Open Government Policy and directed the public service to report back annually on open government initiatives that have been undertaken.

The first annual review was provided to Council on September 27, 2017, with subsequent reviews provided in 2018 and 2019.

2020 Annual Update

In 2019, the Access and Privacy Office began offering corporate training for employees on their role in providing access to information and in protecting privacy under the *Freedom of Information and Protection of Privacy Act (FIPPA)* and *Personal Health Information Act*. The Office continues to conduct privacy assessments of new City programs, initiatives, and services to minimize risk of privacy breaches, incorporate "Privacy by Design" principles, and ensure compliance with applicable privacy legislation. A redesign of the Access to Information website is underway to improve usability for both site navigation and clarity of content.

The Access and Privacy Office has also begun publishing details of applications received for access to records under Part 2 of FIPPA. All responses to the applications are posted on the City's Open Data portal, unless the application was for personal information, or was abandoned, withdrawn, or transferred.

In 2019, Council approved the Engage Winnipeg Policy to guide engagement processes that offer consistent and meaningful engagement opportunities which support better informed decision making. The Office of Public Engagement (OPE) also launched Engage Winnipeg, an online engagement platform to host all public engagement project information with a full suite of tools to engage residents in a variety of ways and build an online community.

OPE is also standardizing project follow up and communication with stakeholders in the final stages of a project by providing stakeholders with information on how to register as a delegation for projects that are required to report to City Council.

In 2020, OPE pivoted towards virtual and alternative ways of engaging safely when traditional in-person engagement sessions were no longer an option. Ensuring participation was available once residents were ready to have conversations was a priority and those opportunities were made available through means such as online tools, share packages, and outdoor events. OPE also held virtual events where they were able to take questions and provide responses to those who were attending.

Over the past year, significant work has been done to increase the amount of information available to the public with 12 new data sets having been made available on the City's Open Data Portal. All data on the Open Data portal has been released as JSON, XML and CSV, which are universal general standards for machine readability. The City worked with Decision Works to host an Open Data Hackathon, which was open to members of the public at no charge. Winnipeg is also now ranked as the second most open Canadian city on the Open Cities Index for 2019, and continues to push forward with its Open Data initiatives.

Among the new datasets published, was real-time information relating to requests for towing of cars illegally parked during rush hour. This information was shared between the Winnipeg Parking Authority, Public Works, and the Traffic Management Centre.

The COVID-19 pandemic also provided opportunities to proactively share information with residents with the publication of the COVID-19 By-Law Enforcement dataset which allowed members of the public to view the number of positive interactions, warnings, and tickets issued by Community Services Ambassadors while enforcing orders under Parks By-Laws.

In 2019, the City installed free wifi in all City facilities which helped to expand public access to technology for all residents. The city continued to develop new service delivery methods, including the launch of the MyUtilityBill online portal which allows residents easier access to information regarding their City of Winnipeg Utility bills.

Finally, the City has also put a greater emphasis on redeveloping webpages to ensure they are responsive to all devices, and have more concise information. A redeveloped winnipeg.ca homepage and 311 self-service website were launched in the fall 2020, using a data-driven process to offer a better user experience, with a focus on delivering the information and services residents need most. The new 311 self-service website includes 14 bilingual service request forms, such as reporting a pothole or lost property on Winnipeg Transit, as well as seasonal requests like snow removal.

FINANCIAL IMPACT

Financial Impact Statement

Date: November 10, 2020

Project Name:

Open Government Annual Review

Comments:

There are no financial implications related to this report as it is to be received as information.

Electronically approved by
Tanis Yanchishyn
Manager of Finance (Campus)
Corporate Finance Department

CONSULTATION

This Report has been prepared in consultation with:

Innovation, Transformation, and Technology Department
City Clerks Department

OURWINNIPEG POLICY ALIGNMENT

Not applicable.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Not applicable.

SUBMITTED BY

Department: Customer Service & Communications
Prepared by: F. Wiltshire, Director, Customer Service & Communications
Date: November 10, 2020

Attachments: