

Summary of Routine Disclosure Plans

The following is a summary of the plans and/or details for routine disclosure received from each City division. The summaries are not intended to replace the formal submissions; rather they provide a quick snapshot on the approaches to the routine disclosure of information.

Accounting Services

Through quarterly reports to the Government Management Committee, information such as Accounts Payable statistics including payment cycles, early vendor payment discounts, late payment charges paid, amounts paid by direct deposit, aged account receivable listings and bad debt write-off are disclosed. Other information disclosed includes statement of financial position (Unconsolidated Balance Sheet), commodity tax recoveries, purchasing card activities, reserves and reserve fund balances and activities.

The consolidated audited financial statements for the City of Toronto and the City's Business Improvement Areas (BIA's) including management letter from the external auditor is presented to the Audit Committee annually by the Treasurer through the Accounting Services Division.

Affordable Housing Office

The Affordable Housing Office (AHO) does not disclose personal information about applicants and recipients of loan programs other than to the Canada Mortgage and Housing Corporation, as part of the application process.

Winners of Requests for Proposal (RFP's) for the Supporting Communities Partnership Initiative (SCPI) and Affordable Housing Program (AHP) are disclosed; however, respondents to the RFP's who did not win will not be disclosed.

AHO will disclose general information such as the number of units or buildings receiving assistance/funding. Information not included in Council reports is not routinely disclosed.

Children's Services

Children's Services routinely discloses a vast amount of information, mainly through the division's website. Information can be found about services and resources in the community, finding quality care, maps, facts and figures, how to apply for subsidy, various reports, and information for operators. The website continues to grow, and is commonly used by people researching information related to children, parents, caregivers, and operators.

City Clerk's Office

Archives

Large volumes of government records are accessible in the research hall. These include: Council minutes and communications from the former municipalities from date of incorporation until 1997, minutes from board of control/executive, standing committee/special committees, Board of Health, Planning Boards, bylaws and assessment rolls from former municipalities.

Corporate Access & Privacy

Extensive information is available on the City's website. This includes: Directory of Records, Information Practice Statements, information about Freedom of Information and Privacy

Summary of Routine Disclosure Plans

Complaint procedures, annual reports submitted to City Council and the Information and Privacy Commissioner (IPC) and public reports.

Information available upon request includes forms registered in the Forms Registry, privacy compliance questionnaires for City staff to complete when developing forms or surveys (internal and external) that request personal information, Freedom of Information statistics, and completed signed-off Privacy Impact Assessments (PIA's).

Council and Support Services

Council and Support Services posts, on the City's website every three months, the following information: councillor office expenses, councillor donations, and councillor travels.

Councillors' salaries and remuneration are disclosed once a year in the annual Treasurer's report.

Names of individuals related to groups or addresses that receive councillor donations will not be disclosed. The names of charities are disclosed. Councillor and staff personal records are not disclosed.

Copies of invoices are made available routinely, excluding personal and confidential information contained in the invoices.

Elections and Registry Services

All elections documents and materials such as voters' lists and candidate financial statements are available for public inspection, with the exception of election staff employment applications.

Protocol

Protocol posts proclamations and flag raisings on the City's website and provides notifications for public events. Protocol does not disclose invitation lists, contact information for former members of Council, personal contact information for current Members of Council, names of individuals who receive congratulatory scrolls or names of individuals who send letters to the Mayor or receive letters from the Mayor.

Registry Services

Individual records are not disclosed; however statistics such as number of births can be disclosed. Confirmation of marriage licences issued over the previous three months can be provided. Registry Services will also release results of polls conducted. This would include the question asked in the poll and the results. Names of participants in the poll would not be released.

Gaming Services

A written request is required when seeking information regarding any lottery licence, i.e. bingo, raffles and break open tickets. If there is an inquiry regarding the charity recipient for one of the above, the name of the charity will be disclosed. Gaming Services statistics are not routinely disclosed.

Summary of Routine Disclosure Plans

Secretariat

Items such as committee reports, supplementary agendas, and public staff reports are disclosed once an agenda is published. Confidential staff reports will be disclosed only when disclosure has been approved by Council.

The Corporate Access and Privacy Office is consulted regarding the disclosure of petitions that contain names and signatures of persons in respect to a common position. Secretariat routinely discloses meeting notices, statutory notices, decision documents, meeting minutes, order papers, and committee transmittals.

Communications sent to Committees or Council for items on the public agenda are made routinely available to the public. Applications and resumes for committee appointments will not be disclosed unless there is consent from the person(s) who has submitted the item.

City Planning

City Planning has developed guidelines for routine disclosure for development applications such as official plan amendments, rezoning, subdivision, part lot control, site plan approval condominium, Committee of Adjustment consents and Committee of Adjustment variances. The guidelines generally apply to open/current/active development application files.

Corporate Finance

This division is responsible for disclosing information related to insurance claims against the City. Other information disclosed includes investment results, sinking fund results, investment policy compliance, and financial lease activities.

Content of the property assessment and taxation is cleared with the Corporate Access and Privacy Office.

Court Services

With the exception of an application for an Order of Examination under the Mental Health Act, court documents related to the Provincial Offences Act are publicly accessible, unless otherwise ordered by the Court.

Information routinely disclosed by Court Services includes copies of tickets, motion paperwork, Notices of Appeal, and extensions of time to pay a fine. Fees are regulated by the provincial government, for example requests for transcripts of court proceedings, photocopies and certification of various documents.

Economic Development, Culture & Tourism

Most Economic Development, Culture and Tourism Division information falls under routine disclosure and is publicly released. A large portion of the information requested of this division is found on the City's website under the following headings:

- Doing Business contains Economic Development information, about investing in Toronto, resources for businesses and various publications and reports.

Summary of Routine Disclosure Plans

- Living in Toronto contains Arts & Culture information, about Culture Events and Centres, Cultural Affairs and Museums, as well as Special Events information, including a calendar of events, and information about event support.
- Visiting Toronto contains Tourism information.

Emergency Medical Services

Emergency Medical Services (EMS) is also covered by the Personal Health Information Protection Act (PHIPA). The division's PHIPA statement can be found on the City's website.

All information released by EMS is in accordance with PHIPA as well as MFIPPA. Requests for records made to EMS must be made in writing and also require that the patient sign an Authorization to Disclose Personal Information release form. Some fees which have been approved by Council are charged.

Executive Management

Executive Management will routinely disclose reports and statistics related to the following:

- Performance measures
- Benchmarking
- Business planning
- Staffing levels

Information regarding amalgamation is available for in-house viewing as printed copies are out of stock.

Facilities & Real Estate

This division routinely discloses includes: policy and procedure documents and reports that have gone to Committee or Council under the division's signature.

For security purposes, Facilities & Real Estate does not routinely provide architectural plans for City facilities and will not provide information related to security such as number or location of security cameras at a City facility or details about security guards.

Finance & Administration

Through this division the following information is disclosed: budget documentation, organizational charts, council and committee reports, agendas and minutes, media releases, brochures/flyers and fact sheets.

Financial Planning

With respect to the City's Operating Budget, Financial Planning will disclose: the manual of instruction for the preparation of the operating budget submissions; operating budget binders (which include program profiles and analyst notes by program area); operating briefing notes; presentations to Committees and Council; the operating quick books; the annual operating budget corporate report; and, any media releases. These items are available in various forms (hard copies and/or posted on the City's intranet / website).

Summary of Routine Disclosure Plans

With respect to the City's Capital Budget, the following are routinely disclosed: the manual of instruction for the preparation of the capital budget submissions; capital budget binders (which include analyst notes by program area); capital briefing notes; presentations to Committees and Council; the capital quick books; the annual capital budget corporate report; and, any media releases. These items are also available in various forms (hard copies and/or posted on the City's intranet / website).

Public budget books (operating and capital) are distributed to Councillors, libraries, and the general public. They are also posted on the City's website.

Quarterly and year-end variance reports (operating and capital) are also disclosed on the City's website as well as any key corporate financial planning reports to Committees and Council (i.e. budget process, directions & targets, schedules, policies, etc.).

This division indicated it consults with the cluster's communications unit on requests from media.

Fire Services

At this point in time, all requests for information from Fire Services are processed through Corporate Access & Privacy. Fire Prevention is proposing that it routinely disclose inspection related letters and notice of violations provided that personal information of a property owner has been severed.

Fleet Services

Fleet Services discloses information related to the Green Fleet Transition Plan, fleet composition, safety, technology testing, fuel requirements, events, and Smog Alert Plan.

Homes for the Aged

Homes for the Aged is also covered by PHIPA. The division's PHIPA statement can be found on the City's website.

Given the nature of the work within Homes for the Aged and the extensive length of time some residents live in the Homes, some personal health records can be extensive. Routine disclosure processes will only be used when the request is limited to 49 pages or less. Requests of more than 50 pages are treated as formal requests.

The following categories of information can only be disclosed to residents/client; attorney for personal care (when resident or client is living); executor for the estate (after resident or client is deceased); another facility that is providing health care to the resident; Court of Ontario with a valid court order; designated official of the Ministry of Health and Long Term Care:

- identifying information
- plan of care
- health care records
- financial records

Summary of Routine Disclosure Plans

General information such as descriptions and services, brochures and news releases are routinely disclosed.

Human Resources

Human Resources discloses to the public: policies, human rights annual reports, grievance and arbitration statistics, and information regarding staff injury costs. Human Resources also routinely discloses information to employees, including: service information, salary information, competition examination papers, employee history files, pay equity plans, awards, job profiles, ergonomic reports, and individual training records.

Information & Technology

Information & Technology routinely discloses the following information:

- Details on IT-related contracts including vendor or supplier, length of contract, area(s) covered by the contract (Contract Management Office)
- Technology contracts (Contract Management Office)
- IT policies and statistics (Information and Technology Planning)
- Service process improvements (Information and Technology Planning)
- Information & Technology budget (Finance & Administration)
- Geospatial information such as the location of the City of Toronto transportation network; property boundary locations with associated assessment information; aerial photography; large scale mapping; electoral ward boundaries; census tracts; police divisions; transportation districts; street locations; linear features such as shorelines, rivers; hydro corridors; railways; and thematic information such as school locations, subway stops, and ambulance stations. (Land Information Toronto)

Internal Audit

Information routinely disclosed by this area includes reports to committees and/or Council. They can be found on the City's website. Requests for internal reports by the public or media are considered on a case by case basis through formal Freedom of Information requests. Corporate policies such as the Fraud Policy are posted on the City's website and are routinely available.

Legal Services

Legal advised the Corporate Access and Privacy Office that all their records need to be carefully and individually reviewed prior to determining if they can be disclosed. Examples include legal opinions, agreements and notes taken in preparation of litigation. To the extent that copies of the records are held in other divisions, they may be subject to routine disclosure in other divisions. Legal Services does not hold any records routinely available to the public.

Municipal Licensing & Standards

Policy and planning services

Minutes from stakeholder meetings or public consultations are disclosed. Staff reports, once on an agenda becomes public and are available on the City's website.

Summary of Routine Disclosure Plans

Investigative Services

The following is routinely disclosed:

- property standards orders to comply but personal information such as building ownership and service address will be removed;
- notice of violation/orders to comply/invoices are provided to owners/tenants after proof of identity has been provided;
- encroachments drawings/agreement;
- municipal code chapters;
- copies of bylaws and amendments not yet codified;
- regulations and standards related to bylaws;
- distance from existing group homes without disclosing the location or operator.

Licensing Services

Taxi training course materials for new or licensed taxicab drivers are available for a fee.

Applications for businesses licences, rooming house licenses, vending, cafes, marking and bylaw exemptions are routinely provided.

Copies of specific article from the licensing bylaw are available on the City's website or for a fee.

Certifications of documents for licence status are available for a fee.

Information on the following is provided verbally:

- inquiries related to permits for the use of the public right of way in connection with boulevard marketing, cafes, and vending operations
- inquiries regarding the status of a business licence

Approved levels of services, policies and guidelines are also routinely disclosed.

Parks, Forestry & Recreation

Most Parks, Forestry & Recreation information falls under routine disclosure. Information requests are for forestry-related matters, capital project funding, consultant studies and payment, contract information, park levy charges paid by certain developments, funding source details, records of tickets issued by parks bylaw enforcement offices, staff reports, and policy guidelines.

Parks, Forestry & Recreation is planning to develop a routine disclosure policy manual for division staff. In addition Parks, Forestry & Recreation, through its Training and Learning Committee will ensure that all Parks, Forestry & Recreation staff responding to public information requests are familiar with Freedom of Information and are aware of information that can be routinely disclosed.

Pension, Payroll & Employee Benefits

There are four types of information requests for this division. They are: OMERS related information, City-sponsored pension plans; payroll; and benefits.

Summary of Routine Disclosure Plans

OMERS (Ontario Municipal Employees Retirement System)

Financial and general information about OMERS is routinely available. Employee pension statements are provided to plan members directly from OMERS. Pension information specific to an individual employee is provided by phone, email or mail.

City-sponsored pension plans

Bylaws, audited financial statements and actuarial reports, minutes of pensions committees/board meetings and agenda materials, other than in-camera is routinely available.

Payroll

Confirmation of employment from the Canada Revenue Agency is provided upon request as are requests from Human Resources Development Canada. Individual employees can receive their payroll information with signed consent.

Benefits

General information about benefits is available to employees. Committee reports other than in-camera are also available. Requests for specific benefit related records are provided to employees upon request.

Policy, Planning, Finance & Administration

Information about the division's budgets, purchasing and accounts payable statistics are disclosed through corporate reports. The division also supports other divisions in the cluster in the routine disclosure of their information.

Public Information & Creative Services

Through Access Toronto, information that is on the City's website and in the Access Toronto Knowledge Base is routinely provided by phone, email or in person.

Census data, ward language profiles, and statistics related to languages used is provided through Multilingual Services.

Other information provided by this division includes web site statistics, organizational charts, and publications.

Purchasing & Materials Management Division (PMMD)

Information relating to tenders, Request for Proposals (RFP's), Request for Quotations (RFQ's), including Low Value Purchase RFQ's, Request for Pre-Qualification/Request for Information (RFOI's) and Specifications is available.

Information on successful proponents of RFP's is provided verbally upon request and in reports to Committee and Council. During the evaluation process, the short-listed proponents will not be disclosed. Proponents can request and will receive own ranking in the process.

Information on the successful bidders for Tenders is available verbally, on the City's website and in reports to Committee and Council, and for RFQs is available verbally.

Summary of Routine Disclosure Plans

The division holds public openings daily where, in the case of RFP's, only the names of proponents are read out, and for RFQ's, the names of the bidders and the bid amount are read out.

Information on how to do business with the City of Toronto is also available from this division verbally, in one-on-one meetings with suppliers, and through supplier briefing sessions which includes written information for perspective vendors.

Revenue Services

Information related to water bills can be found on the City's website. General information such as water consumption history, meter location, and meter readings are provided

Assessment, tax account balance, property roll numbers, and statements of account are provided only to property owners who must provide proof they own the property in question.

Parking tag information such as screen prints/photocopies and tag information is provided only to registered owners of the vehicle in question. There is an administrative fee for the screen print/photocopy.

Information related to tax appeals will only provided to the property owner and applicant/authorized person.

Shelter, Support & Housing Administration

Shelter, Support & Housing Administration is also covered by PHIPA. The division's PHIPA statement can be found on the City's website.

General information about the types of services delivered by the division is routinely available. These services include Hostel Services, emergency planning, community housing initiatives, streets to homes, community partnership initiatives, tenant support and policy development, social housing, and partnership development.

Social Development, Finance & Administration

Information related to this division's programs is routinely disclosed. Details about the division's information technology are reviewed for confidential, security-related or excluded information before being disclosed. Communication plans, photos and videos of City facilities, parks and program activities are also reviewed before they are disclosed.

Social Services

Social Services' routine disclosure procedures for staff are identified on the City's intranet site, including a listing of all items routinely disclosed. Social Services is in the process of updating procedures as part of the Routine Disclosure Plan (the last update was 2004).

Social Services Division, program, and services information is readily available on the City's website. All policy and benefit information is also available. Program information materials such as client brochures are routinely provided directly to clients, community agencies and city partners.

Summary of Routine Disclosure Plans

Program Administration, council reports, budget and financial information, research reports, program evaluations and audits, once in the public domain, are routinely disclosed on request. Contracted service provider information is also available on request, although contract specifics are not disclosed.

Ontario Works case file information is routinely disclosed, to the client or his/her legal representative through an in-office interview or copied on a document specific basis.

Solid Waste Management Services

Among the types of information this division routinely discloses are:

- Legal Agreements
- Contracts
- Work orders on vehicles
- Tenders
- Development Review Requirements
- Council/Committee staff reports
- Bylaws
- Survey results

This division does not routinely disclose the following:

- Records received in confidence from another government (legislated)
- Third party information (legislated)
- Personal information (legislated)
- Information subject to solicitor/client privilege
- Proprietary information
- Proprietary information pertaining to City contractors
- Confidential landfill investigations (mapping of old city land fills, etc.)
- Landfill Gas Royalty Statements (proprietary information)
- Companies using City's transfer stations
- Disposal Contingency Planning Details
- Environmental Studies – Landfill sites (case by case basis, some relate to private properties and some relate to litigation)

Strategic Communications

Information routinely disclosed by this division includes news releases and media advisories, publications and speeches, advertising, and photo and video images of the city. Briefing notes, issues notes and planning materials are available upon request and after a review to ensure content does not contain confidential or excluded material. The Corporate Access and Privacy Office is consulted.

Statistics such as same-sex marriages are distributed upon request, as are Committee/Council staff reports, recorded votes of Council and other Council related documents that are on the City's website.

Summary of Routine Disclosure Plans

Strategic & Corporate Policy

Reports, council/committee reports, presentations, speeches and other materials written and prepared for public distribution are routinely available.

Briefing notes and project files are reviewed for confidential or excluded information. The Corporate Access and Privacy Office is consulted in these cases.

Access, Equity and Human Rights Grants applications are reviewed for confidential or excluded information. The Corporate Access and Privacy Office is consulted when requests for this information are made.

Technical Services

Information routinely disclosed, with applicable fees, by Technical Services includes:

Standards, Policies & Quality Assurance (SPQA) Branch

- City of Toronto Standard Construction Specifications and Drawings for Roads, Sewer and Watermain
- Sewer Use bylaw compliance record search (for Phase 1 Environmental Assessment)
- Status of easement compliance

District Engineering Services Branch

- Engineering Drawings Reproductions
- Sale of Engineering Digital Data

Survey & Mapping Branch

- Property Data Maps
- Land Subdivision Maps
- District Street Maps
- Survey Notes, Plans and Registered Plans
- UMAP (Your Own Mapping)
- Aerial photos maps and enlargements
- Othoimages and enlargements
- Toronto Mono Viewer

Environmental Services Branch

Property information for lawyer's letter

Toronto Building

City Council approved the direction recommended by staff for disclosure of building records and plans in September 2006, to allow for access to plans of wholly residential buildings between the date of building permit issuance and three months following the date the permit file is closed. The policy also provides for routine disclosure of building permit information, other than personal information.

Summary of Routine Disclosure Plans

Access to building plans (viewing and copying) of wholly residential buildings shall be permitted only between the date of building permit issuance and three months following the date the permit file was closed by the Building Inspector.

Access to building plans for uses other than residential is permitted to requesters who can prove/confirm they are: an owner of the property, a director of the management company responsible for the building on behalf of the property owner, a person who has written consent from one of the above, City Councillors and their staff, or an officer of certain agencies. For City-owned buildings, authorization is required from the director of Facilities and Real Estate. All other requesters must make a Freedom of Information request.

Toronto Public Health

Toronto Public Health (TPH) is also covered by PHIPA. The division's PHIPA statement can be found on the City's website as well as in brochures and other types of communication vehicles.

TPH routinely provides non-identifying information related to its programs, policies, and services to the public. TPH clients have a right of access to their own personal health information in the custody or control of Toronto Public Health. This right of access may also apply to a client's substitute decision maker or person acting with the consent of the client.

Inspection reports from the Food Safety Program and Inspection Enforcement are posted on the DineSafe page of the TPH website. Inspection history is kept on the website for two years.

Toronto Water

The routinely released documents are typically of the following nature:

- Reports outlining operational results, statistics and projects (Annual Report, Master Plan)
- Reports or summaries including metrics and data (flow rates, water quality, testing)
- Water efficiency program brochures and applications
- Informational and procedural brochures on water services offered and pollution prevention
- Guidelines (for bylaws)
- Newsletters for public education, news and events
- Customer service notices
- Liaison Committee minutes and agendas (during times when the Committees are active)

Transportation Services

District Traffic Operations

Information routinely disclosed includes: parking regulations; traffic controls and regulations; results of traffic studies; and motor vehicle collision summaries.

District Road Operations

Information routinely disclosed includes: Winter and summer levels of service data and policies; the Capital plan, roads bylaws, snow and ice control records, permit information.

Summary of Routine Disclosure Plans

District Traffic Planning/Right of Way Management

Information routinely disclosed includes: guidelines for transportation impact studies ; accessibility design guidelines; Toronto Standard Drawings; residential driveway entrance policy; conveyance information; payment in lieu of parking policy, road allowance data; approved site plans; lane closing policy; street event and on-street permit parking applications; bylaws and historical council decisions.

Traffic Management Centre

Information routinely disclosed includes: camera locations, RESCU traffic flow information, traffic signal timing/phasing/operation, new traffic signal installation schedule; traffic control device drawings and specifications; traffic volume information and motor vehicle collision summaries.

Transportation Infrastructure Management

Information routinely disclosed includes: Infrastructure history, condition and planned work data, post-and-ring, bike route and planned sidewalk information, technical data arising from transportation studies and environmental assessments; road classifications.

Waterfront Project Secretariat

Information routinely disclosed by the Waterfront Project Secretariat includes news releases and a quarterly newsletter. Information and documentation related to the Council-approved vision for waterfront revitalization including secondary plans, precinct plans, bylaws, governance structures, public meeting materials, minutes and discussion papers are also routinely disclosed.

The Waterfront Secretariat will also disclose master plans and technical studies, with the City's due diligence and recommendations, where documents do not contain confidential information.

The Waterfront Secretariat reports that it is working on a protocol for the routine disclosure of all or part of the technical studies prepared by external bodies. The protocol is being developed in concurrence with the entity responsible for creating such documents.