

Economic Development, Culture and Tourism Division Plan for Routine Disclosure of Information

Policy:

Economic Development, Culture and Tourism Division shall establish and maintain a process for the routine disclosure of information, without requiring a formal request through the City's Corporate Access and Privacy Office.

Purpose:

- To respond to the City's policy direction in establishing routine disclosure practices
- To ensure transparency and ensure accountability in accordance with the provisions of MFIPPA
- To facilitate the flow of routine information in an efficient, timely and cost effective manner

Background:

Most Economic Development, Culture and Tourism Division information falls under the Routine Disclosure category and can be publicly released without a formal Municipal Freedom of Information and Privacy Act (MFIPPA) request having been filed.

After a preliminary review of current practices it was found that most staff adhere to the Routine Disclosure Guidelines as outline in the Corporate Access and Privacy Manual (2nd Edition – March 2006, Section 8).

A request has been made to the Corporate Access and Privacy (CAP) Office to provide a summary of MFIPPA requests for the current year. A review of this information once received will take place to determine if any of this information could be revised to ensure release as routine disclosure.

An example of this would be requests for information on film permit applications are often referred to Freedom of Information (FOI) as there is personal information and film company information involved. The Toronto Film and Television office took a proactive approach last year and created a film permit application that contains no personal information, and therefore can be released to requestor's. This allows the disclosure of

information that satisfies some of the requests that were previously routed to the CAP office.

As the Program Management Contact (PMC) the General Manager's Office (EDCT) office receives MFIPPA requests and forwards them to the appropriate staff for response. A follow-up with the appropriate staff is done to ensure these requests are responded to within the required timeframe, as set out by legislation.

Other requests are routinely made to all the various sections and units within the Division and are responded to directly in a timely matter. A large portion of the information requested is found on the City's Website.

Improvements for Routine Disclosure Practices:

As the Division moves forward with the Program Review a number of improvements will be undertaken to ensure that routine disclosure of general records becomes the norm within the Economic Development, Culture and Tourism Division:

- a) Yearly reviews of requests that are received by MFIPPA
- b) Appointment of Access Liaison Officers (ALO) required for sections within the division
- c) Review strategies for release of information
- d) Update of information made available to the public through the City's website

Attached is a high level list of information from Economic Development, Culture and Tourism Division that is generally requested.

Section	Information	Comments
Strategic Growth & Sector Services	Toronto Business Directory Information on Key Industry Clusters Business Related Statistics Reports & Publications	- Information available on City's website under "Doing Business"
Culture Services	Culture Plan for the Creative City Live with Culture Culture Events (exhibits, events, classes, workshops & lectures) Culture Centres Cultural Affairs Museums	- Information available on City's website under "Living in Toronto" and "Visiting Toronto"
	Event Support - how to book Nathan Phillips Square, road closures, permits, etc.	- Mentoring provided to groups by staff to help organizations with events
Business Services	Toronto BIAs and related programs – general information Enterprise Toronto – small business help Comments on Planning Applications	- Information available on City's website under "Doing Business" - Phone and face to face advice also provided - Kiosk service launched in 2008
BizPal		- Web portal lists all permits and licenses needed by different types of businesses.
Film Office	Toronto Film & Television Office – information on how to film in Toronto, productions currently filming	- Information available on City Website under "Doing Business"
Program Support	Toronto Business News – Newsletter	- Newsletter is released monthly
	Calendar of Events Map of tourist points of interest Information about what to see and do and how to get around TAPintoTO! Greeter program	- Available on City Website under "Visiting" - Free Maps distributed to info desks and public - Face to face counselling services at Ontario Travel information Centre and mobile

		(summer) van - Info Pillar kiosks to be launched 2009
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