City of Winnipeg

Open Government Annual Review

November 2021

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.

1. **Objective:** Establishing greater trust in government.

Core Principles: Transparency and Accountability

 COMPLETED	Granted public access to the Mayor's schedule of monthly meetings. Proactive disclosure webpage created. Content of all requests for general information proactively disclosed. Central dedicated Access and Privacy Office to coordinate responses and implement process changes established.
 COMPLETED	Created voluntary lobbyist registry.
 COMPLETED	Created role of Integrity Commissioner.
 COMPLETED	Provide real-time tracking of freedom of information requests. A dataset is available on the City's Open Data Portal that tracks FIPPA Requests and Responses.
 ONGOING	Continued focus on proactive, rather than reactive, releases of information.
 ONGOING	Prioritize information which has value to citizens for release.

2. **Objective:** Ensuring better outcomes at less cost.

Core Principles: Accountability and Technology & Innovation

 COMPLETED	Itemized expenses for Mayor and Councillors released to the public.
 COMPLETED	Support processes that permit citizens to order and track service delivery electronically.
 ONGOING	Increase openness and accessibility of public procurement processes.
 ONGOING	Explore partnerships with different levels of government and citizens, using shared open data.
 ONGOING	Identify cost-saving opportunities which arise through new technologies.

3. **Objective:** Raising compliance levels.

Core Principles: Accountability and Participation

 COMPLETED	Established a new Access and Privacy Administrative Standard, setting out framework for managing access and privacy issues facing the City.
 COMPLETED	Established an office expenditure policy.
 COMPLETED	Established the Whistleblower Protection Act for civic employees with the support of the province.
 ONGOING	Review City policies to ensure consistency with Open Government principles.
 ACTION ITEMS	3.1 Provide training and resources to employees to manage information in accordance with principles of Open Government. 3.2 Work with stakeholders to establish benchmarks for assessing effectiveness of Open Government practices.

4. **Objective:** Ensuring equity of access to public policy making.

Core Principles: Participation, Transparency, Accountability, and Technology & Innovation

 COMPLETED	Standing Policy Committee reports of public interest easily accessible on City's website. Agendas, minutes, dispositions and by-laws posted online on Decision Making Information System (DMIS).
 COMPLETED	Provide sufficient notice for participation in public decision-making. The Office of Public Engagement provides two weeks' notice for public engagement events as per the Council approved Public Engagement Policy.
 ONGOING	Increase number of platforms on which information is available. The City has launched the online Engage Winnipeg platform which provides more information in a central location on public engagement projects. This item will continue to be ongoing as we explore new opportunities to distribute information.
 ONGOING	Use plain language in public communication and City documents. The City continues to make progress on ensuring plain language is used as much as possible in all documents released by the City of Winnipeg.
 ACTION ITEMS	4.1 Provide background documents for technical information (such as budgetary figures).

5. **Objective:** Fostering innovation and new economic activity.

Core Principles: Participation and Technology & Innovation

 COMPLETED	City Council and EPC meetings and Mayor's media scrums livestreamed. Open data portal created.
 ONGOING	Continued expansion of open data portal.
 ONGOING	Explore community engagement opportunities which make use of open data, such as hackathons and codefests.
 ONGOING	Use new technology to promote real-time sharing of information with citizens. The City continues to expand on this in a number of situations. During the Fall Storm in 2019, the City provided real-time information to residents on tree debris removal, and during winter 2019/2020, the City was able to provide real-time information to residents on snow plowing.
 ONGOING	Offer open data training for citizens. The City continues to offer Hackathons where residents are able to learn about the City's Open Data Portal, and how to use the information that is available.
 ONGOING	Seek input from citizens and businesses as to best practices and innovative approaches for using new technologies.
 ONGOING	Continue development of new service delivery methods (e.g., Web 2.0, apps, etc.). The City has launched enhanced services including the MyUtilityBill online portal which allows residents easier access to information regarding their City of Winnipeg Utility bills. The City has also put a greater emphasis on redeveloping webpages to ensure they are responsive to all devices, and have more concise information.
 ACTION ITEMS	5.1 Develop information infrastructure which allows for easy input, classification and access to data.

6. **Objective:** Enhancing effectiveness by leveraging knowledge and resources of citizens.

Core Principles: Participation, Technology & Innovation, and Accountability

COMPLETED	Office of Public Engagement (OPE) created to support all City activities and projects through consultation and engagement; ensure consistency and transparency in sharing information with citizens about City projects; and direct public consultation activities of major City projects. Departmental listings of public engagement opportunities provided.
ONGOING	Implement measures to increase public participation in Council deliberations. The addition of virtual delegations at Committee and Council meetings has helped allow more people the ability to participate in Council meetings. Members of the public are now allowed to appear in delegation via Zoom online platform or via phone.
ONGOING	Increase readability, understandability, and accessibility of publicly available information using organization and search tools.
ONGOING	Continue development of digital platforms which share information with citizens. The City has launched the online Engage Winnipeg platform which provides more information in a central location on public engagement projects. This item will continue to be ongoing as we explore new opportunities to distribute information.
ONGOING	Obtain feedback about datasets which are desired by citizens, rather than presenting information in a one-way flow. The CIty has launched the online Engage Winnipeg platform which provides more information in a central location on public engagement projects. This item will continue to be ongoing as we exxplore new opportunities to distribute information.

Objective 6 continued

 ONGOING	Expand cross-platform public engagement methods (e.g., website, social media, town hall, telephone, mail-out, etc.). In addition to the Engage Winnipeg platform, the City has started hosting virtual public engagement sessions which allow members of the public to participate in discussions through the use of online platforms or phone.
 ONGOING	Engage City employees in information sharing and feedback process.
 ONGOING	Provide data in a universal standard.
 ONGOING	Publish information which clearly explains the roles and responsibilities of the City, its departments, and its employees. The City has been focusing on explaining more of the roles and responsibilities through the creation of short videos which break down more complex subject matter such as the multi-year budget process, and how to get involved in the Council decision making process.