

June 27, 2011

Right to Know Steering Committee
Email: 28(1) Personal
c/o #503, 1801 Hamilton Street
Regina, SK S4P 4B\$

To Whom It May Concern:

Re: Nomination for Culliton Right to Know Award

I would like to nominate the City of Regina for the 2011 Culliton Right to Know Award.

Public access to municipal government information is important for a number of reasons:

- It provides citizens with relevant information so that they can be actively involved and engaged in the operations and decision-making of their municipal government/institution.
- It holds government institutions and Council representatives accountable to citizens for their actions and decisions that they make.
- It increases a sense of ownership and community through involvement, communication and understanding.

In the “information age” citizens want more readily available access to all kinds of information under the control of government institutions—and they want it in new and innovative ways. The City of Regina has made enormous strides over the last few years in trying to meet and exceed citizen expectations for accessing information at the City by increasing public awareness around access to information and making more information readily available to the public, using new and innovative tools to promote access and increasing internal staff knowledge and understanding about public access to information.

Increased Public Awareness and Access to Information

- ***Redevelopment of the Public Website (regina.ca)*** to provide relevant and timely information to the public on initiatives at the City, activities of Council (including agendas, minutes and reports), opportunities for public engagement, and other information of interest to the public (see Appendix “A”).
 - The Freedom of Information webpage was enhanced to include information on how to make a formal access request at the City as well as a downloadable copy of the form (see Appendix “B”).

- An external policy statement providing information on what customer information the City collects, how it is used and other relevant information related to the Customer Privacy Policy was developed and made available on the City of Regina website (see appendix “C”). A link was added from the privacy information page to the Freedom of Information page.
- Citizens are also able to informally request information either by contacting Service Regina (777-7000) or by filling out the on-line request form at www.regina.ca (see Appendix “D”)
- **Closed Item Review** – all private items considered by Council/Committee are reviewed for release every 6 months.

Innovative Approaches to Providing Access

- The City has been innovative in using alternative media such as **Facebook, Twitter and YouTube** to provide up-to-date information to the public on relevant decisions, initiatives, opportunities for engagement and general information on what is happening at and around the City. This provides a unique opportunity for open public discussion and dissemination of information (see Appendix “E”).
- Projects such as **Design Regina** include providing information to the public as a key component of their citizen engagement strategy (see Appendix “F”).

Internal Staff Awareness

- **Information Governance and Security Awareness Campaign (IGSA)** - launched in December 2010. Monthly emails are sent to all staff on various subjects that have to do with information governance as well as information security (Appendix “G”). Emails are intended to engage employees and increase awareness. Subjects covered so far include:
 - Information 101 – what different types of information does that city have and what is a record?
 - Access to Information and *The Local Authority Freedom of Information and Protection of Privacy Act*
 - Fraud Awareness and Identity Theft
 - Password Security
 - Phishing Scams
 - Open Government
- **IGSA Speaking Engagements** – awareness of the subject is widely promoted throughout the City in advance of the event: monthly email article, information is provided in the City’s weekly “CityLife” email as well on our intranet “InSite” and posters are put up (see appendix “H”). These events are open to all City employees.
 - In March 2011 the City had members of the RCMP and Regina City Police present on Identity Theft and Fraud (more than 50 people in attendance).
 - In June 2011 the Information and Privacy Commissioner of Saskatchewan presented on Open Government in 2011 (over 40 people in attendance).

- **Internal Customer Privacy Policy** - developed and implemented in January 2011 (see appendix "I").
 - The Internal Customer Privacy Policy speaks directly to a citizen's right to access information at the City.
 - An internal training module was developed and delivered to a number of areas initially targeting those areas that most frequently deal with customer requests for information (March 2011).
- **Improvements to FOI process** - In an effort to expedite formal access to information requests, as well as to ensure that all relevant information to a request was being identified across the corporation, FOI contacts were established in every area of the organization.
 - Electronic redaction software was implemented in order to expedite turnaround time on access requests.
 - In 2009 the City created a formal Access to Information and Privacy Coordinator position in the Corporate Information Governance Branch in the Office of the City Clerk that is principally responsible for handling access to information requests at the City as well as for responding to inquiries/complaints about the process.
- **Internal Training** – In 2009 28(1) Personal from Saskatchewan Justice was brought in to deliver two training sessions on Access to Information and Privacy. Another training session was done internally by the Access to Information & Privacy Coordinator. There were approximately 200 attendees.

Thank you for taking the time to consider our submission. If you have any questions please do not hesitate to contact me.

Yours truly,

Alyssa Daku
Manager, Corporate Information Governance

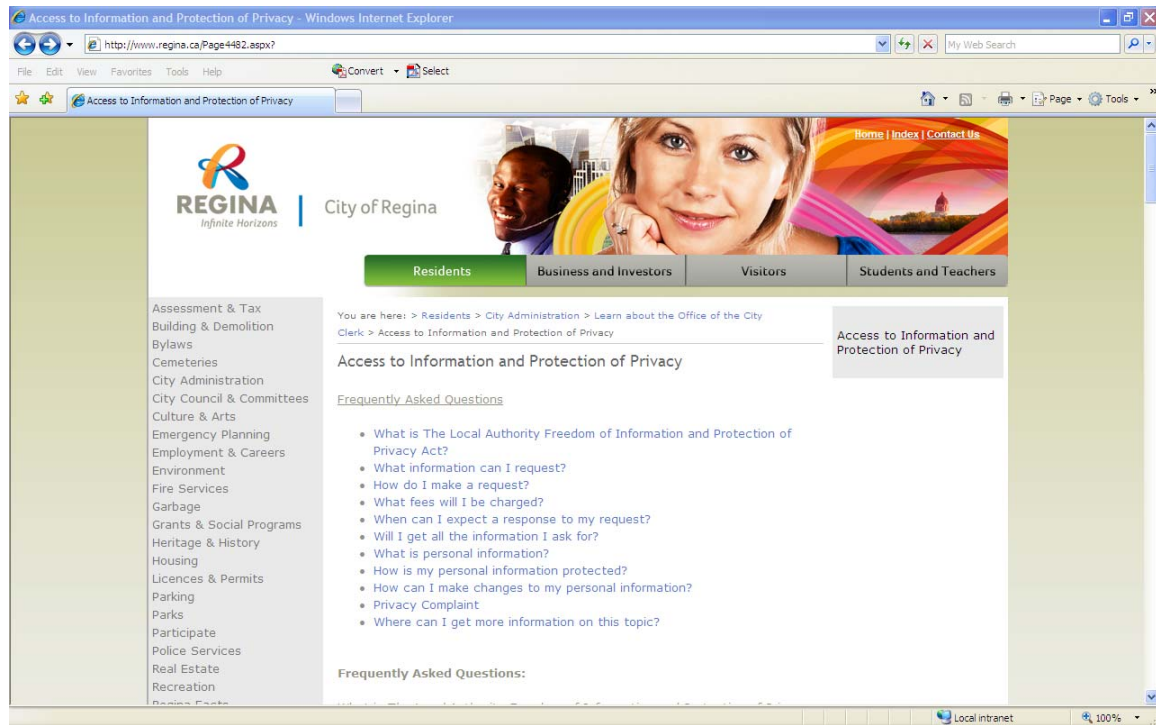
add

Appendix "A" – Redesign of Regina.ca (Improved Access and Awareness)

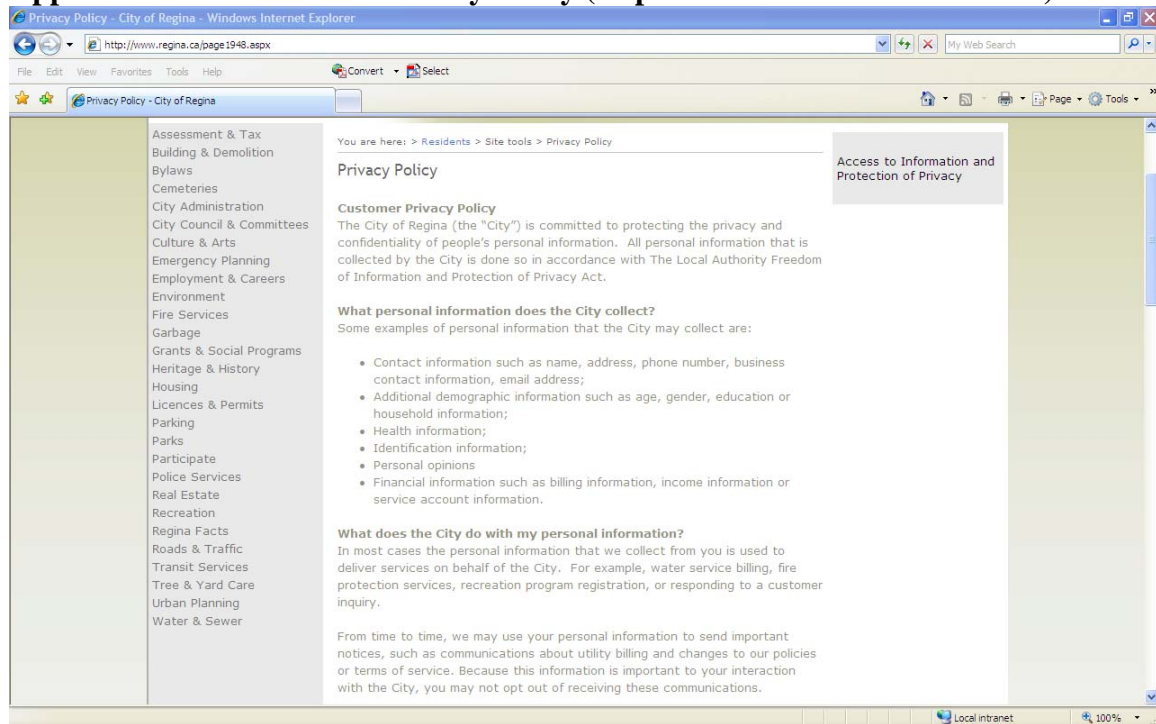
The screenshot shows the City of Regina Home Page in Internet Explorer. The browser address bar shows <http://www.regina.ca/site3.aspx>. The page features a navigation menu on the left with categories like Assessment & Tax, Building & Demolition, Bylaws, Cemeteries, City Administration, City Council & Committees, Culture & Arts, Emergency Planning, Employment & Careers, Environment, Fire Services, Garbage, Grants & Social Programs, Heritage & History, Housing, Licences & Permits, Parking, Parks, Participate, Police Services, Real Estate, Recreation, Regina Facts, Roads & Traffic, Transit Services, Tree & Yard Care, Urban Planning, and Water & Sewer. The main content area has a header with tabs for Residents, Business and Investors, Visitors, and Students and Teachers. A central news item is titled "Canada Post shut its city operations across Canada as of June 15, 2011. Here's how to continue to make bill payments to the City of Regina during the strike." Below this is a list of news items, including "I Love Regina Saturday June 18 - POSTPONED", "City of Regina shares contingency plan for Canada Post strike", "Share your thoughts - Shape your city - DesignRegina.ca", "Update: off-leash dog park", "FAQ's regarding off-leash dog park", "Download the NEW CityApp for your iPhone!", "2011 Cankerworm Schedule - Complete", "Interactive Construction Map", "Outdoor Ice Survey", "Athletic Field and Ball Status", "Outdoor Pool Status", "Mayor's Announcement: A Generational Vision for Regina", "City Council amends and approves 2011 capital and operating budgets", "New ward boundaries proposed", "Revitalizing Downtown", and "Spring/Summer Leisure Guide". There is also a sub-item for "e-Registration for spring/summer programs". Below the news items are social media icons for Facebook, Twitter, and YouTube, and a "Services" link. On the right side, there are several promotional boxes: "Road Renewal" with a link to an interactive construction map, "Mayor's Office" with a photo of Mayor Pat Fiacco, "Employment" with a link to apply online, "Road Report" with a link to daily traffic restrictions, "Announcements & Subscriptions" with a link to check out city news, and "I Love Regina!" with a link to the city's social media.

The screenshot shows the City Council page in Internet Explorer. The browser address bar shows <http://www.regina.ca/Page5535.aspx?DateTime=634435830000000000&PageMode=View>. The page features a navigation menu on the left with categories like Bylaws, Cemeteries, City Administration, City Council & Committees, Culture & Arts, Emergency Planning, Employment & Careers, Environment, Fire Services, Garbage, Grants & Social Programs, Heritage & History, Housing, Licences & Permits, Parking, Parks, Participate, Police Services, Real Estate, Recreation, Regina Facts, Roads & Traffic, Transit Services, Tree & Yard Care, Urban Planning, and Water & Sewer. The main content area is titled "City Council" and contains the following information: "Event date: Monday, June 13, 2011, at 5:30 PM", "Location: Henry Baker Hall, Main Floor, City Hall", "View of the Decisions of the June 13 City Council meeting.", "Agenda", "Advertised Bylaw, Delegation, Communication and Related Report", "Mayor's Reports", and "Committee Reports". The "Advertised Bylaw, Delegation, Communication and Related Report" section lists several items: "DE11-45 HDL Investments Inc.: Application for Concept Plan and Zoning Bylaw Amendment (10-CP-2, 10-Z25) - Westhill Park Phase IV", "CP11-9 Brian Banilevic: Bylaw No. 2011-35 - Application for Concept Plan and Zoning Bylaw Amendment - Westhill Park Phase IV", "CR11-67 Application for Concept Plan and Zoning Bylaw Amendment (10-CP-2, 10-Z-25) - Westhill Park Phase IV", and "2011-35 The Regina Zoning Amendment Bylaw, 2011 (No. 15)". The "Mayor's Reports" section lists "MR11-1 Federation of Canadian Municipalities (FCM), Big City Mayors' Caucus (BCMC) Meeting - June 2, 2011". The "Committee Reports" section lists "Executive Committee" reports: "CP11-10 Regina Public Library: Regina Cultural Centre", "CR11-68 Regina Cultural Centre", and "CR11-69 North Central Shared Facility (NCSF) - Application for".

Appendix “B” – Freedom of Information (Improved Public Awareness)



Appendix “C” – Customer Privacy Policy (Improved Access and Awareness)



Appendix “D” – On-line Informal Request for Information (Improved Access and Awareness)

You are here: > Residents > Site tools > Contact Us > Contact Us Form

Contact Us Form

Enter information about your request

- 1) Select a type of request from the drop down list
- 2) Enter the description of the request in detail in the box provided
- 3) Enter the address/location of the request (Not required for Comment/Inquiry)

Page 1 of 1 Preview

Type of Request *
REQUIRED
Request for Information

Description of Request *
REQUIRED

Address of Request * (if applicable)

First Name
REQUIRED

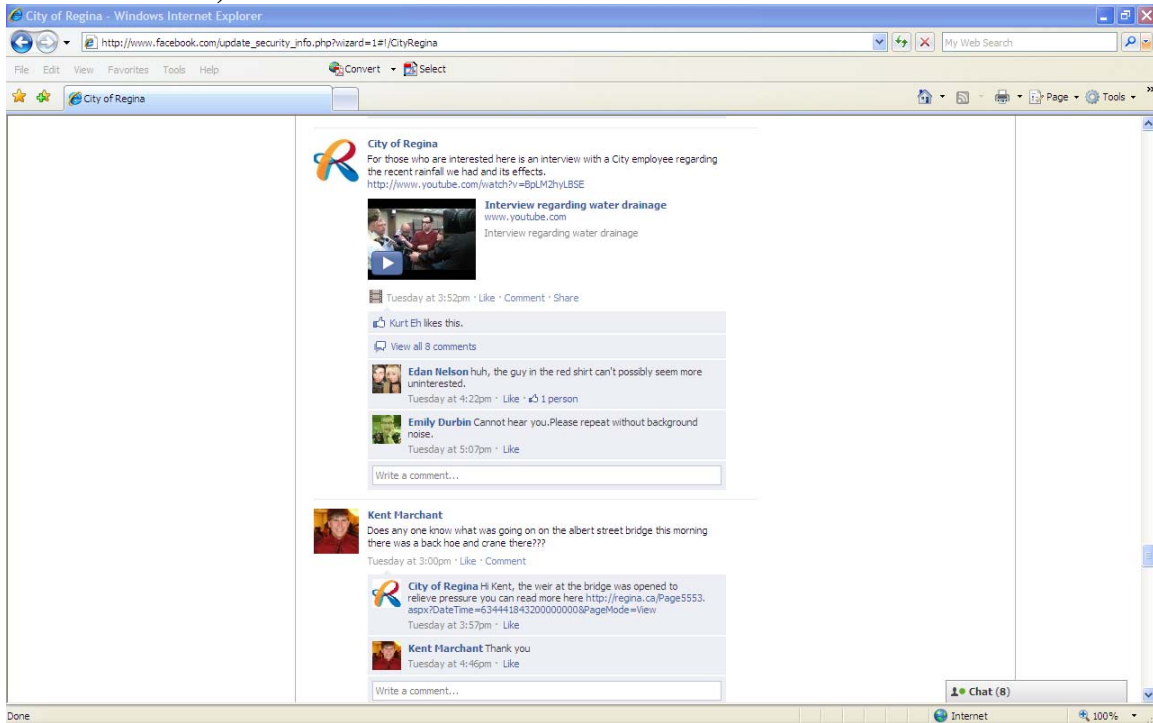
Last Name
REQUIRED

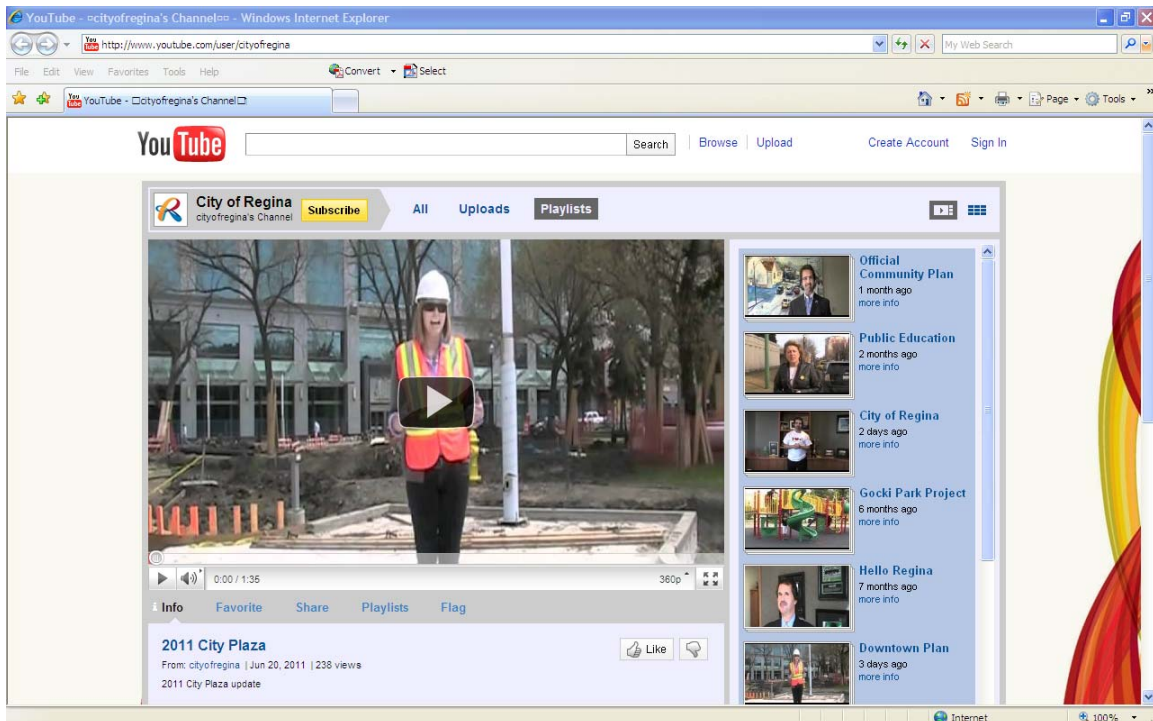
Address
REQUIRED

City
REQUIRED

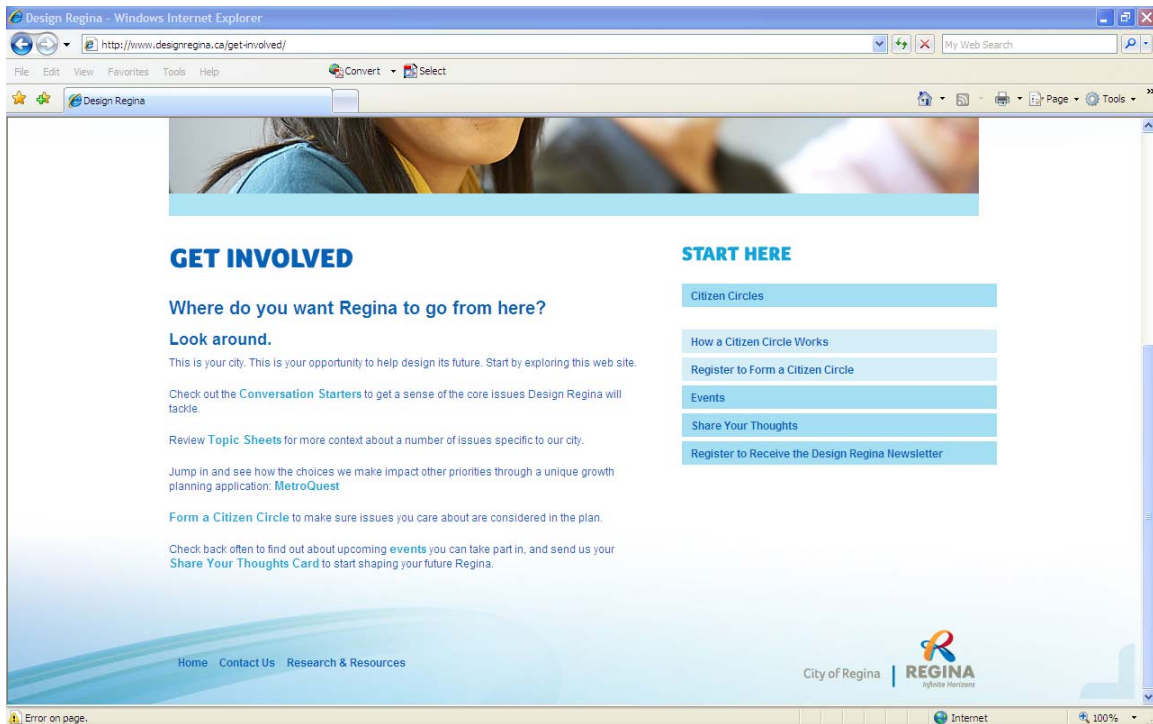
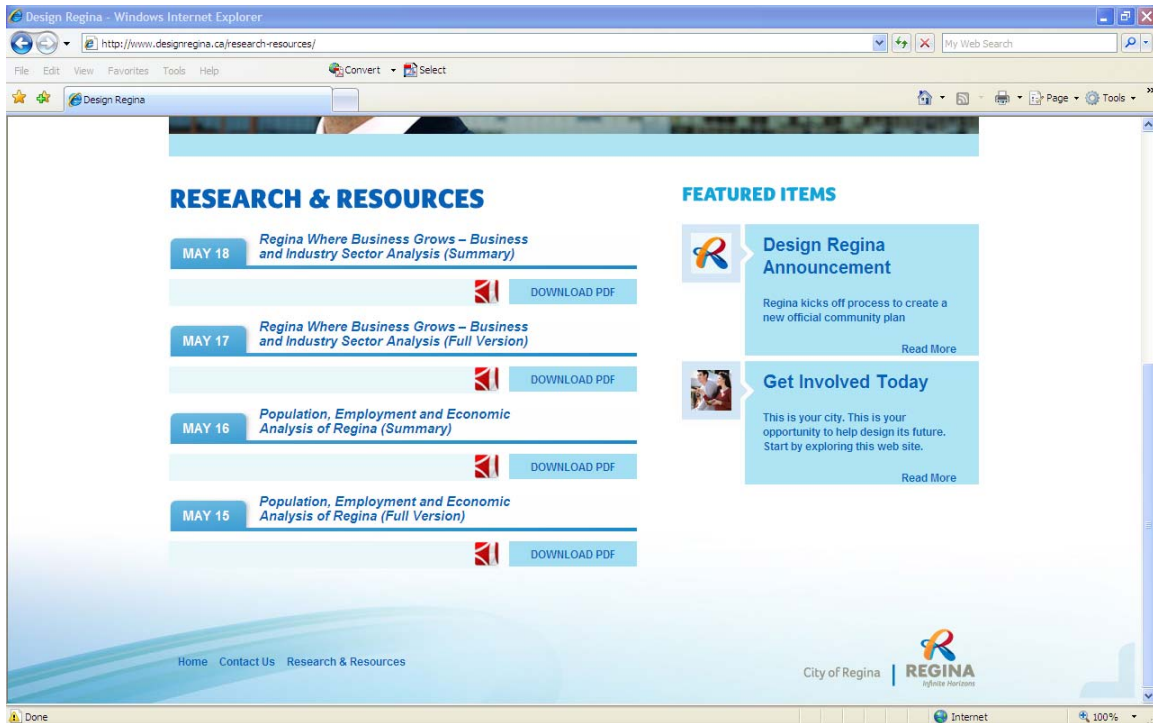
Province/State
REQUIRED

Appendix “E” – Facebook, Twitter and YouTube (Innovate tools to promote and facilitate access)





Appendix “F” – Design Regina (Building public awareness of access to information and innovative approaches to encouraging/facilitating access to information)



Appendix “G” – Information Governance and Security Awareness Campaign – Access to Information Email (Employee training and awareness of public right to access)



**full email content provided below

Access to Information



As discussed in December's email, all municipalities in Saskatchewan are subject to *The Local Authorities Freedom of Information and Protection of Privacy Act* (LAFOIPP)

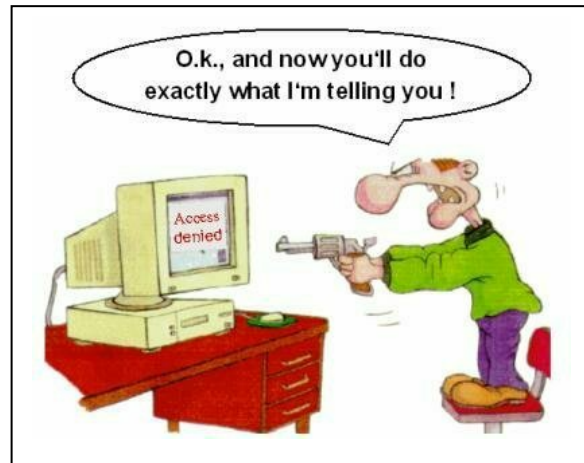
LAFOIPP gives the public a right to access records at the City (subject to certain exceptions). This includes records received or produced by you through the course of your work and may include information such as: letters, memos, reports (including drafts), handwritten notes, emails, sticky notes, journal books, calendars, drawings, photographs, and every other form of recorded information. **LAFOIPP gives the right of access to any of these records.**

A freedom of information access request (FOI) is a formal request for government records under LAFOIPP. For more information on the FOI process at the City of Regina check-out the [Access to Information and Protection of Privacy](#) webpage.

When an individual submits a formal FOI we have 30 days to respond. In general, access to the records will be given, however *certain types of information must be protected*. If you receive a freedom of information request in your office, contact the [Access to Information and Privacy Coordinator](#) *right away* for instructions on what to do with the request.

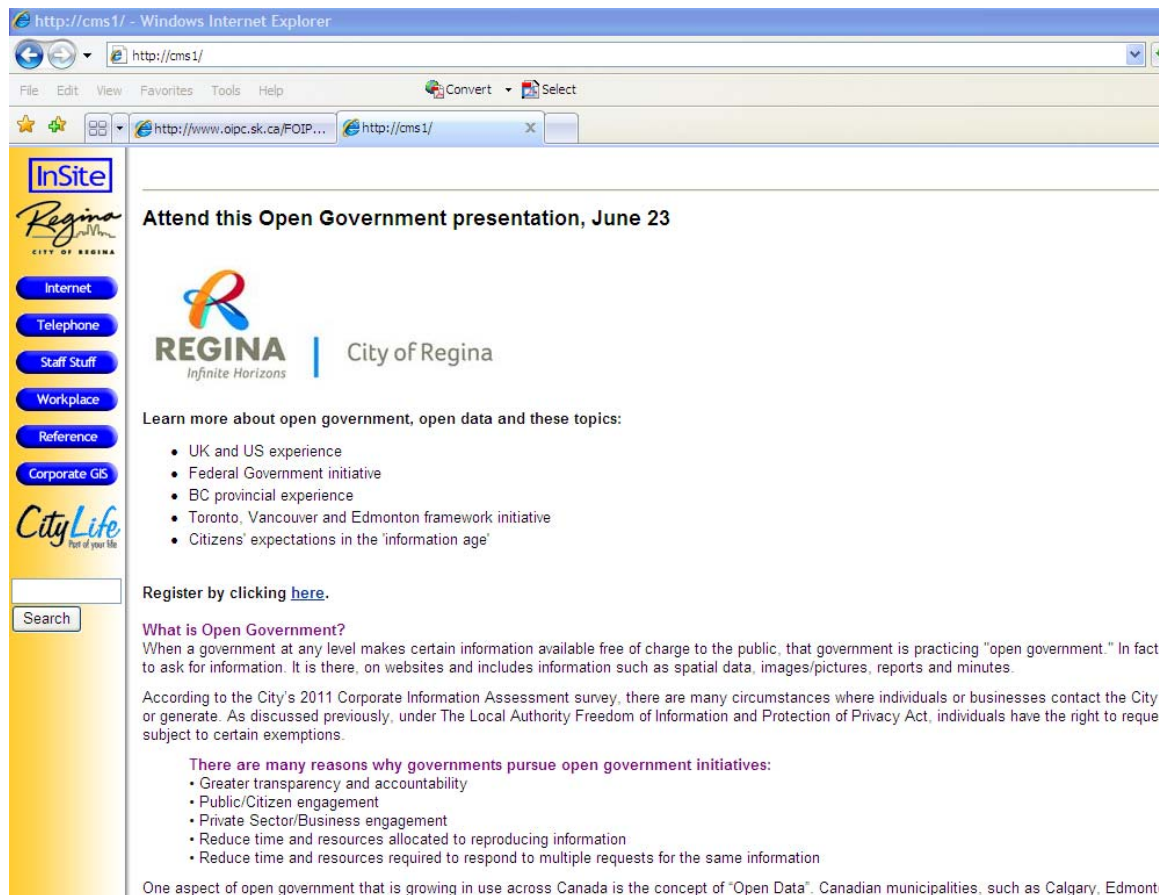
LAFOIP protects certain information from release and requires the City to take precautions in limiting or restricting access to that information. There are a number of ways you can limit access to sensitive/personal information, here are a few examples:

- Limit the number of people who are allowed to access certain folders or applications (ask ITS).
- Set-up restricted filing areas where sensitive files are locked-up.
- Lock your own filing cabinets and do not leave sensitive information on your desk.
- If you do not need to retain a record or copies of a record that contains sensitive information shred it.




Next Month: Cyber Security...phishing, hacking, and other cyber threats

Appendix “H” – IGSA Speaking Engagements – Open Government (Employee training and awareness of public right to access)



The screenshot shows a Windows Internet Explorer browser window with the address bar set to <http://cms1/>. The page content includes the City of Regina logo and navigation menu on the left, and the main content area with the following text:

Attend this Open Government presentation, June 23

 REGINA | City of Regina
Infinite Horizons

Learn more about open government, open data and these topics:

- UK and US experience
- Federal Government initiative
- BC provincial experience
- Toronto, Vancouver and Edmonton framework initiative
- Citizens' expectations in the 'information age'

Register by clicking [here](#).

What is Open Government?

When a government at any level makes certain information available free of charge to the public, that government is practicing "open government." In fact to ask for information. It is there, on websites and includes information such as spatial data, images/pictures, reports and minutes.

According to the City's 2011 Corporate Information Assessment survey, there are many circumstances where individuals or businesses contact the City or generate. As discussed previously, under The Local Authority Freedom of Information and Protection of Privacy Act, individuals have the right to request subject to certain exemptions.

There are many reasons why governments pursue open government initiatives:

- Greater transparency and accountability
- Public/Citizen engagement
- Private Sector/Business engagement
- Reduce time and resources allocated to reproducing information
- Reduce time and resources required to respond to multiple requests for the same information

One aspect of open government that is growing in use across Canada is the concept of "Open Data". Canadian municipalities, such as Calgary, Edmont

Presentation: Open Government in 2011



In this information age, our customers want faster service and more easily accessible information. Attend this open government presentation and learn innovative ways to share content with the public, while improving citizen engagement.

Who: Gary Dickson, Information and Privacy Commissioner of Saskatchewan

When: June 23, 2011, 9-10:30 a.m.

Where: Henry Baker Hall, City Hall

The presentation will cover the following topics relating to open government and open data:

- UK and US experience
- Federal Government initiative
- B.C. provincial experience
- Toronto, Vancouver and Edmonton Framework initiative
- Citizens' expectations in the "information age"

Register on InSite



e-mail not displaying correctly? [View it in your browser.](#)

 **REGINA** | City of Regina
ignite horizons

Information Governance and Security Awareness

Issue 7 - June 2011

What is Open Government?

The term "open government" is used to describe the practice by which government institutions *choose* to make available certain information to the public free of charge. Individuals do not have to contact the institution to ask for the information. Types of information government may choose to make available include spatial data, images pictures, reports, minutes, etc.

As indicated by the City's 2011 Corporate Information Assessment survey, there are many circumstances where individuals or businesses contact the City and want access to information that we have or generate. As discussed previously, under *The Local Authority Freedom of Information and Protection of Privacy Act*, individuals have the right to request access to any information at the City, subject to certain exemptions.



There are many reasons why governments pursue open government initiatives:

Appendix “I” – Internal Customer Privacy Policy (Employee training and awareness of public right to access)



Corporate Policy

Policy Title:	Applies to:	Reference #						
Customer Privacy Policy	All interactions with customers that involve the collection, use or disclosure of personal information.							
Approved by:	Dates:	Total # of Pages						
Directors’ Forum	<table border="1"> <tr> <td>Effective:</td> <td>01-Feb-2011</td> </tr> <tr> <td>Last Review:</td> <td>13-Jan-2011</td> </tr> <tr> <td>Next Review:</td> <td>01-Jan-2013</td> </tr> </table>	Effective:	01-Feb-2011	Last Review:	13-Jan-2011	Next Review:	01-Jan-2013	4
Effective:	01-Feb-2011							
Last Review:	13-Jan-2011							
Next Review:	01-Jan-2013							
Authority:								
<i>The Local Authority Freedom of Information and Protection of Privacy Act</i>								

1.0 Purpose

The City of Regina (the “City”) is committed to protecting the privacy and confidentiality of people’s personal information. All personal information that is collected by the City is done so in accordance with *The Local Authority Freedom of Information and Protection of Privacy Act* (the “Act”).

The purpose of this policy is to establish appropriate controls and guidelines around the collection, use, and disclose of customer’s personal information as required to carry out the City’s legitimate business and public interest mandates.

2.0 Scope

This policy applies to all employees of the City of Regina.

3.0 Definitions

“Act” – *The Local Authority Access to Information and Protection of Privacy Act.*

“Authority” – the legal authority to collect, use or disclose personal information derived from the Act, a bylaw, other legislation or policy .

“Consent” – the agreement of an individual for the collection, use and disclosure of their personal information.

“Disclosure” – when personal information collected by the City is provided to a third party that is not part of the City of Regina.

“Information” - what a record contains. It is also a term often used to refer to the content of electronic databases or applications. Regardless of the form, all information recorded and in the possession or control of the City is a record.

“Personal Information” - includes just about any personal information about an identifiable individual. For example, it may include information about: race; religion; family status; age; place of origin; employment or criminal history; financial information; health services number; driver’s license number; address and telephone number; the views or opinions of someone about that person; information about the physical or mental condition of an individual; along with a host of other information.

“Record” - means a record of information in any form and includes information that is written, photographed, recorded, digitized or stored in any manner, but does not include computer programs or other mechanisms that produce records;

“Use” – when personal information collected by the City is used for an identified purpose within the City.

4.0 Authority

The Local Authority Freedom of Information and Protection of Privacy Act is the legislation governing the City of Regina with respect to the protection of personal information in the City’s control.

5.0 Guidelines

Responsibility

The City of Regina is responsible for all personal information under its control. Therefore, every City of Regina employee and contractor is responsible for collecting, using, disclosing and otherwise managing any personal information they have access to as a result of their employment or contract with the City in accordance with this policy.

Purpose

Any personal information collected by or for the City must be collected for an identified purpose. This purpose must be identified at or before the time of collection.

Consent

Always try to obtain consent from an individual prior to collecting, using or disclosing their personal information. Consent should be informed which means that the individual is aware of and understands the purpose for the collection and how the information will be used or disclosed.

In some cases gaining consent from the individual may not always be feasible, appropriate or the only legal means. In these cases the authority for the collection must be derived from the Act or other bylaw, legislation or policy.

If you want to collect, use or disclose personal information or third party information you must make sure that you have appropriate consent or authority to do so.

Collection of Information

When collecting personal information you must only collect the information necessary to perform the identified task or function.

Use and Disclosure

Personal information must only be used or disclosed for the purposes it was collected for or for a use that is consistent with that purpose.

The only other time that you may use or disclose personal information is with the consent of the individual or when it is authorized by legislation.

Retention

Personal information should be retained only as long as necessary for the fulfillment of its stated collection purpose, or as specified by law.

When it is no longer required that the personal information be retained—because it is no longer needed, has met its required retention period or is legally allowed to be disposed of—we must ensure that appropriate steps are taken to safely and securely dispose of the records. This will help to prevent unauthorized parties from gaining access to the information.

Accuracy

We need to make a reasonable effort to ensure that the personal information we are collecting from our customers is as accurate, complete, and up-to-date as necessary for the purposes for which it is to be used.

Security

It is important to ensure that appropriate security safeguards are in place to protect personal information in the custody and control of the City. These safeguards should address such concerns as appropriate access to information, breach prevention, recovery, information integrity and other potential security issues. Safeguards include physical, technical and organizational measures.

Access

With some exceptions, individuals have a right to be informed of the existence, use and disclosure of information pertaining to them in the possession of the City. Individuals also have the right to access to their personal information upon request, to challenge the accuracy and completeness of their personal information and to request their personal information be amended when appropriate.

Ability to Challenge

An individual is able to file a complaint regarding the handling of their personal information at the City of Regina by filling out and submitting a Privacy Complaint form or by contacting the Access to Information and Privacy Coordinator.

6.0 Roles & Responsibilities

- a) By delegation, the City Clerk is ultimately accountable for corporate information at the City of Regina. This includes personal information.
- b) The Manager of Corporate Information Governance is responsible for providing guidance with respect to this policy and ensuring it is maintained.
- c) The Access to Information and Privacy Coordinator is responsible for receiving and handling all customer privacy complaints in relation to the application of this policy.
- d) All employees are responsible to familiarize themselves with this policy and adhere to its principles and guidelines.

7.0 Reference Material

On-line Customer Privacy Policy

8.0 Revision History

Date	Description of Change	(Re)-Approval Required (y/n)
01-02-2011	Initial Release.	Yes