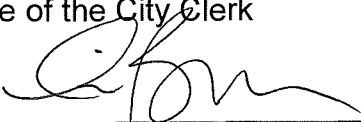




Hamilton

INFORMATION UPDATE

TO:	Mayor & Members of Council
DATE:	May 28, 2019
SUBJECT/REPORT NO:	2019 Freedom of Information Quarterly Report (January 1 to March 31) (CL19005)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Lisa Barroso Manager, Corporate Records & Freedom of Information Office of the City Clerk
SIGNATURE:	

This information update is provided in response to questions posed at Council on May 22, 2019, during the discussion of item 1 of the Audit, Finance and Administration Committee Report 19-008 regarding the administration of Freedom of Information requests.

Question 1: What is the City of Hamilton’s response timelines to requests in comparison to other municipalities?

Response:

In 2018, the City’s response rate was 78% within 30 days (as per the 2018 Annual Report filed with the Information & Privacy Commissioner). The 2018 Municipal Benchmarking Network Canada (MBNCanada) Performance Measurement Report, which provides information about our comparator municipalities, will not be available until November this year.

However, the 2017 MBNCanada Performance Measurement report is available and is provided through a link under the Appendices and Schedules Section below (see pages 35 – 39 of said report). The City’s response rate in 2017 was 81%. The City’s response rate has been consistent from year to year considering that influencing factors (i.e. citizen engagement, complexity and volume of requests, nature of requests, etc.) can create variances in comparison data between municipalities. See Schedule A for a snapshot of response rates of MBNCanada participant municipalities.

Question 2: How many requests are processed where the requestor abandons the request?

Response:

In 2017, 36 requests out of 220 total requests were abandoned by the requester within the year – this equates to 16% of the total requests.

In 2018, 29 requests out of 225 total requests were abandoned by the requester within the year – this equates to 13% of the total requests.

Note: These stats do not include some additional abandoned requests that may be declared abandoned for a period of up to 2 years from the calendar year in which they were filed. These additional abandoned requests equate to an additional 5% per year on average, over and above the percentages provided above.

Appendices and Schedules Attached

Link to the 2017 MBNCanada Performance Measurement report:

<http://mbncanada.ca/app/uploads/2018/11/2017-Final-Report.pdf>

Schedule A - Excerpt from 2017 MBNCanada Report demonstrating the City's response rate compared to other municipalities.

CLERKS SNAPSHOT MEDIANS FOR 2017



37 FOI
REQUESTS
RECEIVED
per 100,000 population

CLKS270 (SERVICE LEVEL)

**COST PER
FOI request**

CLKS370 (EFFICIENCY)



85% of formal FOI requests are
completed within 30 days

CLKS470 (CUSTOMER SERVICE)

FOI = FREEDOM OF INFORMATION

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Citizen Engagement

State of interaction with citizens



Complexity

Type and number of Freedom of Information (FOI) requests



Contentious Issues

Prevailing major issues in the municipality



Nature of Requests

Media, special interest groups, individuals and businesses



Organizational Form

Centralized vs. decentralized functions, organizational culture and the training of staff



Political Climate

Availability of information from elected officials



Policy & Practices

Responsiveness to requests and number of routine disclosure policies



Privacy Protection

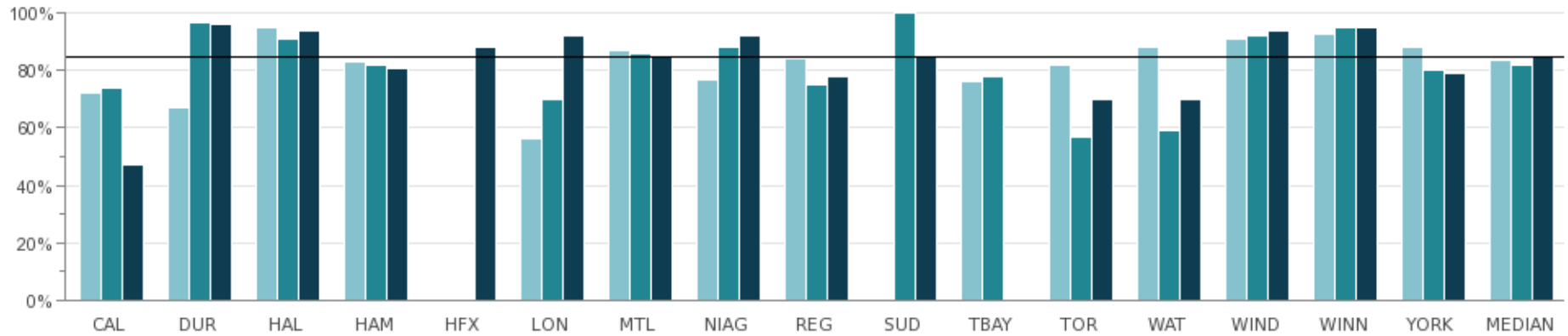
Growing trend to access and address privacy concerns

For a full description of influencing factors, please go to: www.mbncanada.ca

Schedule A to Information Report (CL19005)

Fig. 5.3 Percent of Regular Formal Freedom of Information Requests Completed Within 30 Days

The measure identifies the number of formal freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process, that were completed within 30 days. The variety and complexity of these requests may impact the timelines associated with administering the program.



2015	72%	67%	95%	83%	N/A	56%	87%	77%	84%	N/A	76%	82%	88%	91%	93%	88%	84%
2016	74%	97%	91%	82%	N/A	70%	86%	88%	75%	100%	78%	57%	59%	92%	95%	80%	82%
2017	47%	96%	94%	81%	88%	92%	85%	92%	78%	85%	N/A	70%	70%	94%	95%	79%	85%

Source: CLKS470 (Customer Service)