OPEN GOVERNMENT

A CONNECTED, INFORMED PUBLIC EMPOWERED BY AN ACCOUNTABLE, TRANSPARENT AND COLLABORATIVE CITY GOVERNMENT

TORONTO

Progress Report **2016**

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FORWARD: Toronto's
OPEN GOVERNMENT JOURNEY

The Open Government Committee is pleased to present the 2016 Open Government Progress Report. It demonstrates the City's continuing commitment to 'opening up government'. It reflects what the City have heard from staff and the public, gathers in one place some of the innovative Open Government initiatives led by City divisions; and highlights future endeavours.

City initiatives are tied to the Open Government principles of transparency, participation, accountability and accessibility. These core principles are what support openness and enhance opportunities for civic engagement.

Last year, the City commissioned two surveys to understand how City staff and Toronto residents viewed Open Government. The survey results provided the City with insight into what Open Government means to the public and helped City staff identify the challenges that need to be addressed.

As part of the City's commitment to Open Government, City staff are adopting a dynamic approach to transform Toronto and ensure better access to information and services. The Open Government Committee has been looking inward to remove organizational barriers and better engage City staff and the public in decision-making.

The City's commitment is not only to make information available, but also to bring greater transparency and accountability through access to information and citizen-centric services. Greater public participation is a step towards a citywide culture of collaboration and openness.

Opening up government is a journey and the Open Government achievements in this Progress Report would not have been possible without the support and hard work of City divisions, community and academic partners, and most importantly, the public. Thank you for your commitment to helping build a great Toronto.

Ulli S. Watkiss
Chair, Open Government Committee
City Clerk

Open Government HIGHLIGHTS

Although Canada ranks in the top 10 percent of Open Governments globally, it is at the municipal level where Open Government finds its true meaning.

The City of Toronto continues to lead the way in opening up municipal government by embracing principles such as accountability, transparency, accessibility and participation in City government. In 2015, Toronto's City Council strengthened accountability by making Toronto the first city in Canada to adopt a Public Service By-law.

City Divisions like Revenue Services supported accessibility by introducing Revenue Look Up tools that provide a convenient way for the public to review their property, utility, and parking ticket information anytime, anywhere.

The City Clerk's Office strengthened transparency by making it easier, faster and more convenient for the public to make Freedom of Information Requests online. It also launched a new Open Government website (www.toronto.ca/opengov) that provides information on all of Toronto's Open Government activities so Toronto residents can stay informed.

The Open Government Committee supported participation by engaging Toronto residents through an Open Government Public Survey and co-hosting with Ryerson University a discussion forum 'Open Government in OpenSpaces'. The forum examined the challenges of Open Government and explored what Toronto could do to be a more 'open' city.

Plant Architect Inc. and Perkins + Will Canada Inc., in Joint Venture

Expanded our Open Data catalogue to 202 Open Data sets and published 32 new data sets in 2015. Since 2009, 41 City Divisions have contributed a data set to the catalogue

62 new apps and visualizations created using Toronto Open Data sets

2,866 Freedom of Information requests were completed in 2015; a 1.55% increase over 2014

Boosted privacy training and awareness options for staff by introducing an online privacy video for City staff

In 2015 heard 2,532 public speakers at committee

320 public appointments to all boards & advisory committees

Completed 41 privacy investigations, 2 privacy audits, 510 personal information collection reviews

Surveyed City staff and Toronto residents to learn more about their views on Open Government

100% of City Divisions completed Information Management (IM) plans, up from 60% in 2014

Launched a Participatory Budgeting pilot project in three Toronto communities

Hosted the Open Government Community of Practice -- a pan-Canadian forum for Canadian municipalities and provincial governments to share their experiences in improving privacy, opening up government and making information more accessible

93% of meeting time was held in open session

Launched a City Council YouTube Channel with live web streaming of Council and committee meetings, meeting web archive and item specific navigation

OPEN CITY Information

Making government information available to the public is a requirement for an informed citizenry and enables people to understand what their government is doing.

Plant Architect Inc. and Perkins + Will Canada Inc., in Joint Venture

VISUALIZING CITY DATA

SPOTLIGHT: **WellbeingToronto**

Wellbeing Toronto is a map-based data visualization tool that helps evaluate community wellbeing across the city's 140 neighbourhoods (www.toronto.ca/wellbeing). It is "open" in that it allows anyone to freely select and combine data sets from all across the City, including select data sets from third party sources.

Wellbeing Toronto contributes to making Toronto a more Open Government by providing another way to access and interpret Toronto data.

Open Data is being used on an ongoing basis by City Divisions, universities and other institutions to engage the developer community and students in projects that explore the possibilities for Open Data in extending public services.

Did you know? Wellbeing Toronto is both a data visualization tool as well as a public information participation tool to discuss neighbourhood issues across several areas of interest.
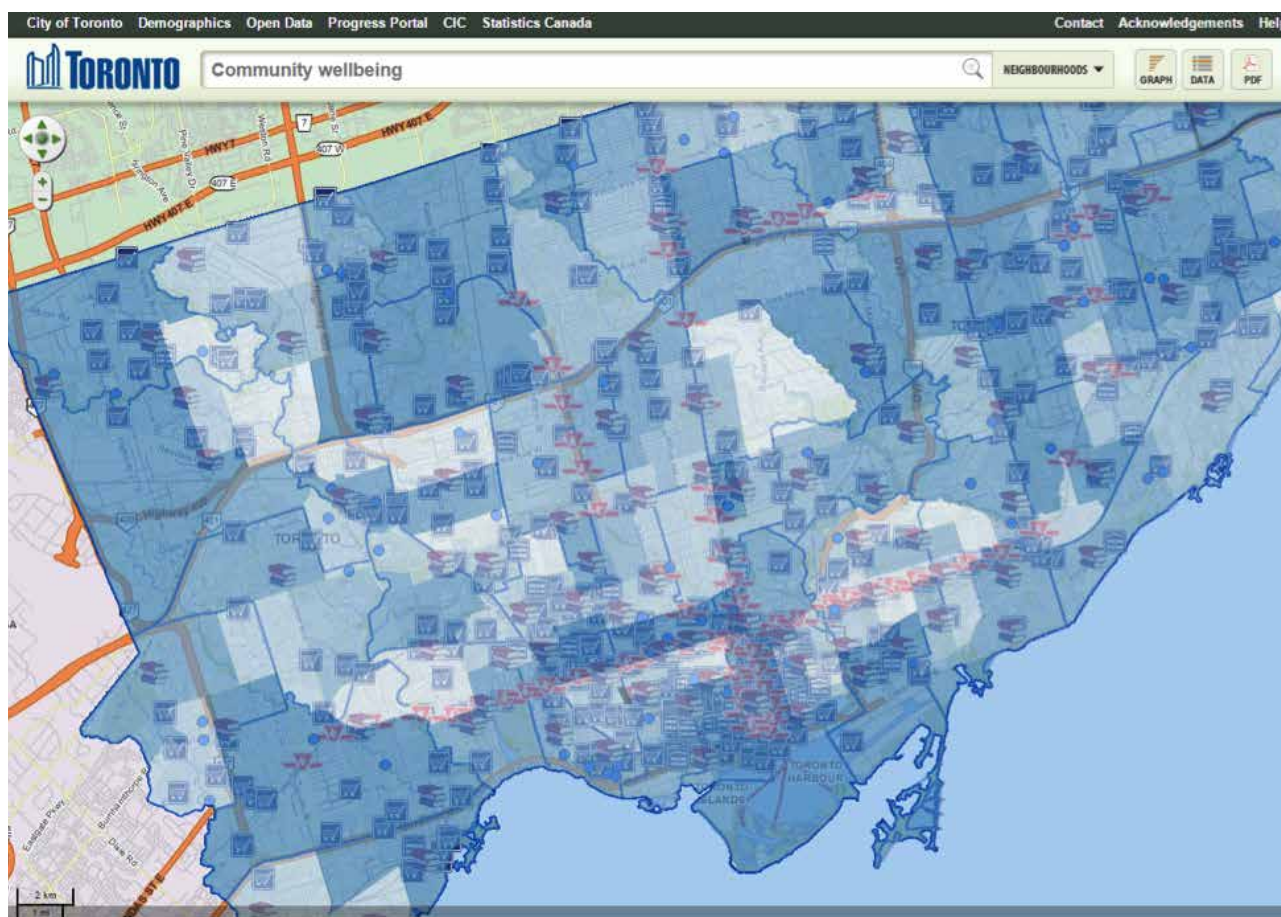
This Wellbeing Toronto map displays a visualization of Toronto neighbourhoods at the street level with indicators such as health, recreation, housing, education, and transportation overlaid.

SPOTLIGHT: **Open Data**

n. Open-Data: o-pen da-ta / ōp n/ / dat /

The idea that certain data should be freely available to everyone to use and republish as they wish, without restrictions from copyright, patents or other mechanisms of control – Wikipedia

The City of Toronto makes data it collects available to the public via toronto.ca/open. This demonstrates our support for Open Government and unfiltered access to information. Apps created using City data have been used to support research, advocacy and to create visualizations. Open Data benefits City staff allowing them share City information directly with the public in a timely and efficient manner.

OPEN DATA QUICK FACTS

- In the recent Open Cities Index report Toronto ranked second amongst 34 Canadian municipalities

- 32 new data sets were published in 2015 bringing the total number of published datasets to 202

- Open Data is being used on an ongoing basis by City divisions, universities and other institutions to engage the developer community and students in projects that explore the possibilities for Open Data in extending public services

Did you know? We are constantly adding data sets and expanding the Open Data catalogue. Our goal over time is to offer all data allowable by law through **toronto.ca/opengov**

MOST POPULAR OPEN DATA SETS 2015 (BY TOPIC)

1. **Parking:** On Street Permit Parking Maps

2. **City Planning:** Context Massing of City Buildings in 3D for illustration

3. **Zoning:** Property Boundaries in all City Wards

4. **Buildings:** Active Building Permits

5. **Geospatial:** Toronto Centreline showing the linear features of streets, walkways, rivers, highways in the City

SPOTLIGHT: **Big Data Innovation**

Big Data Innovation: The City's Transportation Services Division created a Big Data Innovation team in 2015 with the mission to leverage emerging transportation data sets together with existing City data to develop a new understanding of transportation issues across all modes in the City. The focus of the Big Data Innovation Team will be on conducting practical analyses of transportation data to be able to more easily measure the impact and benefits of policies and solutions. Some of the team's ongoing projects include:

- Partnering with McMaster University to analyze historical travel data on city expressways and streets

- Working with the TTC to closely analyze surface transit data to identify operational improvements to further improve streetcar service

- Partnering with the Cycling Unit of Transportation Services to release a report evaluating cycling travel patterns based on data collected from the City of Toronto Cycling App

- Developing a Big Data Strategy and Work Plan for Transportation Services to determine ways to make this type of information available to map out how the team will proceed

- Vetting products and services that might be useful in assisting the City in better decision making and investments.

OTHER KEY INITIATIVES

- **Protection of Privacy:** Privacy plays a key role in an open, accessible and transparent government and is an essential element in maintaining public trust. The City is committed to protecting your privacy and the Protection of Privacy Policy makes privacy training mandatory for all City staff.

- **Toronto Demographics Portal:** lets you browse and access demographics information (reports, mapping tools, surveys) for Toronto across a variety of sources such as Statistics Canada's Census and the City of Toronto information including population groups, housing characteristics, languages, income and more. **toronto.ca/opengov**

- **Toronto Progress Portal and Toronto Dashboard:** How is Toronto doing? To answer this question, City staff regularly measure how services and programs are performing and being delivered and to identify areas of success and where more effort or new approaches are needed.

This knowledge is important for Open Government as it strengthens the City's accountability and enhances transparency.

OPEN City Hall

Being transparent about what the City does demonstrates accountability. Being open builds public trust and confidence in government.

SPOTLIGHT: **Accessing Council Meetings, Agendas and Minutes**

Open government is nothing new for local government decision-making. The City follows open meeting laws that have been in place in Ontario for a long time. Torontonians are entitled to watch meetings of Council, its committees and local boards in open session. The exceptions for closed meetings are very limited.

While agendas, reports and minutes of meetings have always been available to the public, our ability to provide to this information in the internet age has increased citizen access immeasurably.

toronto.ca/council provides one-window access to the agenda and decision information for City Council and its committees. Agenda materials are published online in advance of meetings, and supplementary materials

TMMIS also facilitates public participation in the legislative process by making it easy to search, submit comments, and request to speak on agenda items, and by incorporating live streaming and video archiving of Council and committee meetings. TMMIS also generates open data sets, including member attendance and voting records. Interested in attending a council meeting or just want to read the minutes from a meeting you were unable to attend? Visit **toronto.ca/council** for more information.

SPOTLIGHT: **Public Appointments**

The City of Toronto has a long history of involving Torontonians in the governance of their city through public appointments. The City benefits from the views and specialized expertise of its residents who sit on advsiory committees, quasi-judicial tribunals and boards of agencies and corporations. This ensures that a dviersity of people are involved in making decisions that shape the City.

In 2015, the City Clerk's Office launched **Toronto Public Appointments** toronto.ca/ServeYourCity to house all of the information about public member appointments the City makes. It contains relevant appointment information, including the names, biographies, and terms of office for all appointees, and allows members of the public to apply online anytime for board opportunities.

SPOTLIGHT: Accessing Online Utility Services

The City's Revenue Services divison is dedicated to fostering a culture of openness and transparency, while building confidence through public participation and online information sharing. As part of its commitment to Open Government, it recently launched online account lookups for property tax, utility and parking tickets. The online lookups are compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and allow the public to easily access their account information or the status of their parking tickets anytime from a computer or smartphone, fulfilling the City's goals of enhancing online service delivery and improving customer service.

The Revenue Services Utility Look Up is a recognition of the evolving needs and wants of Toronto residents, and the commitment to delivering a new toronto.ca that is service-focused, accessible and user-centric. The online lookups have proven extremely popular since launch, with monthly traffic to each site now ranging between 15,000 to 20,000 visits per month.

The Revenue Services team received the City Manager's Award in 2015 from Peter Wallace

OTHER KEY INITIATIVES

Other key initiatives that help open access to the City's policies, programs and services include:

- **311** is a simple, three-digit phone number that provides Toronto residents, businesses and visitors with access to non-emergency City services, programs and information in over 180 languages 24 hours a day, seven days a week

- **Corporate Information Management Services:** The City Clerk's Office, Corporate Information Management Services works to develop comprehensive information management programs that provide expertise to City divisions to manage records from the time they are created through to how they are used, protected from authorized use and eventually destroyed or archived.

  The City must balance two principles when handling information:

  - City records should be available to everyone, with few exceptions;

  - Personal information must be kept private.

  Everyone who works for the City is expected to handle their records responsibly, so that the City's interests and the privacy rights of the public are protected. The City follows federal and provincial laws, and has its own policies and by-laws about how to handle information such as the Information Management Framework and Information Management Accountability Policy.

- **Open Government Community of Practice** was established in 2013 as a collaboration between the City of Toronto, the City of Guelph and the MaRS Discovery District. It acts as an important forum for Canadian governments to collaborate on Open Government initiatives, share knowledge, expertise and tackle common challenges together. www.toronto.ca/opengov

- **E-Polling Management System:** In 2015, Election Services, City Clerk's Office launched an e-polling management system to facilitate public input on neighbourhood changes such as boulevard cafes, off-street parking, permit parking, traffic calming and business improvement areas. This application allows the public to see a list of all of the polls and results from past polls using an interactive map display.

Open Engagement
GET INVOLVED TORONTO

Democracy requires opportunities for participation and collaborative problem solving whenever possible.

Plant Architect Inc. and Perkins + Will Canada Inc., in Joint Venture

SPOTLIGHT: **Planners in Public Spaces**

Planners in Public Spaces (PiPS) brings conversations around planning to people in places where they naturally gather. The format is simple, staff from City Planning Division bring a tent, some planning material and a bunch of planners and set up in parks, recreation centres and at special events.

Anyone is welcome to drop by and have a chat about any planning issue that's important to them. In 2015, the City's Planning division reached almost 3,000 people this way – helping to make City Planners and the work we do more accessible and understandable to the public and giving City Planners a more prominent community presence.

SPOTLIGHT: **Participatory Budgeting**

Participatory Budgeting (PB) involves community residents proposing and voting on community investment projects, funded through a pre-determined portion of the municipal budget.

In 2015, the City launched a Participatory Budgeting Pilot in three areas of Toronto: Ward 33, and two Neighbourhood Improvement Areas - Oakridge in the East District (in Ward 35) and Rustic in the West District (in Ward 12) in May, 2015.

During Spring 2015 community members put forward ideas for local neighbourhood improvement projects; In September residents voted for the project(s) they wanted to be funded through the Participatory Budgeting Pilot. Read the final results including the number of ballots issued and votes for each projects organized by area.

SPOTLIGHT: **Open Government Surveys**

In order to better understand how City staff and Toronto residents view **Open Government**, the Open Government Committee conducted two online surveys to understand how City of Toronto staff and residents view Open Government. The survey results provided the Committee with insight into what Open Government means to staff and the public. More importantly, they helped identify the current challenges and barriers to realizing Open Government. View infographics of the survey results at **toronto.ca/opengov**

KEY SURVEY FINDINGS

Here's what we heard from you:

- 78% of survey respondents said they were learning about Open Government for the first time

- Survey respondents identified the ability to voice opinions, having a say on policies before decisions are made, and access to City information and documents as the top benefits of Open Government

- Six out of 10 respondents said it was easy to access services; and over half said found it easy to access information at the City

- Respondents cited a lack of opportunities to participate, or engage in City consultations, meetings, and surveys on topics of interest to them

OTHER KEY INITIATIVES

- **Open Government in OpenSpaces:** In collaboration with Ryerson University, the City co-hosted sixty participants representing academia, civil society and City senior management to discuss "What does it mean to be an Open Government?", and "What can Toronto do to be a more open City?" Visit **toronto.ca/opengov** to read a summary report that highlights some of the vibrant ideas and discussions from event.

- **Community Collaboration Online:** In 2014, Get Involved Toronto introduced an online engagement platform **toronto.mindmixer.com** to connect civic challenges to community problem-solvers. Accessible 24/7, the site provides opportunities for the public to connect with City staff and share their ideas and solutions to challenges in their community.

- **'Sharing Economy' Toronto:** The City's Municipal Licensing and Standards (MLS) Division partnered with the MaRS Solutions Lab to better understand the sharing economy and the role of government.

  Through the 'Sharing Economy Public Design' collaboration project MaRS hosted a series of workshops and forums that brought together staff from all three levels of government to learn from pioneers and innovators who are actively involved in the sharing economy to discuss the key issues, challenges and opportunities for policy makers. The workshops' findings will inform the City's review of regulations for ground transportation and temporary accommodations.

- **Cities, Data, and Digital Innovation:** In 2015, the City's Economic Development & Culture Division sponsored a research study conducted by the Institute of Municipal Finance and Governance and the Innovation Policy Lab, University of Toronto. Authored by visiting scholar Mark Kleinman from the U.K.'s Greater London Authority, the study used two case studies – London (U.K.) and Toronto – to examine questions about using data to drive economic growth, improve the accountability of government to citizens, and offer more digitally enabled services. The study also defines the terms Big Data, Open Data, Open Government and Smart Cities. Read about it at **http://munkschool.utoronto.ca/ipl/publication/cities-data-and-digital-innovation/**

LOOKING AHEAD

The City is planning to build on its Open Government progress and have identified the following areas to focus on:

Culture Change

Open Government is about culture change and the City is committed to transforming its organizational culture through

- Improved training and awareness
- Greater data sharing and opportunities for innovation
- Meaningful policies and standards

Governance, Measures & Monitoring

- Develop Open Government Performance Measures
- Continue to develop Toronto Progress Portal
- Provide informative content on toronto.ca/opengov

Civic Participation and Collaboration

- Engage civil society, academia and public to support Open Government initiatives

Innovative technologies

- Explore emerging and disruptive technologies such as autonomous vehicles
- Leverage the efficiencies of cloud computing and big data

Plant Architect Inc. and Perkins + Will Canada Inc. in Joint Venture

STAY CONNECTED. GET INFORMED. BE INSPIRED. GET INVOLVED WITH YOUR CITY.

Open Government is all about working together and we are committed to creating more opportunities for public participation. Together we can:

- shape a vision for Toronto's future

- plan changes in our neighbourhoods

- provide information and insight on the issues Council is debating

- serve on one of the City's many agencies and commissions

On our Open Government website **toronto.ca/opengovernment** you can stay up to date on Toronto's Open Government initiatives and also:

- Submit an FOI request online

- Search for City Forms

- Monitor Toronto's progress

- View Council decisions & their expenses

- Pay your Utility bills online

- Find the latest Polling Results

- Access Open Data and Apps

- Learn about your neighbourhood

- Check Toronto's diversity

- Call 311 for Service

- Pay your Parking tickets online

- Learn more about Routine Disclosure

Contact: infomgmt@toronto.ca

APPENDIX

GOVERNANCE: OPEN GOVERNMENT COMMITTEE

We are changing the culture and building transparency within the City to strengthen public trust and confidence in government. To move and sustain this agenda, the City has created an Open Government Committee.

Established in 2011, the Open Government Committee's mandate is to promote a culture of collaboration and openness in government. It is composed of senior management employees from across the City and chaired by the City Clerk. The committee provides oversight, reviews and endorses policies, strategies, frameworks and standards that support and enrich our Open Government experiences.

Open Government is also about improving the delivery of services and supporting initiatives that build trust and confidence in government. It is guided by four overarching principles of transparency, participation, accountability and accessibility, which support open government and enhance opportunities for civic engagement. Open Government Committee Terms of Reference. The Open Government Committee is championed by the City Clerk, and supported by the Corporate Information Management Services unit of the City Clerk's Office.

OUR SHARED PRINCIPLES

Accountability: Accountable government requires high ethical standards, codes of conduct and a commitment to proactive disclosure about government activities and spending.

Transparency: Making government information available to the public is a requirement for an informed citizenry and enables people to understand what their government is doing.

Accessibility: A government serving its citizens needs policies that provide maximum information accessibility and maximum inclusion in the participatory process.

Participation: Democracy requires opportunities for participation and collaborative problem solving whenever possible.

STRATEGIC DIRECTIONS & GOALS

Open Government is a key component of the City's 2013-2018 Strategic Actions, and supports the City's commitment to Good Governance, Social Development and City Building. Open Government strategic actions are embedded in the City's Strategic Plan 2013-2018. The two key strategic actions are: Action #13: Open Government by Design and Strategic Action #14: Engage the Public.

The **Open Government by Design Plan** identifies a strategic approach and implementation plan by year.

Open Government is supported by a set of foundational policies, standards and directives that highlight staff accountabilities; open access to information and protection of privacy; managing information as part of business planning; and, improving public trust through the improvement of information and service reliability.