

Open Government Committee

DRAFT

Minutes

November 16, 2015

10:30 a.m. – 12:00 p.m.
City Hall, 9th Floor West Tower
Large Boardroom

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| Chair | Ulli Watkiss |
| Attendees | Bikram Chawla, Karthi Bala, Casey Brendon, Tracey dal Bianco, Jackie DeSouza, John Humphries, Daphne Gaby Donaldson, Ian Duke, Daniel Fusca, |
| Guests | James Tay |
| Regrets | Internal Audit Rep, Harvey Low, Lynda Taschereau, John Schaffter, Meg Shields, Mathew Chrysdale, Rob Rossini |
| Support | Olalekan Adejola, Nancy Isozaki |

| Agenda Topics | Lead | Key Points / Actions |
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| Minutes | Ulli Watkiss | September 22, 2015 Minutes approved. |
| Open Government Updates | Nancy Isozaki | <p>Open Government Performance Measures</p> <ul style="list-style-type: none">• Work was done with Province, over the summer, to share approach to indicator, with Guelph and Kitchener there to listen only• Province landed on 1 pager focused on 3 Open Government pillars and a category to reflect organization readiness capacity• A model with 3 categories will be proposed to Open Gov Committee in January and will recommend indicators in both an introductory & intermediate state• Recommend offering the approved Toronto Open Gov Performance Indicators to the pan-Canadian Open Gov Com of Practice to adopt or adapt as they wish• Performance Indicators will be considered when preparing the first annual Open Government report Q1 2016 <p>Open Government Annual Report 2016</p> <ul style="list-style-type: none">• 4 members volunteered for working group for advising and coordinating input for the annual report |

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| | | <p>GTEC Conference</p> <ul style="list-style-type: none"> • Open Government was one of the streams of conference topics at this event in Ottawa on October 19 to 21, 2015 • Guelph, Toronto, MaRS and Ontario formed a panel to discuss collaboration under the Open Gov Com of Practice. • Privacy and technical security were featured in keynotes and anchor panels <p>Pan Canadian Open Gov Community of Practice</p> <ul style="list-style-type: none"> • 2nd 2015 meeting Dec 1 will feature Province of New Brunswick on their 2 GovMaker conferences (Nov. 2014 & Nov. 2015) • Guelph has agreed to take on the administration of the Com of Practice in 2016. <p>Information Management Liaisons</p> <ul style="list-style-type: none"> • Last meeting is on November 25, 2015. 4 not 6 meetings will be proposed for 2016 and to have 1 joint meeting with the Open Gov Com • Reminder to Division Heads sent by the Clerk reminding them to submit their 2016 Division IM Plans and to confirm their 2016 IML coordinator. <p>Information Mgt Standard: Creating and Managing Digitized Records</p> <ul style="list-style-type: none"> • Legal input incorporated following introduction at August Open Gov Com. • Standard to be sent to Public Health (not able to review) <p>Action: Final version endorsed by the Committee. Next step: Submit the standard to the City Clerk and CIO for approval</p> |
| <p>Open Government in OpenSpaces Oct. 27th</p> | <p>James Tay</p> | <p>The event, co-hosted with Ryerson University had over 50 participants from academia and government</p> <ul style="list-style-type: none"> • Discussion topics at the event were grouped into two categories; <ul style="list-style-type: none"> ○ Opportunities and Ideas – this includes communication opportunities, pop-up consultation etc ○ Challenges – this includes mass communication, Generational barriers, broader engagement and understanding of Open Government etc • In the City Clerk's key message, Open Government should be seen as a journey. Challenges include putting discussion ideas into practice, talking more directly to the public. The most mentioned at the event is addressing organizational barriers and fear • Next steps are: <ul style="list-style-type: none"> ○ To have an OpenSpaces Conference Summary out by end of November, 2015 and |

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| | | <ul style="list-style-type: none"> ○ Use the discussion notes as input to the Open Government Annual Report by Q1, 2016 |
| <p>Open Gov. Public and Staff Survey</p> | <p>James Tay</p> | <p>Results of the Open Gov. public and staff survey were discussed. Highlight of the results include:</p> <p>Public</p> <ul style="list-style-type: none"> • With 1,549 participants, 49% did not know that Toronto is an Open Government • More efforts are needed in communicating Open Gov. as 78% of the participants were learning about it for the first time and 43% have not had the opportunity to participate • Most of the underlying challenges identified are centered around communication • Next steps; Better access, better engagement and greater accountability <p>Staff</p> <ul style="list-style-type: none"> • With 1,772 participants from 45 divisions, 49% of the participants were learning this for the first time. • 45% experienced challenges in being open. Challenges are more around privacy • Next steps to City being open; Provide more information, Be transparent and Educate/train/bring awareness • Next steps to City's Open Gov priority; Educate, Easier access and to foster collaboration <p>Results Observations & Suggestions</p> <ul style="list-style-type: none"> • City has to do more in communicating Open Government. Though attempts to do more has always been considered to be inadequate as there is a general perception (internal and external) that it's all lip service. Also, response (needed for service improvement purposes) from those that consume government services has been infinitesimal. <ul style="list-style-type: none"> ○ This can be viewed as a trust issue, hence building elements of trust is important ○ Aside consulting, publishing what was done with consultation feedback will show that the people's opinions are heard ○ There also has to be a change in our processes ○ Enhance the connections with academia and have 2-3 OPM members present at schools (important to engage them earlier) ○ Open up regular public consultation hours with officers who can provide |

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| | | <p>information</p> <ul style="list-style-type: none"> ○ Reaching/ Engaging people on topics that matters most to them ○ Certain legislations prohibits disclosure of some information ○ Additional challenges in Open Gov. can be summarized as follows <ul style="list-style-type: none"> ▪ Fear of liability and wrong use of the data ▪ Lack of confidence ▪ Culture issues – afraid of consequences <p>Action Item: The committee requested for a breakdown (in %) of the results by divisions be made available</p> |
| Presentations | Ulli Watkiss | The City Clerk acknowledged the Open Gov. contributions of James Tay and John Jones for OpenSpaces conference coordination. Appreciation of Meg Shields and Harvey Low held until they are present in January. |
| 2015 Summary of Open Government Committee Activities | Daphne Gaby Donaldson | The policies, standards endorsed, reviewed, or discussed in 2015 have been populated into the IM framework. This framework will continue to be updated as other items are addressed by the committee in 2016. Daphne's organization of Open Gov Com accomplishments will be sent with minutes. |
| 2016 Directions and Workplan Discussion | Ulli Watkiss | <p>Taking a look at priorities for 2016 as regards addressing the survey findings on Open Gov, the committee discussed ideas like:</p> <ul style="list-style-type: none"> • Engage division heads in a top down approach, get their commitment to Open Gov. and have working sessions with them on commitment to release 1 or 2 Open Data sets • Create a communication Plan (Educate internally first and then communicate to others) • Create Public education plan (start internally and then to external) • Work on culture change • Adopt the visualization concept – map based context in data • <p>Action Items: Open Government Committee members are to send 2016 ideas on how to better</p> |

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| | | understand/ communicate the Open Government both internally and externally in preparation for finalizing workplan at first 2016 meeting. |
| Next meeting: January 19, 2016; 10:30 a.m. – 12:00 p.m. @ the Large Boardroom, City Hall, 9 th Floor West Tower. | | |