

Introduction

Records held by municipal governments are regulated by the provincial *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* and the *City of Toronto Act*. MFIPPA states that, in general, the public has a right to see most of these records, and to get copies of them (fees for photocopying may apply). There are specific exemptions to general access to records, especially regarding personal information.

A **record** is information recorded or stored in any manner, including print, film, digital or otherwise. The content may include reports, forms, financial statements, minutes, correspondence, e-mail, maps, photographs and more.

Records are made available in numerous ways:

- Routine disclosure: Divisions and program areas automatically make information available to the public when it is requested, and by publishing it online or in a printed form such as brochures and reports.
- Formal request: When a division or program area denies a request for information, a formal freedom of information request can be made through the City Clerk's Office, Corporate Access and Privacy.
- By appeal: If a freedom of information request is denied by the City, the decision can be appealed to the Information and Privacy Commissioner of Ontario.

Further information

- The online directory of records outlines types of records and which division holds them: www.toronto.ca/cap/directory-records.htm
- The Corporate Access and Privacy Unit website has more information about access to records: www.toronto.ca/cap/

City Clerk's Office

The City Clerk's Office provides a wide range of information through its service areas: electing government, making government work and making information accessible.

These are the main types of records routinely available from the City Clerk's Office:

- Agendas, minutes and reports from meetings of City Council and its committees
- Assessment rolls
- Reports on office expenses for Members of Council
- Statistics about services such as marriage licences, gaming licences, polling
- All election documents, including records about candidates, contributors and voters' lists
- Historical government records from all City divisions

Type of information	Description	How to get the information
Access and privacy guidelines	<p>Corporate Access & Privacy unit manuals, guidelines and procedures for City divisions on their responsibilities to make information available and to protect privacy.</p> <p>Forms and procedures for government agencies and the public to request information from City divisions.</p>	<p>www.toronto.ca/cap/ includes:</p> <ul style="list-style-type: none"> • freedom of information requests: www.toronto.ca/cap/form_foi.htm • privacy complaints: www.toronto.ca/cap/complaints.htm • annual report to the Ontario Privacy Commissioner: www.toronto.ca/cap/ipc-annual-report.htm • Routine disclosure guidelines: www.toronto.ca/cap/disclosure.htm • Manual for City staff: www.toronto.ca/cap/capman.htm
Archival information	Government documents with historical, legal or financial value, plus non-government records that contribute to an understanding of the City's history. Includes documents from and about former municipalities.	<p>www.toronto.ca/city-archives/</p> <p>City Clerk's Office Archives Research Hall: 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778</p>
Assessment rolls – current year	Property values of land and buildings across the City of Toronto.	<p>Refer to binders and use self-serve terminals at City Clerk's Office Registry Service counters at City Hall and Civic Centres: City Hall has a set of binders for the entire city. Etobicoke Civic Centre has binders for the Etobicoke and York. Scarborough Civic Centre has binders for Scarborough and East York. North York Civic Centre has binders for North York. At East York and York Civic Centres, assessment rolls are available on computer only. (For addresses, please see the back page.)</p> <p>Reports may be printed on site (\$1/page).</p> <p>Requests for certified copies must be made in writing to registryservices@toronto.ca. They will be provided for pickup; the fee is \$20 each.</p> <p>Online searches – Municipal Property Assessment Corporation website: www.mpac.ca/pages_english/products_services/aboutmyproperty.asp</p> <p>Assessment roll information is not available over the telephone.</p> <p>Current year assessment is also available at the City Archives (see next item).</p>
Assessment rolls – former municipalities	Property values of land and buildings in the post-amalgamation City of Toronto (1998 to current), the six former municipalities (1967 to 1998), and the municipalities that had previously been annexed into them. City records date to 1834.	<p>City Clerk's Office Archives Research Hall: 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778 More information: www.toronto.ca/archives/assessment.htm</p>
Birth registrations	Statistics including number of births registered	Request from City Clerk's Office Registry Services: registryservices@toronto.ca 416-392-7036

Type of information	Description	How to get the information
By-laws – current and past	By-laws passed by the City of Toronto Council and the Community Councils	<p>All City of Toronto and Community Councils from incorporation (1998) to current: www.toronto.ca/legdocs/municode/index.htm</p> <p>For by-laws of former municipalities from their dates of incorporation to December 31, 1997: City Clerk's Office Archives Research Hall, 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778</p> <p>More information: www.toronto.ca/archives/government_records.htm</p>
Council and committees – agendas	Agendas, meeting notices, reports, briefing notes, attachments, communications, background information and order papers considered by City Council and its committees, including Community Councils	<p>www.toronto.ca/legdocs/agenda.htm with the following exceptions:</p> <ul style="list-style-type: none"> • Correspondence submitted to Committees and Council is available by request at 416-392-8016, clerk@toronto.ca or City Clerk's Office Secretariat offices (see last page for addresses) • Confidential attachments or personal information may be withheld where permitted or required by the <i>City of Toronto Act</i> or <i>Municipal Freedom of Information and Protection of Privacy Act</i>. <p>Agendas and agenda materials from the former municipalities: City Clerk's Office, Archives Research Hall, 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778</p>
Council and committees - appointments to committee vacancies	Number of applications received for a vacancy. Actual applications and personal information are not released.	Request from City Clerk's Office Secretariat, appoint@toronto.ca or call 311 to be forwarded to the appropriate Secretariat staff person.
Council and committees - minutes and decisions	<p>Minutes, decision ("Decision Documents" or "Quick Reference") summaries and indexes, for City Council and its committees, including Community Councils</p> <p>Minutes include all motions, votes, and attendance by Members of Council.</p>	<p>www.toronto.ca/legdocs/agenda.htm</p> <p>Confidential minutes and decisions may be withheld where permitted or required by the <i>City of Toronto Act</i> or the <i>Municipal Freedom of Information and Protection of Privacy Act</i>.</p> <p>Minutes from the former municipalities: City Clerk's Office, Archives Research Hall, 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778 Fax: 416-392-9685</p>
Council and committees – petitions	Petitions received by the Clerk at meetings of City Council or its committees. The opening statement and total number of signatures is released; names, signatures and any other personal information is not released.	<p>Available for inspection in the offices of the City Clerk's Office Secretariat, 12W, City Hall.</p> <p>Call 311 and ask for the Manager of Council Secretariat Support.</p>
Council and committees – speakers and correspondents	Names of speakers at meetings, and those who correspond to committees.	<p>Names of speakers and those who sent written communications are included in the minutes of meetings. Copies of written communication and personal information in it – such as postal address, telephone number or e-mail address are available upon request.</p> <p>Meetings minutes can be found on the appropriate committee page via www.toronto.ca/legdocs/agendas.htm</p>

Type of information	Description	How to get the information
Councillors - office expenses	<p>From 2007: Detailed office expense records for each Councillor, updated quarterly. Categories include: staff salaries & benefits, office equipment and supplies, transportation & parking, printing, telecom services, meetings, office rent, advertising, professional services, travel, donations to community groups, and use of personal funds.</p> <p>From 2000-2006: Summary annual reports on remuneration and expenses of Members of Council and of Council appointees to local boards and other special purpose bodies</p> <p>Supporting transaction documentation will have personal and other MFIPPA exempted information redacted prior to posting.</p>	<p>General information and links to reports: www.toronto.ca/city_council/salaries.htm#exp</p> <p>City Clerk's Office, Council and Support Services: 416-392-4276 clerk@toronto.ca</p> <p>From 2008: All details and copies of receipts available online.</p> <p>2006 – 2007: Invoices, receipts and supporting documents are available for viewing on request. Viewing takes place at the Council and Support Services office. Notes may be taken, or copies made.</p> <p>Copies: 50 cents/page.</p> <p>2005 and earlier Copies of office expense documents for 2005 and prior years must be requested through the Freedom of Information process. See www.toronto.ca/cap/form_foi.htm</p>
Death registrations	Statistics on registered deaths in the City.	<p>By written request: City Clerk's Office, City Hall 100 Queen Street West 1st Floor North registrieservices@toronto.ca</p>
Directory of records	Description of all the types of general records and personal information maintained by each City division	www.toronto.ca/cap/directory-records.htm
Elections - candidate files	Nomination paper, declaration of qualifications, completed forms, etc.	<p>Contact City Clerk's Office, Elections Services: 416-338-1111 elections@toronto.ca</p> <p>Complete candidate files are available for viewing at:</p> <ul style="list-style-type: none"> • City Clerk's Office, City Hall 100 Queen St. West 1st Floor North • Elections Office, 89 Northline Rd. <p>Copies: 50 cents/page.</p> <p>If candidate provides consent, candidate contact information is posted on the City website (www.toronto.ca/elections) and given to callers by phone, mail or e-mail as requested, during the election year.</p>

Type of information	Description	How to get the information
Elections - candidate financial statements	Candidate financial activities including all expenses and contributions pertaining to the candidate's campaign.	<p>Contact City Clerk's Office, Elections Services: 416-338-1111 elections@toronto.ca</p> <p>Complete financial statements are available for viewing at:</p> <ul style="list-style-type: none"> • City Clerk's Office, City Hall 100 Queen St. West 1st Floor North • Elections Office, 89 Northline Rd. <p>Copies: 50 cents/page.</p> <p>www.toronto.ca/elections provides copies of financial statements and a searchable database of contributors (excludes individual contributors' addresses). A summary of the most recent financial statements is also posted.</p>
Elections - contribution rebate applications	Application forms from individual contributors to receive a rebate for contributions made to the campaign of a candidate running for Council.	<p>Contact City Clerk's Office, Elections Services 416-338-1111 elections@toronto.ca</p> <p>Complete applications are available for viewing as of March 31 in the year after an election:</p> <ul style="list-style-type: none"> • City Clerk's Office, City Hall 100 Queen St. West 1st Floor North • Elections Office, 89 Northline Rd. <p>Copies: 50 cents/page.</p>
Elections - proxy certificates and revision applications	<p>Proxy certificates that have been certified by the City Clerk.</p> <p>Applications submitted by eligible electors to have their name added to or deleted from the voters' list or to have their information changed.</p>	<p>Contact City Clerk's Office, Elections Services 416-338-1111 elections@toronto.ca</p> <p>Available for viewing starting the Tuesday after nomination day through to the 90th day following the City Clerk's declaration of results in an election year (mid-February of the following year):</p> <ul style="list-style-type: none"> • City Clerk's Office, City Hall 100 Queen St. West 1st Floor North • Elections Office, 89 Northline Rd. <p>Copies: 50 cents/page.</p>
Elections – voters list	Copies of the voters' list for the City of Toronto containing the names and qualifying addresses of eligible electors.	<p>Available from September 1 of an election year through to the 90th day following the City Clerk's declaration of results (mid-February of the following year) at:</p> <ul style="list-style-type: none"> • Toronto City Hall • All Civic Centres • Selected libraries <p>See www.toronto.ca/elections/ for details. Copies are available at 50 cents/page to those who complete the Voters' List Request Form and swear the list is being used for elections purposes only.</p>
Events supported or led by Protocol	Information about events supported by the Protocol office, and public events such as Remembrance Day, ceremonies and commemorations, including costs, who is paying for the event, group(s) that attended the event.	<p>Contact City Clerk's Office, Protocol protocol@toronto.ca 416-392-7666</p> <p>In some cases, the City Clerk's Office is not the owner of the information, so requests must be made to the division that held the event.</p>

Type of information	Description	How to get the information
Flag raisings	Date and name/subject of flag raisings at City Hall & Civic Centres.	www.toronto.ca/protocol/flag_guidelines.htm or contact City Clerk's Office, Protocol: protocol@toronto.ca 416-392-7666
Freedom of Information requests	Individual freedom of information requests and decision letters. (Identity of person making FOI request is not provided).	Request from: City Clerk's Office, Corporate Access and Privacy City Hall, 13 West 416-392-9684 clerks@toronto.ca
Freedom of information request statistics	Statistics about number of requests received and completed, and compliance rate with statutory deadlines	Request from: City Clerk's Office, Corporate Access and Privacy City Hall, 13 West 416-392-9684 clerks@toronto.ca
Gaming/lottery licence information	Statistics about number of licences issued for bingos, raffles, break-open tickets and other types of lotteries. Confirmation of licence issued including licence holder, licence number, date of event and event location.	Request from City Clerk's Office, Registry Services: City Hall, Main Floor 416-392-7037 lotterylicences@toronto.ca
Marriage licences	Confirmation if a licence has been issued to an individual(s) within the previous three months. Statistics including number of same sex licences issued.	Request from City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036
Municipal clearances for liquor licences	Information about requests by businesses for clearance from City for a liquor licence, and confirmation on whether an application has been submitted.	Request from City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036
Photographs - archival	View photographic collections created by former municipalities. Prints may be ordered. Permission may be needed from copyright holder.	City Clerk's Office, Archives Research Hall, 255 Spadina Rd. Public Information: 416-397-5000 Research Hall: 416-397-0778 Fax: 416-392-9685 Some collections are available online at www.toronto.ca/archives/index.htm
Polling – current polls Typical topics for polls include: creation of a business improvement area, front yard parking, permit parking, traffic calming, boulevard cafes.	Name of poll (address), tracking number, subject, division requesting poll, geographic area, affected wards, languages available for translation, date ballots mailed out, poll end date.	http://app.toronto.ca/ptis_public_web/pages/polls/searchongoingpolls.jsp General information: http://www.toronto.ca/polling/index.htm Or contact City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036
Polling – closed polls Typical topics for polls include: creation of a business improvement area, front yard parking, permit parking, traffic calming, boulevard cafes.	Subject, affected wards, name of poll (address), end date, result and link to further details: division requesting poll, geographic area, languages available for translation, date ballots mailed out, number of ballots sent and received, detailed results. Specific details such as voter names will not be released.	http://app.toronto.ca/ptis_public_web/pages/polls/searchclosedpolls.jsp General information: http://www.toronto.ca/polling/index.htm Or contact City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036

Type of information	Description	How to get the information
Privacy – reviews of forms	Questionnaires by Corporate Access and Privacy about City forms and how information collected from forms is protected. Also includes recommendations from CAP.	Request from City Clerk's Office, Corporate Access and Privacy, 13 th floor, City Hall, West Tower. 416-392-9684 clerks@toronto.ca
Privacy - impact assessments	Completed assessments of program area policies, procedures, computer systems and web applications in relation to the collection, use and disclosure of personal information.	Request from City Clerk's Office, Corporate Access and Privacy, 13 th floor, West Tower, City Hall 416-392-9684 clerks@toronto.ca
Proclamations	Date and text of proclamations (ceremonial documents, signed by the Mayor and issued for public awareness campaigns, fundraising campaigns, arts and cultural celebrations and special honours)	www.toronto.ca/proclamations
Records – completed record destruction authorization forms	Summarized descriptions of records authorized for destruction. (Does not include detailed inventories of box contents, which may contain personal information).	Request from City Clerk's Office, Records and Information Management 416-392-1046 infomgmt@toronto.ca
Records – completed records retention authorization forms	Description of a category of records and the rules for how long records of that category are kept. Forms include the title, date of submission, vital record status, holder of official record, analysis and scope notes, retention schedule, applicable legislation, archival review notes, retention information, and approvals	Request from City Clerk's Office, Records and Information Management 416-392-1046 infomgmt@toronto.ca
Records – database information RSMT (records series management tool)	Database information, including codes, date of creation, status, holder of official record, format, scope notes, keywords, archival appraisals, retention information.	Request from City Clerk's Office, Records and Information Management 416-392-1046 infomgmt@toronto.ca
Travel letters (newborn identity)	Statistics about documents used to identify a newborn for travel purposes.	Request from City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036
Wedding chamber bookings	Statistics about bookings for City-run wedding chambers at East York, North York, Scarborough and York Civic Centres.	Request from City Clerk's Office, Registry Services: City Hall, Main Floor registryservices@toronto.ca 416-392-7036

City Hall and Civic Centre locations

For directions and maps see: <http://www.toronto.ca/311/locations.htm>

Location	Information from City Clerk's Office
Toronto City Hall 100 Queen Street West Toronto ON M5H 2N2	<ul style="list-style-type: none"> • Council and committee documents: Secretariat, 12th Floor, West Tower • Assessment rolls, birth registration, marriage licences, gaming licences, voters list and other election documents: Elections and Registry Services, Main Floor • Corporate Access and Privacy documents: 13th Floor, West Tower
East York Civic Centre 850 Coxwell Avenue	<ul style="list-style-type: none"> • Voters list • Assessment rolls: (computer only), at Registry Services/Tax/Water Bill counter, First level up
Etobicoke Civic Centre 399 The West Mall	<ul style="list-style-type: none"> • Council and committee documents: Secretariat office • Assessment rolls (binders and on computer): Registry Services office
North York Civic Centre 5100 Yonge Street Main Floor	<ul style="list-style-type: none"> • Council and committee documents: Secretariat office • Assessment rolls (binders and on computer): Registry Services office
Scarborough Civic Centre 150 Borough Drive 3 rd Floor	<ul style="list-style-type: none"> • Council and committee documents: Secretariat office • Assessment rolls (binders and on computer): Registry Services office
York Civic Centre 2700 Eglinton Ave. West	<ul style="list-style-type: none"> • Voters list • Assessment rolls: (computer only), 2nd Floor